Appendix A

User's Manual

A.1 Prerequisite

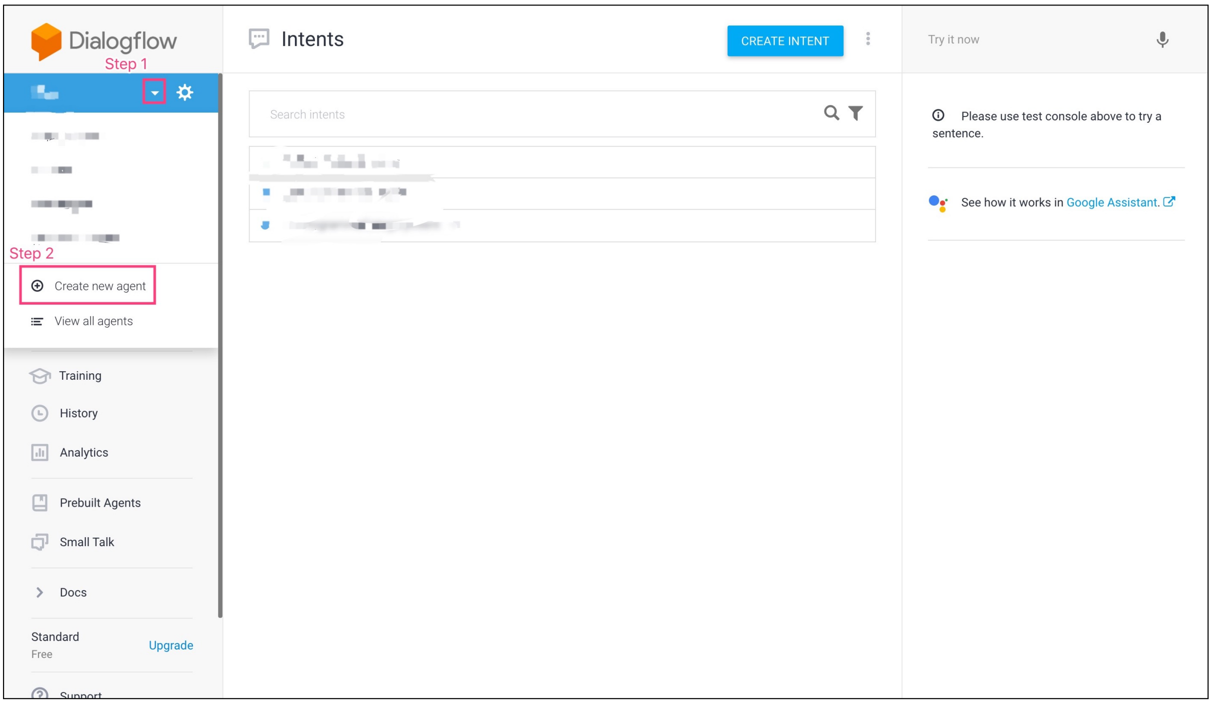
To use Dialogflow and Slack, the following account is required:

- Gmail Account
- Slack Account

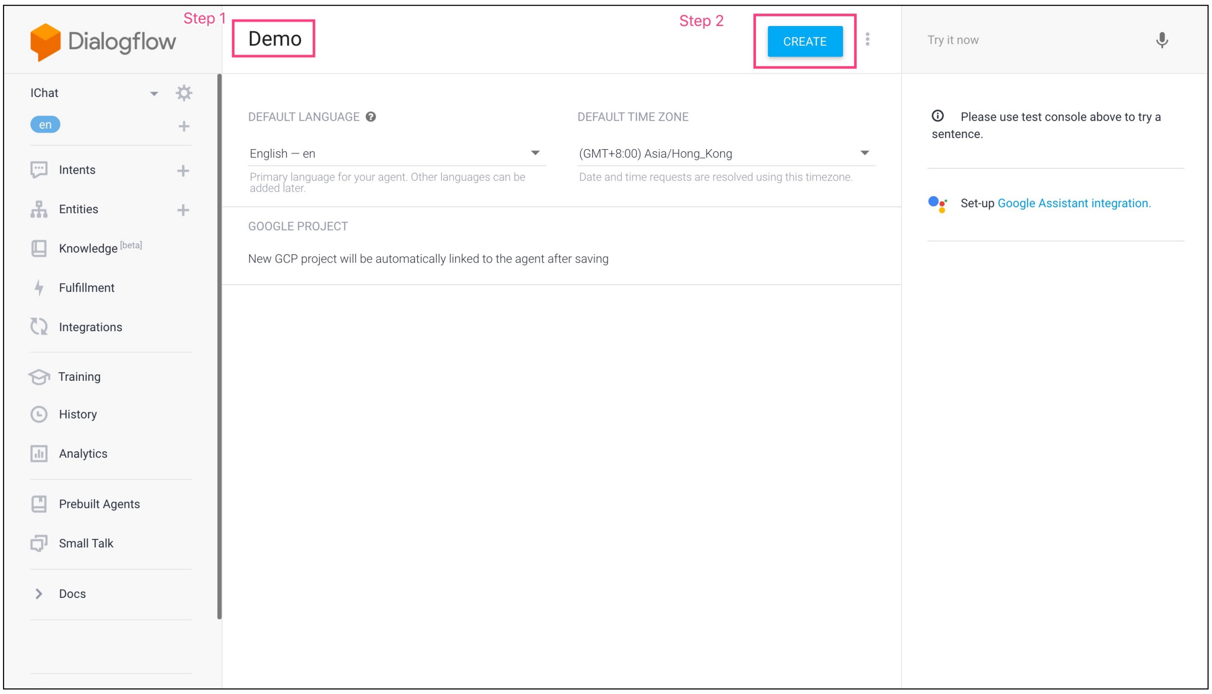
If you do not have these two accounts, please go to Slack (https://slack.com/signin) or Google (https://accounts.google.com/sigNup) to register.

