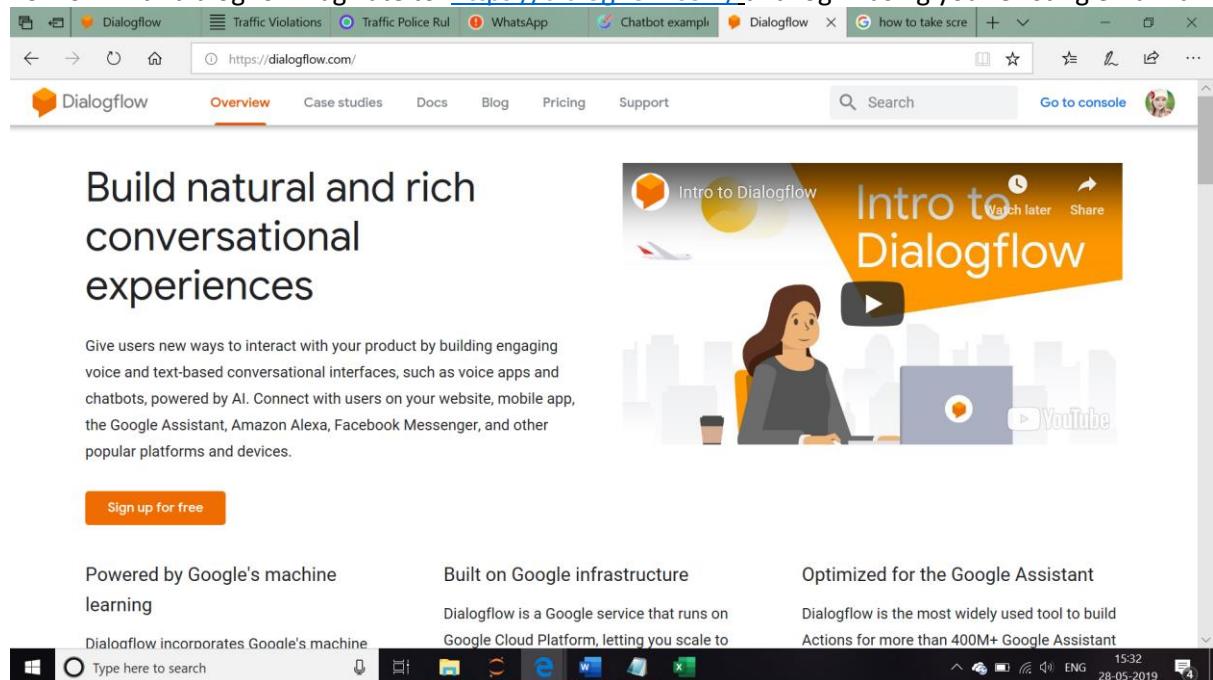


Dialogflow is an excellent website that helps in creating bots.

To work with dialogflow navigate to <https://dialogflow.com/> and log in using your existing email-id

