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ITC3161

Audi luxe chatbot (with rasa)

MANUAL

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Github repository with the code:

<https://github.com/vsanaidis/VUI_final.git>

# Audi luxe assistant:

This bot is used on Audi Luxe’s website to assist customers to get information about the models, contact information, book a test drive, schedule a service appointment, get information about the availability of models and lastly get a laugh or two by asking for a joke (via an API).

# Installation and running:

To install the bot, you need to have python 3.7+ version, and rasa. Create a folder and inside that folder a virtual environment, access it and run the following command: pip rasa install. Then, copy paste the files included in the zip inside the folder you have created. If you run it on visual studio code, open three terminals.

* First terminal: “rasa run actions” (for running the custom actions)
* Second terminal: “python -m http.server” (to run a server in 8000 port)
* Third terminal: “rasa run --enable-api --cors "\*" --debug” (for running the rasa chatbot)

After running these commands, follow the link <http://localhost:8000/index.html> and you will be greeted with the custom website that is created specifically for Audi Luxe as well as the chatbot widget on the bottom right of the page.

# Example of commands:

*Please note that the user does not have to enter the* ***exact*** *commands as shown below, he/she can enter similar commands like (Models -> Tell me about Audi’s models).*

|  |  |
| --- | --- |
| Commands | Output |
| Hi | Greets the user |
| Information | Provides information about commands |
| Models | Gives information about models |
| Tell me a joke | Random API providing a joke |
| Test drive | Runs a story for booking a test drive  ++ Confirmation message |
| Service | Runs a story for service appointments  ++ Confirmation message |
| Contact information | Provides contact information for Audi Luxe |

# Features:

This bot offers a plethora of features. These features include providing information about models, contact information and telling jokes as well as more sophisticated features like scheduling a test drive and appointing a service for your vehicle providing confirmation message with the included information. Also, when booking a test drive or a service you will be asked to enter your email and phone to receive the according confirmation message.

# Error handling:

When designing a chat bot we cannot anticipate everything the users might type. For that reason, we need an error handling mechanism to let the user know when the bot cannot understand what he/she typed. For that we used an action in our domain.yml called default that lets the user know, it is called when the RulePolicy that calls the action\_default\_callback action when the rasa’s confidence in predicting the response according to the user’s input is lower than 0.3 (30%).

# Common user issues:

Users face various problems when interacting with a chat bot and it is in the developers’ hands to help them overcome those problems. Specifically, using error handling can help prevent miscommunication between the chatbot and the user while the developer should predict users’ inputs and plan the bot’s development accordingly.

# Support:

If you face any issues with Audi Luxe Assistant, please contact one of the following emails:

* [t.nomikos@acg.edu](mailto:t.nomikos@acg.edu)
* [v.vamvakas@acg.edu](mailto:v.vamvakas@acg.edu)
* [v.sanaidis@acg.edu](mailto:v.sanaidis@acg.edu)