

Documentation

This documentation was written for the prototype application, please refer to the updated file if there have since been changes.

Software Name: Holiday Chat Agent

Software Version: v0.1

Technical Information

The guide below states how to deploy the application in a development virtual environment, to deploy this onto a website in production these steps may be slightly different.

Software Summary 🧠

The Holiday Chat Agent is essentially a GUI chatbot that can be made available on any website. The bot asks some initial questions to gather the user's destination requirements, using AI and machine learning, the bot will recommend a hotel/destination that the user could stay at, based on the data provided in 'intents.json'. All responses for each session are shown in the chat GUI and are captured and then written to an Excel file, which an internal member of staff can review to generate possible sales leads.

How-To Guide 🔍

Follow this guide to get the Holiday Chat Agent deployed in a development environment:

Steps To Get Started	Instructions	Code to Run
Step 1	Download the project and create a virtual environment	<pre>cd {directory} python3 -m venv venv . venv/bin/activate</pre>
Step 2	Install Dependencies	<pre>pip install Flask torch torchvision nltk</pre>
Step 3	Install nltk package	<pre>python >>> import nltk >>> nltk.download('punkt')</pre> Then click enter to run
Step 4	Modify `intents.json` with different intents and responses for	

This will deploy the flask application in a virtual environment for development, visit 'http://127.0.0.1:5000/' to access the application

Customer Support

If users need additional assistance with setting this up, please contact Taryn Davies (lead developer) via email:

tarynd@inconnection.com

Additional Comments

Due to time restraints, there were a few features that I wanted to include in the prototype, but I simply did not have the time available to do so, these were:

- Capturing the users name for additional personalisation
- Adding further chat agent questions beyond two that would facilitate a user to confirm a hotel booking
- The ability to store chat conversations on a local file
- Adding more patterns and responses to the 'intents.json' file to train the bot to respond to questions of all types, for example, training the bot to handle a response to questions like 'Show me holidays in Asia that aren't lazy'