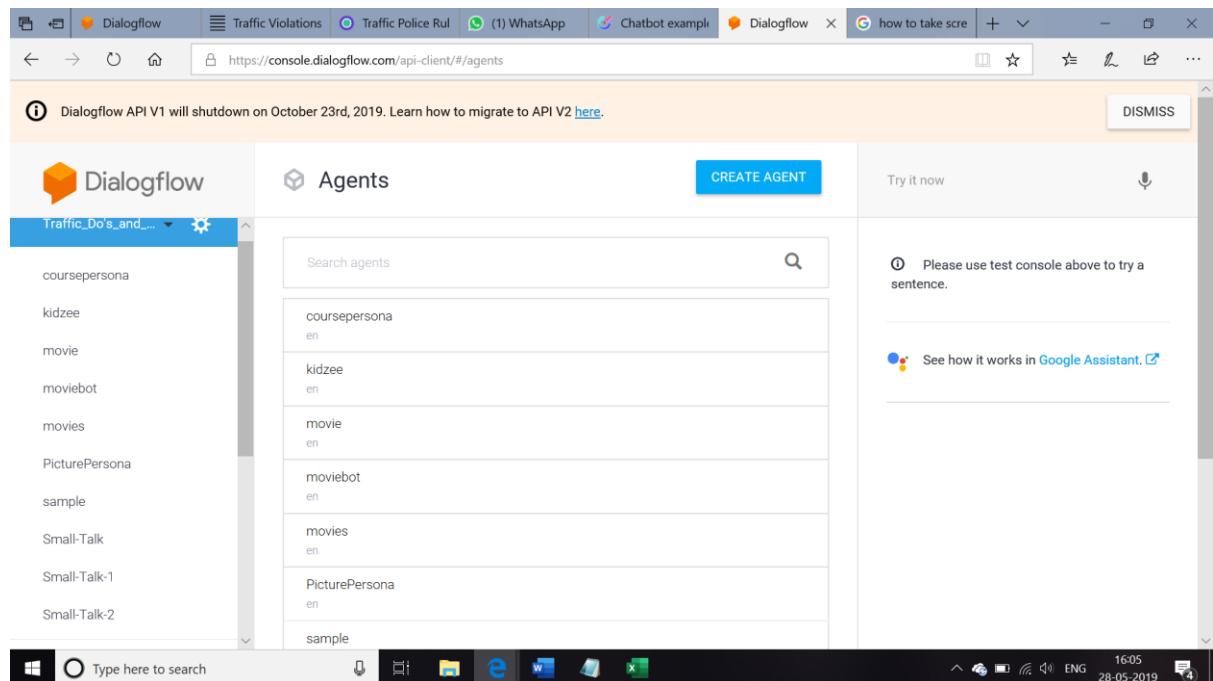


The screenshot shows the Dialogflow homepage. At the top, there's a navigation bar with links for Overview, Case studies, Docs, Blog, Pricing, and Support. A search bar and a 'Go to console' button are also present. The main content area features a large heading 'Build natural and rich conversational experiences'. Below it, a paragraph explains how Dialogflow allows users to interact with products via voice and text-based interfaces across various platforms. To the right, there's a video player titled 'Intro to Dialogflow' with a play button and sharing options. A 'Sign up for free' button is located at the bottom left of the main content area. The Windows taskbar at the bottom shows several open applications like File Explorer, Edge, and Excel. The system tray indicates the date as 28-05-2019 and the time as 15:32.

Using dialogflow, We are going to create a chat bot which helps in getting more details related to the **Type of Traffic Violation**, and provides help with the appropriate penalty. This bot takes name, mobile number and email-id from the user to send details.

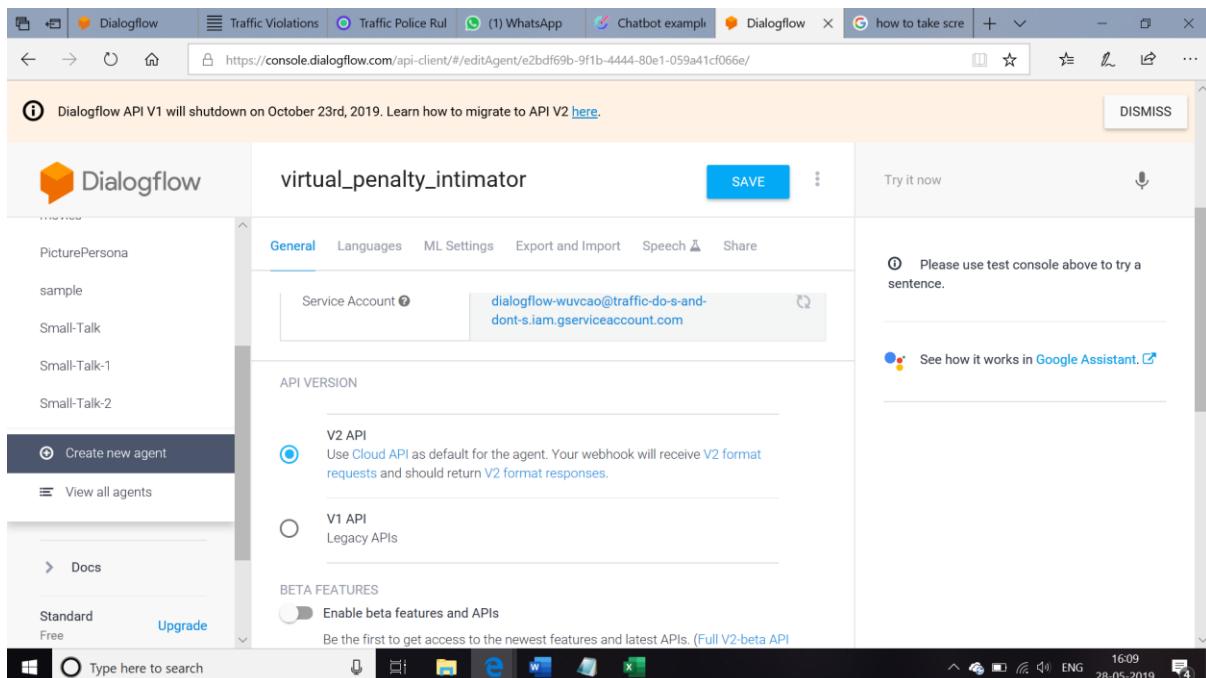
The first step in developing this bot is creation of agent which interacts with the User. Follow the steps below to create an agent.

