CHATBOT
AGENT : HELLOCOFFEE

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Chatbot creation using Dialogflow

Websites play a big role in the conversion of potential customers to sales. Businesses have realized that with the addition of chatbots to their webpages, visitors stay engaged for much longer, thereby greatly improving these conversion rates.

Chatbots have also been acknowledged as an excellent resource for collecting and sharing relevant information. Furthermore, the automation of simple business processes without sacrificing human resources makes this a very economical way of generating online value.

Dialogflow : Dialogflow is a Google-owned framework that enables users to develop human-computer interaction technologies that can support Natural Language Processing (NLP). Basically, it lets you make Digital Programs that interact with end users through natural languages. Therefore, you could even say that Dialogflow enables the creation of Conversational User Experience Platforms (CUXP)

Text/Voice – These are the modes used to communicate the input or the output. The user interacts with the bot through text or through voice. Text would be anything that is typed into the chatbot window and voice would be any message spoken into the chatbot window.

Agent – An agent is merely another term used to refer to the chatbot. Sometimes people say 'agent' when referring to the processing module within the application that enables discussions with the chatbot. And sometimes, it is another way to refer to the bot since it functions 'like a support agent'. The context will always be clear enough for you know what they mean.

Expressions – Expressions/Training Phrases are the dialogues/utterances that people say when they interact with a bot. They represent a user's desire and are often in the form of a question. For example –

"Is the store open?"

"Do you serve vegetarian?"

"Where is my order

Intent – 'Intents' are how a chatbot understands Expressions

Responses: This is the chatbot's output that is aimed at satisfying the user's intent.

Entities: 'Entities' are Dialogflow's mechanism for identifying and extracting useful data from natural language inputs

Actions & Parameters: These too, are Dialogflow mechanisms. They serve as a method to identify/annotate the keywords/values in the training phrases by connecting them with Entities

Agent: Hello Coffee

The Agent Hello Coffee helps providing the information coffee shop interms of orders and queries & payments

Hello Coffee Intents

Intent – 'Intents' are how a chatbot understands Expressions
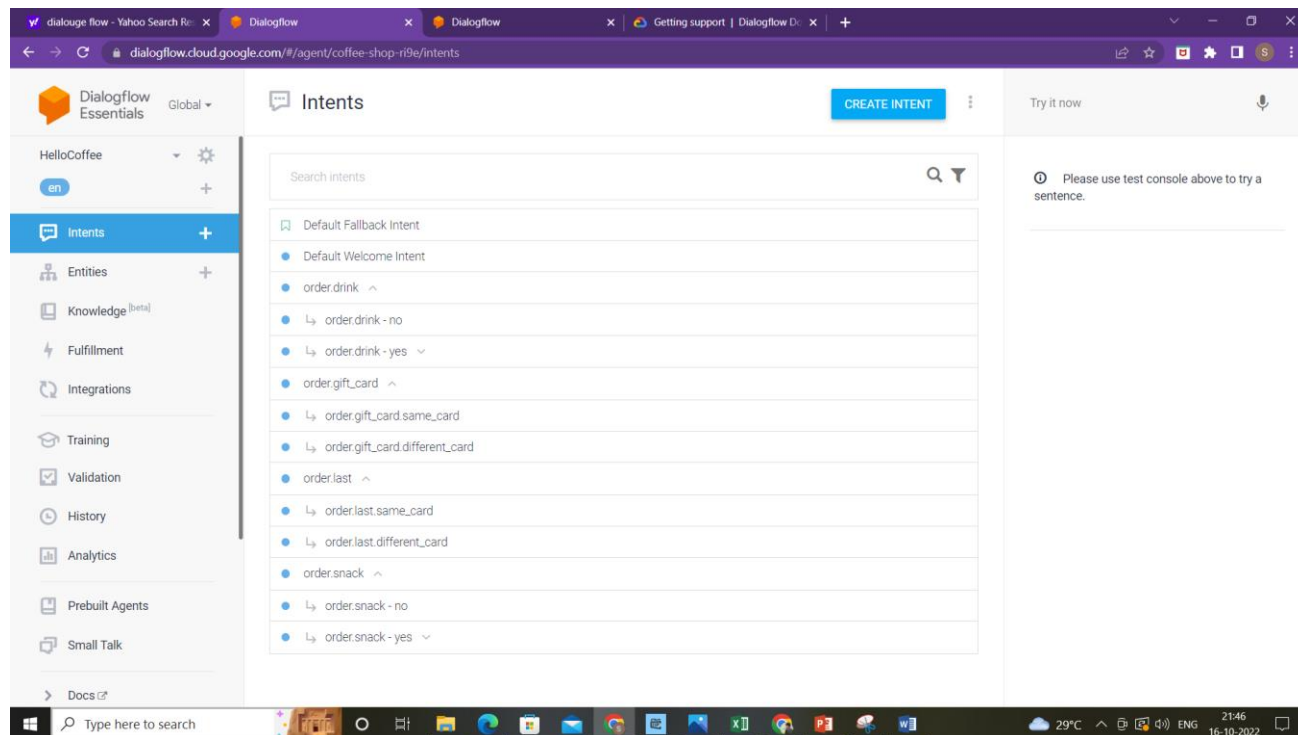
The training pharses in Default Welcome Intent

When a user says something similar to a training phrase, Dialogflow matches it to the intent. You don't have to create an exhaustive list. Dialogflow will fill out the list with similar expressions. To extract parameter values, use annotations with available system or custom entity types.

