

# Chatbot Project Report

## Introduction

This project involves building a basic customer support chatbot using Dialogflow. The chatbot provides greeting responses, answers to frequently asked questions (FAQs), tracks orders, provides refund information, allows users to contact support, and includes a smart fallback system when the chatbot does not understand user input.

The project demonstrates understanding of chatbot intent design, natural language patterns, and practical use of no-code AI tools for building virtual assistants.

### Tools Used:

- Dialogflow (No-code chatbot builder)
- Sample FAQ dataset from Kaggle (simple question-answer pairs)

## Chatbot Intents Overview

### 1, Greeting Intent

The greeting intent activates when the user starts the conversation. Its purpose is to welcome the user and prepare the chatbot for interaction.

User Examples: hi, hello, good morning, hey

Bot Response: "Hi! How can I help you today?"

### 2, Basic FAQ Intents

These intents handle common customer questions, such as order status, and contacting support.

- Order Status Intent:

User asks: "Where is my order?"

Bot replies: "Please give me your order ID so I can check it."

- Contact Support Intent:

User asks: "I want to talk to support."

Bot replies: "Please contact support at [support@example.com](mailto:support@example.com)."

### 3. Smart Fallback Intent

The fallback intent activates when the chatbot cannot understand user input. It ensures the conversation does not break and guides the user back to meaningful queries.

Fallback Bot Examples:

- "I'm not sure I understand. Could you say that again?"
- "Sorry, I didn't get that. Please try rephrasing."
- "I can help with orders, refunds, or support! Try asking one of those."

Dialogflow

dialogflow.cloud.google.com/#/agent/supportbot-agsg/intents

Google Chrome isn't your default browser Set as default

CREATE INTENT

Try it now

Agent

USER SAYS COPY CURL

Is anyone there?

DEFAULT RESPONSE

Welcome! Please tell me your question or issue.

INTENT

greeting intent

ACTION

Not available

DIAGNOSTIC INFO

Intents

Search intents

- Contact Support Intent
- Default Fallback Intent
- Default Welcome Intent
- default\_fallback
- greeting intent
- order
- product\_price

SupportBot

en

Intent Entities Knowledge [beta] Fulfillment Integrations Training Validation History Analytics

Agent

USER SAYS COPY CURL

Can you help me?

DEFAULT RESPONSE

Hi there! How may I assist you?

INTENT

greeting intent

ACTION

Not available

DIAGNOSTIC INFO

USER SAYS

Can you help me?

COPY CURL

DEFAULT RESPONSE

Hi there! How may I assist you?

INTENT

greeting intent

ACTION

Not available

DIAGNOSTIC INFO

### Agent

USER SAYS [COPY CURL](#)  
Has my package shipped yet?

 DEFAULT RESPONSE ▾

Please enter your order ID for tracking.

INTENT  
order

ACTION  
*Not available*

DIAGNOSTIC INFO

### Agent

USER SAYS [COPY CURL](#)  
Support team please

 DEFAULT RESPONSE ▾

You can get help from our support team anytime.

INTENT  
Contact Support Intent

ACTION  
*Not available*

DIAGNOSTIC INFO

### Agent

USER SAYS [COPY CURL](#)  
I want to know the price

 DEFAULT RESPONSE ▾

Can you tell me the brand or model?

INTENT  
product\_price

ACTION  
*Not available*

DIAGNOSTIC INFO

Agent

---

USER SAYS [COPY CURL](#)

ok

---

DEFAULT RESPONSE ▾

I didn't get that. Can you say it again?

---

CONTEXTS [RESET CONTEXTS](#)

\_system\_counters\_

---

INTENT

Default Fallback Intent

---

ACTION

input.unknown

## 5. Conclusion

This project successfully demonstrates the development of a simple customer support chatbot using Dialogflow. The chatbot includes a greeting flow, FAQ handling, and fallback logic, allowing it to respond naturally to common customer interactions.

## 7. Skills Learned:

- Designing conversational intents
- Developing user-friendly chatbot flows
- Handling fallbacks and ambiguous messages
- Basic chatbot deployment workflow