Go to the **Drop down arrow** which is located just below the dialogflow logo, and select '**CREATE AGENT**'



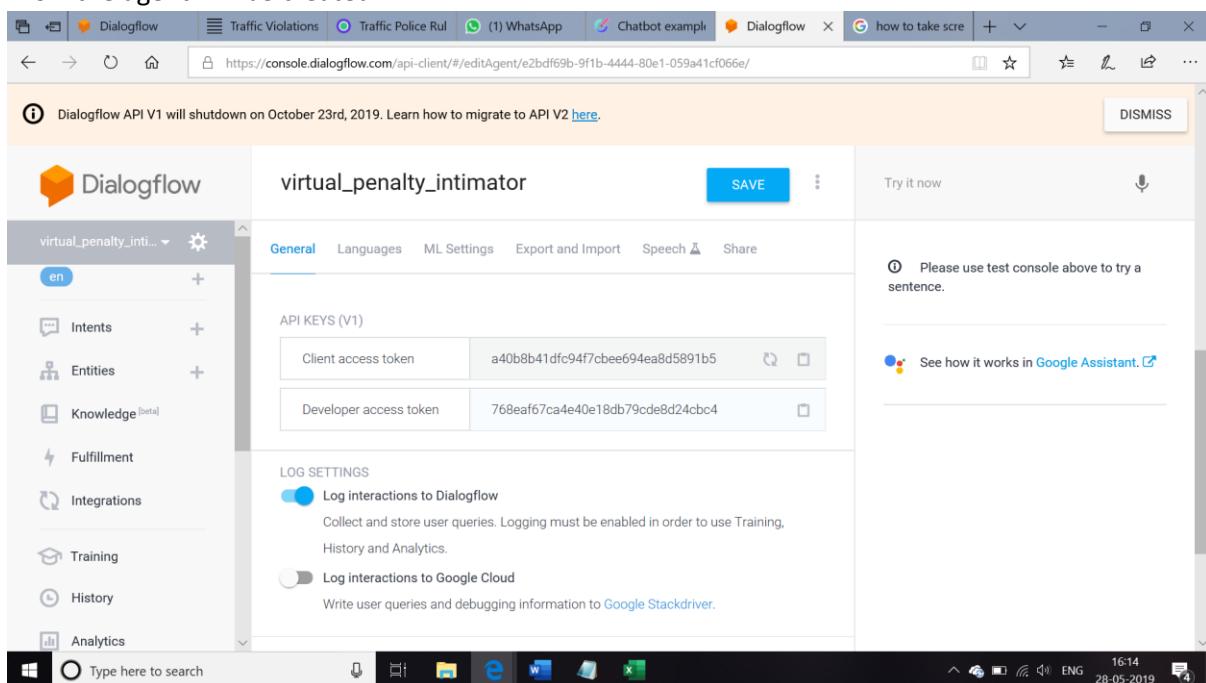
The screenshot shows the 'Agents' page in the Dialogflow console. On the left, a sidebar lists existing agents: coursepersona, kidzee, movie, moviebot, movies, PicturePersona, sample, Small-Talk, Small-Talk-1, and Small-Talk-2. The main area displays a table titled 'Agents' with columns for 'Name' and 'Language'. The table lists the same agents as the sidebar. A 'CREATE AGENT' button is located at the top right of the main area. A message at the top left informs users about the shutdown of API V1. A 'DISMISS' button is in the top right corner of this message. A 'Try it now' button with a microphone icon is also present. The Windows taskbar at the bottom shows several open applications like File Explorer, Edge, and Excel. The system tray indicates the date as 28-05-2019 and the time as 16:05.