"Hii" "Hello " examples

Responses

Actions & Parameters: These too, are Dialogflow mechanisms. They serve as a method to identify/annotate the keywords/values in the training phrases by connecting them with Entities

Action and parameters

order.drink

REQUIRED	PARAMETER NAME	ENTITY	VALUE	IS LIST	PROMPTS
☑	delivery-pickup	@delivery-pickup	$delivery-pickup	☐	Would you like ...
☑	drink	@drink	$drink	☐	What would you ...
☑	size	@size	$size	☐	Small, medium o...
☐	iced	@iced	$iced	☐	—
☐	amount	@sys.number	$amount	☐	—
☐	milk-type	@milk-type	$milk-type	☐	—
☐	Enter name	Enter entity	Enter value	☐	—

+ New parameter

Entities: 'Entities' are Dialogflow's mechanism for identifying and extracting useful data from natural language inputs

Entities   CREATE ENTITY   ⋮

Custom   System

Search entities   🔍

@ delivery-pickup
@ drink
@ flavor
@ iced
@ milk-type
@ size
@ snack
@ topping

System

Custom   System

Search entities

@ sys.number
@ sys.unit-currency

Integration

chatbot deployment on platforms, like your websites, etc. is a complicated procedure that required publishing the bot. But we can still get an idea of how the chatbot would appear when functional. Here's how:

Navigate to the 'Integration' section in the left column

Toggle 'Web Demo' On, then click it to enter

Web Demo

https://bot.dialogflow.com/c8a97891-8050-4c32-8b13-48659bf1d57f
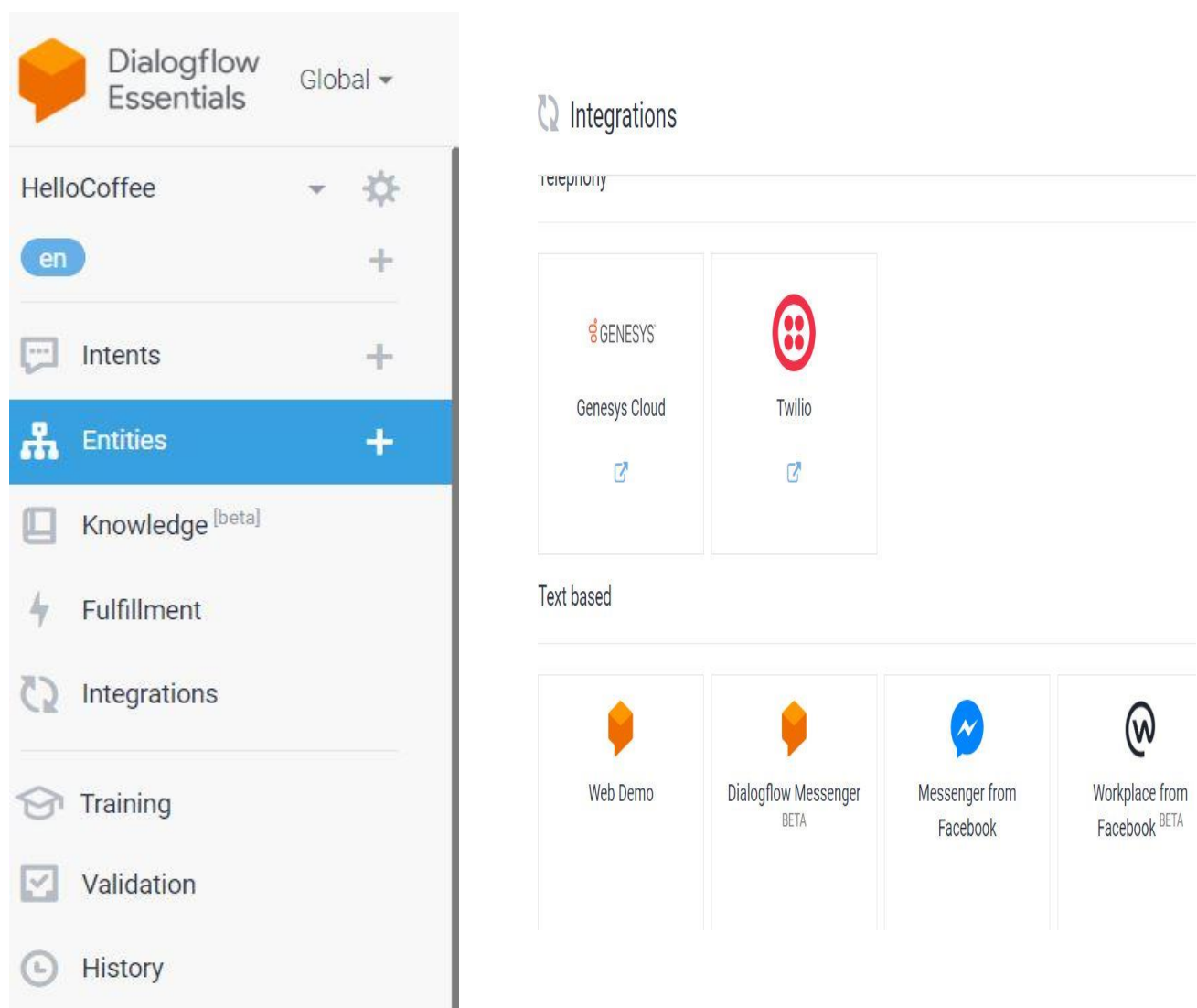
Some Samples of Chatbot Agent Hello Coffe