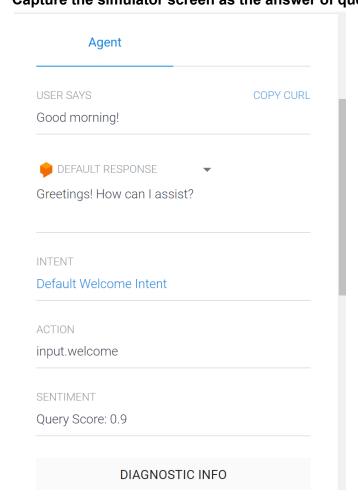
COMP3320 Lab 5 Chua Qian Yi 3035604439

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.



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?

Agent	
USER SAYS	COPY CURL
How have you been?	
DEFAULT RESPONSE	•
I missed that, say that again	า?
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.

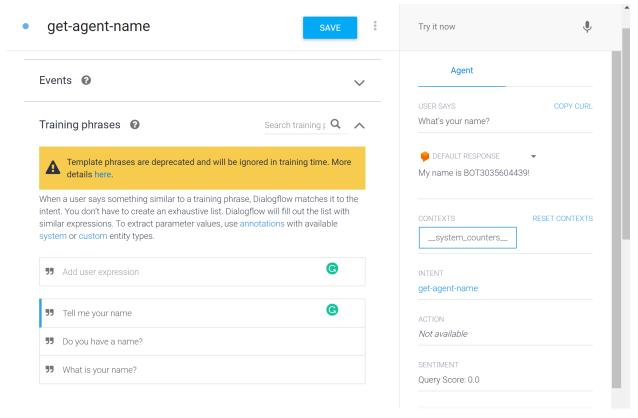
In this case, the default fallback intent is matched and the agent returns one of the default replies in thefallback intent.

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

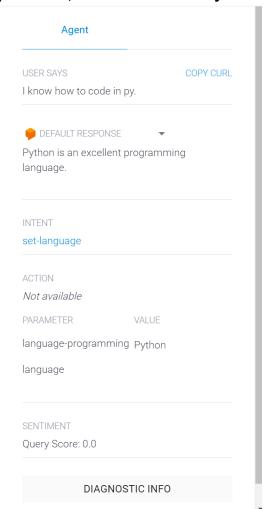


Question 4: (15 marks)

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.



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.