The screen looks like below



Type the name for our agent lets take 'virtual_penalty-intimator' and **click save**

Now the agent will be created .



We can confirm the name of the agent from the page.

Create chat sequence that the **virtual_penalty_intimator** should follow based on the input from the user

To start with the entire setup ,

Click Intents and you can look at the following screen

The screenshot shows the Dialogflow API V1 interface. At the top, there are several tabs: Dialogflow, Traffic Violations, Traffic Police Rule, WhatsApp, Chatbot example, and the current tab, Dialogflow. Below the tabs, a message states: "Dialogflow API V1 will shutdown on October 23rd, 2019. Learn how to migrate to API V2 [here](#)". There is a "DISMISS" button. The main area is titled "Intents" with a "CREATE INTENT" button. On the left, a sidebar has links for History, Analytics, Prebuilt Agents, Small Talk, Docs, Support, and Account. The "Standard Free" plan is shown with an "Upgrade" link. The central content area shows a search bar and two listed intents: "Default Fallback Intent" and "Default Welcome Intent". A note says "No regular intents yet. [Create the first one.](#)". Below it, a description of intents is provided, followed by a note about prebuilt agents. A "Try it now" button and a microphone icon are at the top right. The taskbar at the bottom shows various application icons.

There are two types of Intent. **Default Fallback intent** and **Default Welcome Intent**

Default Welcome Intent: Whenever a user starts communicating with the chat bot what are the words he can use like **hai, hello , hey there, goodmorning ...**

And whenever our bot want to respond to the user based on his /her input , like

If I am a User , I will start with **hi ,**

Then my bot should respond me based on the word **hi**

To make this happen lets go in to the **Default Welcome Intent** and click , you can look at the screen with the default words to start a conversation.

The screenshot shows the "Default Welcome Intent" configuration in the Dialogflow console. At the top, there are several tabs: Dialogflow, Traffic Violations, Traffic Police Rule, WhatsApp, Chatbot example, and the current tab, Dialogflow. Below the tabs, a message states: "Dialogflow API V1 will shutdown on October 23rd, 2019. Learn how to migrate to API V2 [here](#)". There is a "DISMISS" button. The main area shows the intent name "Default Welcome Intent" with a "SAVE" button. A "Training phrases" section contains a search bar and a list of user expressions: "just going to say hi", "heya", "hello hi", "howdy", "hey there", and "hi there". A note says "Please use test console above to try a sentence." and a "See how it works in Google Assistant" link. A sidebar on the left shows other intent categories: virtual_penalty_int... (selected), Entities, Knowledge [beta], Fulfillment, Integrations, Training, History, and Analytics. The taskbar at the bottom shows various application icons.

In the Training Phrase

Lets add several words to start conversation ,these words denote what are all the words the user can use while he / she starts with the conversation .just **type the words and press enter.**

After adding one by one the Training Phrase look like this

The screenshot shows the Dialogflow interface. On the left, there's a sidebar with 'Intents' selected. In the main area, under 'Default Welcome Intent', there are several training phrases listed in a table:

Training Phrase
Hi there
hey there
hello
hello again
hi
hello there

Below the table, there's a section for 'Action and parameters' with a dropdown set to 'input.welcome'. A 'SAVE' button is at the top right of the intent editor.

Next moving on to the responses , bot should respond to the User based on the words given here.

Scroll down and Go to the **Responses** to look like the screen below

The screenshot shows the 'Responses' tab for the 'Default Welcome Intent'. Under the 'Text response' section, there are five responses listed:

1. Hi! How are you doing?
2. Hello! How can I help you?
3. Good day! What can I do for you today?
4. Greetings! How can I assist?
5. Enter a text response variant

A 'ADD RESPONSES' button is at the bottom of the list. The 'DEFAULT' tab is selected, and other tabs like 'HANGOUTS' are visible.

Now type the responses our chat bot need to respond

The screenshot shows the Dialogflow API console interface. On the left, there's a sidebar with navigation links: 'virtual_penalty_inti...', 'en', 'Intents' (selected), 'Entities', 'Knowledge [beta]', 'Fulfillment', 'Integrations', 'Training', 'History', and 'Analytics'. Below the sidebar is a search bar with placeholder text 'Type here to search'.