A.2 Import Agent

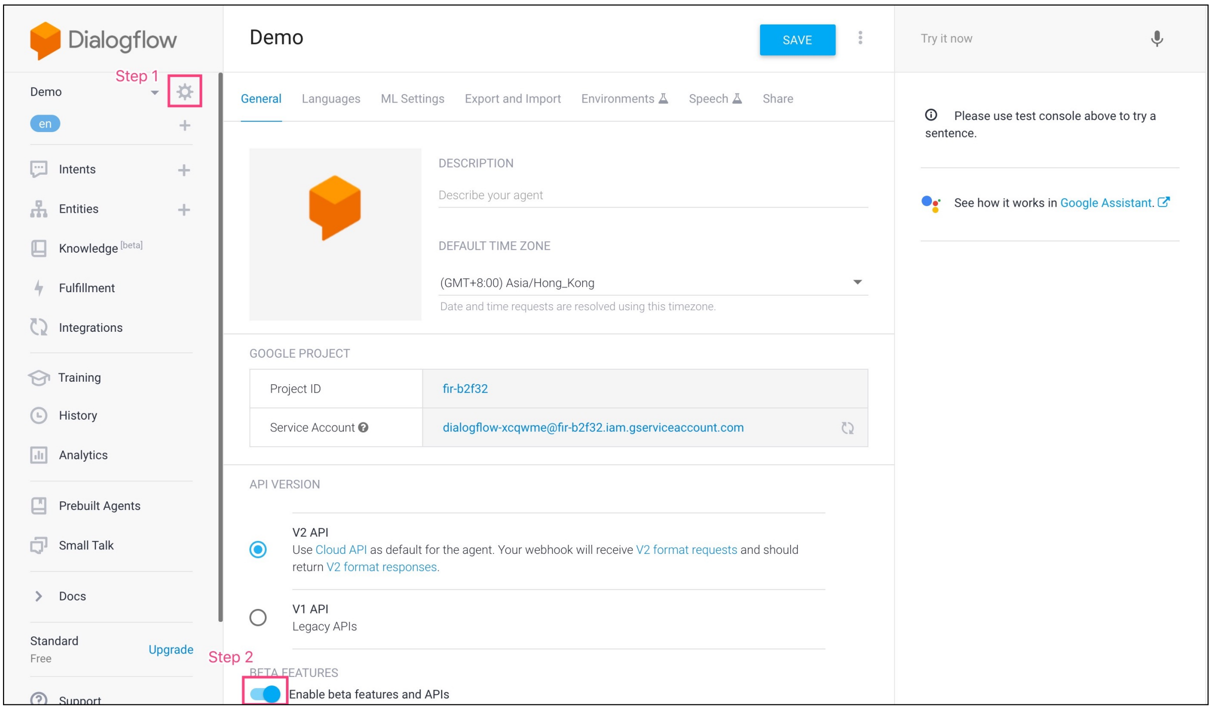
1. Go to Dialogflow Console (https://console.dialogflow.com), then click "Create new agent"



