

Screenshots of the conversation:

#### Subscription

```
2021-07-25 12:30:59 INFO      root - Rasa server is up and running.
Bot loaded. Type a message and press enter (use '/stop' to exit):
[Your input ->  good afternoon!
Hello! How can I help you?
[Your input ->  Can you sign me up for your newsletter, please?
What is your email address?
[Your input ->  wwu077@uottawa.ca
You're all set! Check your inbox at wwu077@uottawa.ca to confirm your subscription.
[Your input ->  I really appreciate your help!!!
You're welcome!
[Your input ->  Goodbye!
See you!
Your input ->
```

#### Unsubscription

```
2021-07-25 12:35:11 INFO      root - Rasa server is up and running.
Bot loaded. Type a message and press enter (use '/stop' to exit):
[Your input ->  hello
Hi!
[Your input ->  I do not wanna receive the newsletter anymore
Before we stop sending you the newsletter, please share with us the reason for your unsubscription.
[Your input ->  I am not interested anymore!
Ok, we understand.
[Your input ->  thanks a lot
Not at all!
[Your input ->  bye-bye
See you!
Your input -> █
```

Screenshots of the implementation:

Q1. There are 4 new training examples relevant to the "greet" intent already defined.

```
- intent: greet
examples: |
  - Hi
  - Hey!
  - Hallo
  - Good day
  - Good morning
  - Good afternoon
  - Good evening
  - Hello
  - Nice to meet you
  - Are you here
  - Anyone here
  - Can you hear me
```

Q2. There is a new Thank You intent defined, containing 4 training examples.

```
- intent: thank
  examples: |
    - Thank you
    - Thanks
    - I appreciate your help
    - You are helpful
    - Thx
```

Q3. There is one response action defined for the Thank You Intent, with 4 possible responses.

```
utter_reply_thank:
  - text: |
    | Glad I could help!
  - text: |
    | You're welcome!
  - text: |
    | My pleasure!
  - text: |
    | It's happy to know you are satisfied with my service!
  - text: |
    | Not at all!
```

Q4. There is a new Goodbye intent defined, with 4 training examples.

```
- intent: goodbye
  examples: |
    - Bye
    - Goodbye
    - See you
    - I am leaving now
```

Q5. There is a response action defined for the Goodbye intent, with 4 possible responses.

```
utter_goodbye:
- text: |
  | Bye!
- text: |
  | Good bye!
- text: |
  | See you!
- text: |
  | Bye-bye!
- text: |
  | Have a good day!
- text: |
  | Enjoy your day!
```

Q6. The "greet and subscribe" story is correctly modified to have the Thank You and Goodbye at the end.

```
- story: greet and subscribe
  steps:
  - intent: greet
  - action: utter_greet
  - intent: subscribe
  - action: newsletter_form
  - active_loop: newsletter_form
  - active_loop: null
  - action: utter_subscribed
  - intent: thank
  - action: utter_reply_thank
  - intent: goodbye
  - action: utter_goodbye
```

Also see the conversation on the first page.

Q7. There is an new story to "greet and unsubscribe", and it can be activated.

```
- story: greet and unsubscribe
  steps:
    - intent: greet
    - action: utter_greet
    - intent: unsubscribe
    - action: utter_why_unsubscribe
    - intent: reason_unsubscribe
    - action: utter_unsubscribed
    - intent: thank
    - action: utter_reply_thank
    - intent: goodbye
    - action: utter_goodbye
```

Also see the conversation on the first page.

Q8. There is an Unsubscribe intent defined with 4 training examples.

```
- intent: unsubscribe
  examples: |
    - Unsubscribe the newsletter
    - Can you stop sending me the newsletter?
    - Can you cancel my subscription for the newsletter?
    - I do not want to receive the newsletter anymore
    - Cancel subscription
    - No more newsletter
```

Q9. There is an response action defined for the Unsubscribe intent with 4 paraphrases for asking why

```
utter_why_unsubscribe:
  - text: |
    | Could you tell us why you would like to unsubscribe?
  - text: |
    | It's sad to know you don't need us anymore. Could you share with us your reason?
  - text: |
    | Are you unsatisfied? Could you tell us the reason?
  - text: |
    | Before we stop sending you the newsletter, please share with us the reason for your unsubscription.
```

Q10. There is an Explanation intent defined (why unsubscribe) with 4 training examples.

```
- intent: reason_unsubscribe
  examples: |
    - I am not interested anymore
    - I have no time
    - The content is boring
    - I find a better alternative
    - I changed my email
    - No comment
    - I do not want to tell you
```

Q11. There is a response action defined for the Explanation intent with 4 paraphrases for expressing empathy

```
utter_unsubscribed:
  - text: |
    | Ok, we understand.
  - text: |
    | No problem.
  - text: |
    | Fine.
  - text: |
    | You are now unsubscribed.
  - text: |
    | Ok. You are welcomed to subscribe our newsletter again at any time!
```

Q12. The new story for Greet and Unsubscribe is unfolding correctly (request to unsubscribe, why, explanation, ok, thank you, goodbye).

```
- story: greet and unsubscribe
  steps:
    - intent: greet
    - action: utter_greet
    - intent: unsubscribe
    - action: utter_why_unsubscribe
    - intent: reason_unsubscribe
    - action: utter_unsubscribed
    - intent: thank
    - action: utter_reply_thank
    - intent: goodbye
    - action: utter_goodbye
```

Also see the conversation on the first page.