The main area displays the 'Default Welcome Intent' configuration. It includes a 'Text response' section with five examples:

- Welcome. This is **In_rush**, your personal assistant to make you aware of the ways for a safe and a smooth journey on roads. How are you doing?
- Hello! **I am In_rush**, your personal assistant to make you aware of the ways for a safe and a smooth journey on roads. How can I help you?
- Good day! This is **In_rush**, your personal assistant to make you aware of the ways for a safe and a smooth journey on roads. What can I do for you today?
- Greetings! **I am In_rush**, your personal assistant to make you aware of the ways for a safe and a smooth journey on roads. How can I assist?
- Enter a text response variant

Below the examples are buttons for 'ADD RESPONSES' and 'Set this intent as end of conversation'. A 'SAVE' button is located at the top right of the configuration panel.

To the right of the configuration panel is a test console window titled 'inrush means - C'. It contains a text input field with 'hello' typed into it, a microphone icon, and a 'Try it now' button. Below the test console are two informational messages: 'Please use test console above to try a sentence.' and 'See how it works in Google Assistant.'

The status bar at the bottom shows system icons, language 'ENG', date '28-05-2019', and time '16:49'.

Click **Save** to make the changes done

Below the **DISMISS** The entire part is the test console where the built conversation is tested ,to proceed further type hi and press enter

This screenshot shows the same Dialogflow interface after the intent has been saved. The test console on the right now displays a list of user inputs and responses:

- Hi there
- hey there
- hello
- hello again
- hi
- hello there

The 'Action and parameters' section below the test console shows the action 'input.welcome'.

The status bar at the bottom shows system icons, language 'ENG', date '28-05-2019', and time '16:52'.

look at the below screen

The screenshot shows the Dialogflow API V1 interface. On the left, there's a sidebar with options like Intents, Entities, Knowledge, Fulfillment, Integrations, Training, History, and Analytics. The main area is titled 'Default Welcome Intent'. It has a 'Text response' section containing five messages. Below it is an 'ADD RESPONSES' button. To the right, there's a 'Try it now' button and a microphone icon. Further right is an 'Agent' section with a 'USER SAYS' field containing 'hello' and a 'COPY CURL' button. Below that is a 'DEFAULT RESPONSE' section with the message 'Good day! This is In_rush, your personal assistant to make you aware of the ways for a safe and a smooth journey on roads. What can I do for you today?'. At the bottom, there's an 'INTENT' section labeled 'Default Welcome Intent', an 'ACTION' section labeled 'input.welcome', and a system status bar at the bottom right.

Now coming to the next part , bot is not only going to tell us the smooth ways to drive , besides

It is going to tell even it can handle **the penalty charged for the traffic violations** , so that the users know that the bot can even handle that by including this in the next response as shown below

This screenshot shows the same Dialogflow interface as the previous one, but with additional responses added to the 'Text response' section of the 'Default Welcome Intent'. The first section now contains two messages: 'Let me know the type of violation' and 'Enter a text response variant'. The second section also contains two messages: 'I will let you know the penalty' and 'Enter a text response variant'. The rest of the interface remains the same, including the 'Agent' section and the system status bar at the bottom.

The screenshot shows the Dialogflow API V1 interface. On the left, a sidebar lists navigation options: Dialo..., Traffic, Chat, What, inrusl, how!, Rich, How, traffic, want, Intents, Entities, Knowledge, Fulfillment, Integrations, Training, History, and Analytics. The main area is titled 'fault Welcome Intent'. It contains two 'Text response' sections. The first section has two responses: 'Let me know the type of violation' and 'Enter a text response variant'. The second section also has two responses: 'I will let you know the penalty' and 'Enter a text response variant'. Below these sections is a 'Fulfillment' section. A 'Try it now' button is at the top right, and a 'DISMISS' button is in the top right corner of a message bar.

Now welcome intent is done Next , In order to create a chat bot based on the context of the user , Intent should be created.

Click on ' CREATE INTENT' will show the screen

The screenshot shows the Dialogflow API V1 interface. The sidebar includes History, Analytics, Prebuilt Agents, Small Talk, Docs (with 'Standard Free' and 'Upgrade' options), Support, and Account. The main area is titled 'Intent name'. It features sections for 'Contexts', 'Events', and 'Training phrases'. A large callout box in the center says 'Train the intent with what your users will say' with a sub-instruction 'Provide examples of how users will express their intent in natural language. Adding numerous phrases with different variations and parameters will improve the accuracy of intent matching.' Below this is a 'Learn more' link and an 'ADD TRAINING PHRASES' button. A 'Try it now' button is at the top right, and a 'DISMISS' button is in the top right corner of a message bar.

