

14013 - CONVERSATIONAL AI: HISTORY, APPLICATIONS, FUTURE

ASSIGNMENT PROBLEM SET - 7

GROUP MEMBERS:

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Exercise 1. Design and Implement a Simple Dialogflow CX Agent

a) Course Review:

Completed the important sections of the course "Create Conversational AI Agents with Dialogflow CX"

b) Agent Conceptualization:

Application domain:

E-commerce sports shoe-selling company.

User Intents:

- 1) Placing order: The user can place an order by specifying the color and size of the Shoe.
- 2) Order confirmation: The user can confirm the details of the order so the order is placed.
- 3) Order Withdrawn: The user can refuse to proceed with the order so no order is placed.

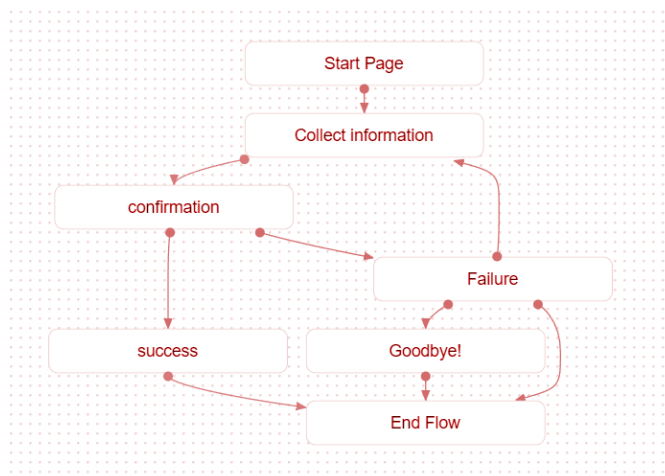
c) Dialogflow CX Setup:

Agent purpose: Customers can place orders using the chatbot.

Company Name: Your Sport Shoe

Chatbot Name: Your Sport Shoe's bot assistant

Pages and the flow for each Intent:



1. **Start:** default page - Greets the customer and offers assistance.
2. **Collect information:** Inquires for details of the Shoes such as Size and Color. If the User responds positively, it moves to the Confirmation Page, if not it moves to the Failure page.
3. **Confirmation:** gets the confirmation from the user to proceed with final order placement, if the user responds positively, it moves to the success page by confirming the order placement in the system, if not it moves to the Failure page.
4. **Failure:** In Step 2 or 3 if the user responds with a 'No', flow comes to this page and inquires the user if they want to choose a different feature for their shoes or if they want to come back later. If they say Yes, it takes them back to Step 2, if no then the flow ends with a Goodbye.

d) Intents and Training Phrases:

1)Welcome Intent Phrases

<input type="checkbox"/> Training phrases
<input type="checkbox"/> just going to say hi
<input type="checkbox"/> heya
<input type="checkbox"/> hello hi
<input type="checkbox"/> howdy
<input type="checkbox"/> hey there
<input type="checkbox"/> hi there
<input type="checkbox"/> greetings
<input type="checkbox"/> hey
<input type="checkbox"/> long time no see
<input type="checkbox"/> hello

2) Phrases for Intent 'Order Placing'

☐ Training phrases

☐ Do you have lavender Sportshoe for women in average size

☐ I want to buy XS lilac shoes for my friend

☐ I want to buy small shoes

☐ I want to buy green shoes

☐ I would like to place an order

3) Phrases for intent 'Order Confirmation: Positive'

☐ Training phrases

☐ sure

☐ yep

☐ right

☐ That's right

☐ Yeah

☐ correct

☐ Yes

4) Phrases for intent 'Order confirmation: Negative'

☐ Training phrases

☐ not right now

☐ not this

☐ nope

☐ incorrect

☐ No

Configuration documentation:

← Agent settings

Save

Cancel

V

General

ML

Generative AI

Speech and IVR

Multimodal

Share

Languages

Security

Advanced

⊖

Allow ML to correct spelling of query during request processing.

<input type="checkbox"/> Flow	NLU type	Auto train ?	Classification Threshold ?	Training status
<input type="checkbox"/> Default Start Flow	<div>Standard NLU</div>	<input checked="" type="checkbox"/>	<div>0,3</div>	<div><div>✔ Training completed</div><div>Dec 8, 2023 07:54 PM (1 seconds)</div></div> <div>Train</div>

Start Page

Routes

+

Default Welcome Intent

order.place

Event handlers

+

sys.no-match-default

sys.no-input-default

Add state handler

Routes

+

\$page.params.status = FINAL

Add state handler

confirmation.no

Add state handler

ion.params.size...

+

+

Failure



Description

Edit description

Entry fulfillment

Ok No worries! Would like to choose a different siz...

Parameters



Routes



confirmation.no



confirmation.no



confirmation.yes



Add state handler

Goodbye!



Description

Edit description

Entry fulfillment

Edit Fulfillment

Parameters



Routes



confirmation.no



Add state handler

success



Description

success

Edit description

Entry fulfillment

We hope you enjoy wearing the Shoes you just bo...

Parameters



Routes



true



Add state handler