COMP3320 Lab 5
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Question 1: (15 marks)
The Dialogflow has the machine learning (NLP) ability to understand simple sentence.
You do not need an exact match of the training phrase in order to get the desired
response. Have a look at the default training phrases of the welcome intent. Try to think
of a different greeting phrase (different from all default training phrases) such that the
chatbot can reply you with the default welcome response.
Capture the simulator screen as the answer of question 1.

Agent
_____

USER SAYS   COPY CURL

Good morning!

⬢ DEFAULT RESPONSE   ▾

Greetings! How can I assist?

INTENT

Default Welcome Intent

ACTION

input.welcome

SENTIMENT

Query Score: 0.9

DIAGNOSTIC INFO

Question 2: (40 marks)
Observe the pattern of the training phrases of the welcome intent. Try to think of a
greeting sentence that cannot be captured by the welcome intent. The system will then
capture it by the default fallback intent.
a. Capture the simulator screen as the answer of question 2.
b. Briefly explain why it cannot be captured by the welcome intent.
c. What should you do to solve this problem?

2a.

Agent

USER SAYS   COPY CURL

How have you been?

🟧 DEFAULT RESPONSE   ▼

I missed that, say that again?

CONTEXTS   RESET CONTEXTS

__system_counters__

INTENT

Default Fallback Intent

ACTION

input.unknown

SENTIMENT

Query Score: 0.0

2b. The greeting sentence cannot be matched by the welcome intent because the agent does not recognize the end-user expression, which is "How have you been?". This is because the expression inputted by the user is not similar to any of the training phrases in the default welcome intent. What an intent does is to detect expressions inputted by the users, and return a corresponding reply when the intent can catch the input.
In this case, the default fallback intent is matched and the agent returns one of the default replies in thefallback intent.

2c. We have to add more training phrases so the default welcome intent can match more end-user expressions. The Training phases list is a list of end-user expressions that the end-user might type to the chatbot. Dialogflow will match the end-user expression to an intent if the expression resembles one of the training phrases.

To use the previous example, training phrases like "How have you been doing recently?" or "How are you doing?" could be used so that the agent can recognize similar expressions e.g., "How have you been"?. In conclusion, during development and testing, many different expressions have to be used to invoke the intent, and continually update the custom values and training phrases to make sure we've covered all potential phrasings.

Question 3: (15 marks)
Capture the simulator screen as the answer of question 3

Question 4: (15 marks)
In the simulator, enter: I know how to code in py.
Capture the simulator screen as the answer of question 4.
You should see that Dialogflow correctly extracted py for the language-programming parameter, identified it as the Python entity, and inserted the value in the response.

Agent

USER SAYS   COPY CURL
I know how to code in py.

⬡ DEFAULT RESPONSE   ▾
Python is an excellent programming language.

INTENT
set-language

ACTION
Not available

PARAMETER   VALUE
language-programming   Python
language

SENTIMENT
Query Score: 0.0

DIAGNOSTIC INFO

Question 5: (15 marks)
Enter "I know Cantonese" in the simulator, then answer the question "How long have you known Cantonese" with "for 20 years".
Notice that the language parameter value is retrieved from the context. Capture the simulator screen as the answer of question 5.

🔶 DEFAULT RESPONSE   ▼

I can't believe you've known Cantonese for 2 decade!

CONTEXTS   RESET CONTEXTS

| set-language-followup |

INTENT

set-language - custom

ACTION

set-language.set-language-custom

PARAMETER	VALUE
date-time	
duration	{ "unit": "decade", "amount": 2 }

SENTIMENT

Query Score: 0.1

DIAGNOSTIC INFO