4. The name is user name and details and click save

The screenshot shows the Dialogflow interface. On the left, a sidebar lists 'Intents', 'Entities' (selected), 'Knowledge [beta]', 'Fulfillment', 'Integrations', 'Training', 'History', 'Analytics', and 'Prebuilt Agents'. The main area displays an intent named 'user name and details'. It includes sections for 'Contexts', 'Events', 'Training phrases' (with a search bar and a text input field containing 'Add user expression'), and 'Action and parameters' (with a text input field containing 'Enter action name'). On the right, a preview window shows a conversation: 'USER SAYS' 'hi' and 'AGENT' 'See how it works in Google Assistant.' Below this, under 'DEFAULT RESPONSE', there are three messages: 'Good day! This is In_rush , your personal assistant to make you aware of the ways for a safe and a smooth journey on roads .', 'Oops ! Any Violations', and 'Let me know the type of violation'. At the bottom right, the status bar shows '19:23 28-05-2019'.

In order to know the chat bot is aware of the user details we are creating an entity , to create entity Choose **Entities** from the dropdown menu and give a name

The screenshot shows the 'Entities' page in the Dialogflow console. The sidebar on the left is identical to the previous screenshot. The main area shows a message 'No entities yet. [Create the first one.](#)' and a note that entities are objects your app or device takes action on. It also mentions that system entities have already been created. On the right, a preview window shows a conversation: 'USER SAYS' 'hello' and 'AGENT' 'See how it works in Google Assistant.' Below this, under 'DEFAULT RESPONSE', there are three messages: 'Good day! This is In_rush , your personal assistant to make you aware of the ways for a safe and a smooth journey on roads .', 'Oops ! Any Violations', and 'Let me know the type of violation'. At the bottom right, the status bar shows '19:26 28-05-2019'.

And Click '**CREATE ENTITY**' add the list of the names so that it will be recognised

The screenshot shows the Dialogflow console with a sidebar on the left containing links for Entities, Knowledge, Fulfillment, Integrations, Training, History, and Analytics. The main area is titled 'name' and shows a list of entities. A 'SAVE' button is at the top right. To the right, there's a preview section for Google Assistant and a status bar at the bottom.

Next create the conversation based on the penalty

create the various intents one by one

- ***Exceeding the maximum speed Intent***

Whenever the user needs the penalty for exceeding the maximum speed ,this intent gets fired , so add the respective training phrases as shown,

The screenshot shows the Dialogflow console with a sidebar on the left containing links for Intents, Entities, Knowledge, Fulfillment, Integrations, Training, History, and Analytics. The main area is titled 'EXCEEDING MAXIMUM SPEED' and shows a list of training phrases. A 'SAVE' button is at the top right. To the right, there's a preview section for Google Assistant and a status bar at the bottom.

And the corresponding responses should be typed as shown below

- ***Defective Silencer Intent***

Whenever the vehicle silencer is not working as expected this intent is fired, add the respective Training phrases as shown

In the Response add the corresponding responses as shown and check the flow in the test console

The screenshot shows the Dialogflow console interface. On the left, a sidebar lists 'virtual_penalty_inti...', 'en', 'Intents' (selected), 'Entities', 'Knowledge [beta]', 'Fulfillment', 'Integrations', 'Training', 'History', and 'Analytics'. The main area displays the 'Defective Silencer' intent. It includes sections for 'Responses' (with tabs for 'DEFAULT', 'GOOGLE ASSISTANT', 'TELEGRAM', and 'HANGOUTS'), 'Text response' variants, and an 'ADD RESPONSES' button. To the right, there's a 'Try it now' section with a microphone icon, a link to 'See how it works in Google Assistant', and a 'Agent' section showing user and system messages. The bottom status bar shows the date and time as 29-05-2019 16:36.

Demanding Excess Fare and refusal to come for hire Intent

Whenever the cab driver deny to come for hire or demands excess fare this intent gets fired

Add the corresponding training phrases as shown

The screenshot shows the Dialogflow console interface. The sidebar is identical to the previous one. The main area displays the 'Demanding Excess Fare & refusal to come for hire' intent. It includes sections for 'Contexts', 'Events', and 'Training phrases'. Under 'Training phrases', there are three entries: 'refusal to come for hire', 'charging excess fare', and 'Demanding Excess Fare & refusal to come for hire etc., by taxi / cab'. The 'Agent' section on the right shows user and system messages. The bottom status bar shows the date and time as 29-05-2019 16:40.

Add the corresponding response for this intent and check for the flow in the test console as shown

Driving a motor vehicle in any public place by a underaged person Intent

Whenever a under aged person drives on the public place this intent gets fired

Add the corresponding training phrase as shown below

Add the corresponding response and check for the flow in the test console as shown

The screenshot shows the Dialogflow API V1 interface. On the left, the navigation sidebar includes 'virtual_penalty_inti...', 'en', 'Intents' (selected), 'Entities', 'Knowledge [beta]', 'Fulfillment', 'Integrations', 'Training', 'History', and 'Analytics'. The main area displays an intent titled 'Driving a Motor Vehicle in any public place by an under aged person'. The 'Responses' tab is selected, showing two 'Text response' sections. The first section contains responses: 'According to the Sec.4 read with Sec.181 of the M.V. Act.' and 'Enter a text response variant'. The second section also contains 'Text response' with 'You will be charged Rupees 500' and 'Enter a text response variant'. Below these sections is a 'ADD RESPONSES' button. A 'SAVE' button is located at the top right of the intent card. To the right, there's a 'Try it now' button with a microphone icon, a 'See how it works in Google Assistant' link, and an 'Agent' section showing a user message 'under aged person driving a bike' and a bot response 'According to the Sec.4 read with Sec.181 of the M.V. Act. You will be charged Rupees 500'. At the bottom, the Windows taskbar shows various pinned icons like File Explorer, Edge, and Mail.

Heavy Goods Vehicle -wrong parking Intent

Whenever the heavy goods vehicles like tankers , truck , garbage truck , dumptruck , mobile crane is on the wrong parking this intent gets fired

Add the corresponding training phrase as shown

The screenshot shows the Dialogflow API V1 interface. The navigation sidebar is identical to the previous screenshot. The main area displays an intent titled 'HEAVY GOODS VEHICLES -Wrong F'. The 'Training phrases' tab is selected, showing a list of phrases: 'mobile crane at the wrong parking', 'semi-truck in the middle of road', 'dump truck parking', 'garbage truck in the wrong parking', 'truck in front of a mall', 'tanker parking at the mid of the road', 'wrong parking heavy duty vehicles', and 'Towing charges'. A 'Search training pl' input field is present above the list. A 'SAVE' button is located at the top right of the intent card. To the right, there's a 'Try it now' button with a microphone icon, a 'See how it works in Google Assistant' link, and an 'Agent' section showing a user message 'under aged person driving a bike' and a bot response 'According to the Sec.4 read with Sec.181 of the M.V. Act. You will be charged Rupees 500'. At the bottom, the Windows taskbar shows various pinned icons like File Explorer, Edge, and Mail.

Add the corresponding responses and check for the flow in the test console as shown

The screenshot shows the Dialogflow interface. On the left, there's a sidebar with 'Intents' selected. The main area displays an intent named 'HEAVY GOODS VEHICLES -Wrong'. It contains two 'Text response' blocks. The first block has a placeholder 'Enter a text response'. The second block contains the text 'You will be charged rupees 500'. Below these are buttons for 'ADD RESPONSES' and 'SAVE'. To the right, there's a 'Try it now' input field with a microphone icon, and a preview section showing a user message 'garbage truck in front of the hospital' and a bot response 'You will be charged rupees 500'. A note at the top says 'Dialogflow API V1 will shutdown on October 23rd, 2019. Learn how to migrate to API V2 [here](#)'. A 'DISMISS' button is in the top right corner.

Gents travelling in female seats in BMTC -bus Intent

Whenever gents travel in the seats allotted for the females this intent is fired Add the corresponding training phrase as shown

This screenshot shows another intent in the Dialogflow console. The intent is named 'Gents Traveling Ladies Seat in'. In the 'Training phrases' section, there are two entries: 'a male sitting in the seat allotted for females' and 'Gents Traveling Ladies Seat in BMTC Bus'. Below this is the 'Action and parameters' section with a placeholder 'Enter action name'. The right panel shows a test interaction where a user message 'garbage truck in front of the hospital' leads to a bot response 'You will be charged rupees 500'. The status bar at the bottom indicates it's 17:06 on 29-05-2019.

Add the corresponding responses and check for the flow in the test console as shown

The screenshot shows the Dialogflow interface for creating intents. On the left, there's a sidebar with options like Entities, Knowledge, Fulfillment, Integrations, Training, History, and Analytics. The main area is titled 'Gents Traveling Ladies Seat in BM' and shows 'Responses'. Under 'Text response', there are two variants: 'According to the 94 Clause (4)' and 'Enter a text response variant'. Another section shows 'Text response' with variants 'You will be charged Rupees 100' and 'Enter a text response variant'. A 'SAVE' button is at the top right. The right side of the screen shows a 'Try it now' interface with a microphone icon, a 'See how it works in Google Assistant' link, and a transcript of a user saying 'man sitting in a ladies seat in bus' and the agent responding with both text variants.

Jumping Traffic Signal Intent

Whenever the traffic signal is violated this intent gets fired

Add the corresponding training phrase as shown

This screenshot shows the 'Jumping Traffic Signal' intent in the Dialogflow console. The left sidebar is identical to the previous one. The main area shows 'Training phrases' with entries 'violating traffic signal' and 'Jumping Traffic Signal'. Below that is 'Action and parameters' with a section for 'Enter action name'. The right side shows a 'Try it now' interface with a microphone icon, a 'See how it works in Google Assistant' link, and a transcript of a user saying 'man sitting in a ladies seat in bus' and the agent responding with both text variants.

Add the corresponding responses and check for the flow in the test console as shown

The screenshot shows the Dialogflow interface for creating an intent named 'Jumping Traffic Signal'. The left sidebar has 'Intents' selected. The main area displays the intent details with a 'Responses' tab open, showing two text response variants: 'According to the Rule 119, read with section 177, M.V. Ac' and 'You will be charged Rupees 100'. The right panel shows the 'Agent' section with user input 'person jumping traffic signal' and system responses. The bottom status bar shows the date and time as 29-05-2019 17:20.

Without Driving license Intent

For a vehicle without driving license this intent gets fired

Add corresponding training phrase as shown

The screenshot shows the Dialogflow interface for creating an intent named 'Without Driving License transport vehicle'. The left sidebar has 'Intents' selected. The main area displays the intent details with a 'Training phrases' tab open, showing four training phrases: 'Add user expression', 'car without driving license', 'van without driving license', and 'Without Driving License transport vehicle'. The right panel shows the 'Agent' section with user input 'person jumping traffic signal' and system responses. The bottom status bar shows the date and time as 29-05-2019 17:22.

Add the respective responses and check for the flow in the test console as shown

Without Permit Intent

For vehicles without permit this intent gets fired

Add the corresponding training phrase as shown

Add the corresponding responses and check for the flow in test console as shown

Without Permit

Responses

Text response

- 1 According to the 190 Clause 192
- 2 Enter a text response variant

Text response

- 1 Court fine
- 2 Enter a text response variant

ADD RESPONSES

Try it now

See how it works in Google Assistant.

Agent

USER SAYS COPY CURL

person inBajaj chetak without permit

DEFAULT RESPONSE

According to the 190 Clause 192

Court fine

INTENT

Without Permit

Holding / Using Mobile Phone while driving - Intent

Whenever a driving person uses mobile phone this intent gets fired

Add the corresponding training phrase as shown

Holding / using Mobile Phone while

Training phrases

Search training pl

using mobile while riding

driver using mobile when driving

Holding / using Mobile Phone while Driving / riding a Vehicle

Action and parameters

Enter action name

REQUIRED PARAMETER ENTITY VALUE IS LIST

Try it now

See how it works in Google Assistant.

Agent

USER SAYS COPY CURL

person inBajaj chetak without permit

DEFAULT RESPONSE

According to the 190 Clause 192

Court fine

INTENT

Without Permit

Add the respective response and check for the flow in the test console as shown below

For creating two wheeler rules create a intent two wheeler and add the rules in the Responses as shown below

Similarly for four wheeler create a intent and add the respective rules in the Responses as shown below.

For each offence separate intents are created and managed . These are the list of offences that could be integrated for providing full information to the user.