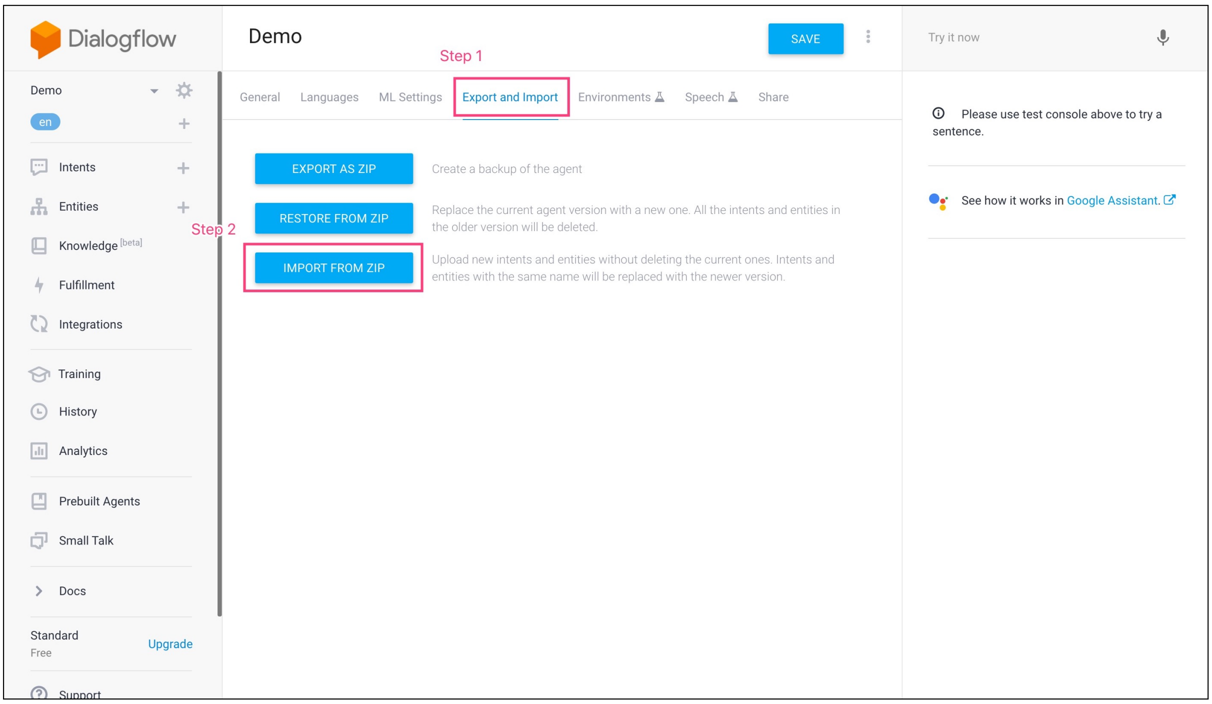
2. Put Agent name as you wish, then click "CREATE" button



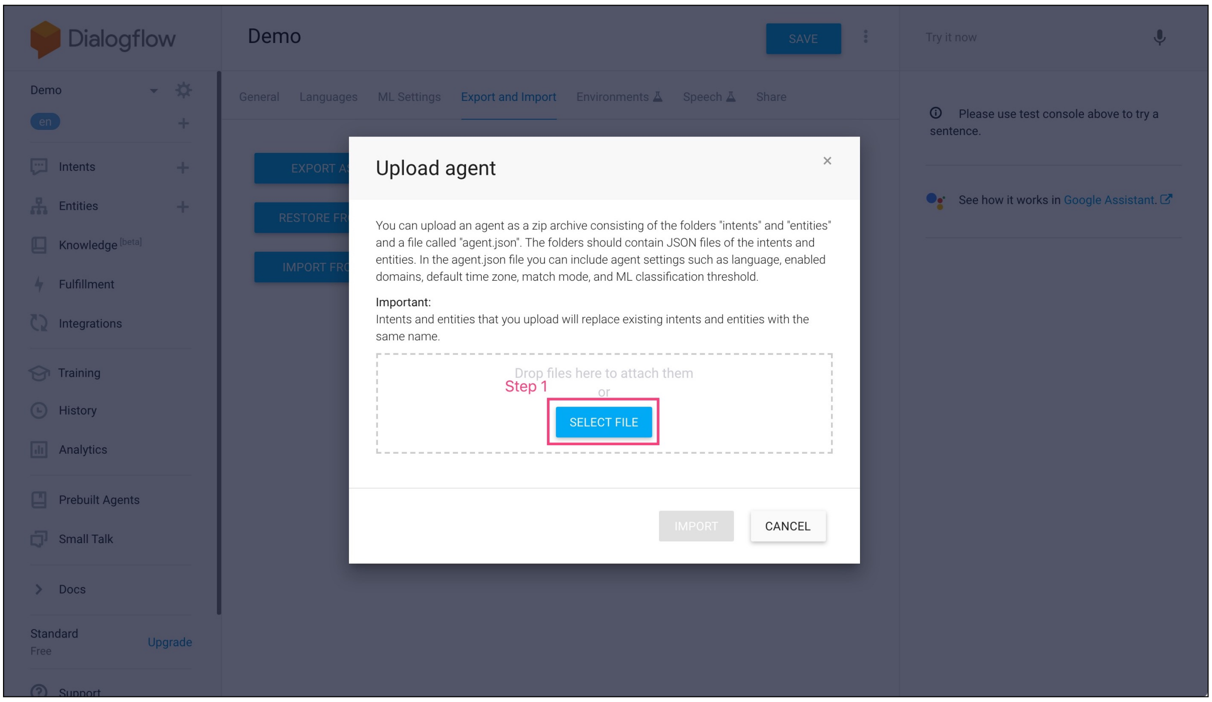
3. Go to Settings and enable beta features and APIs



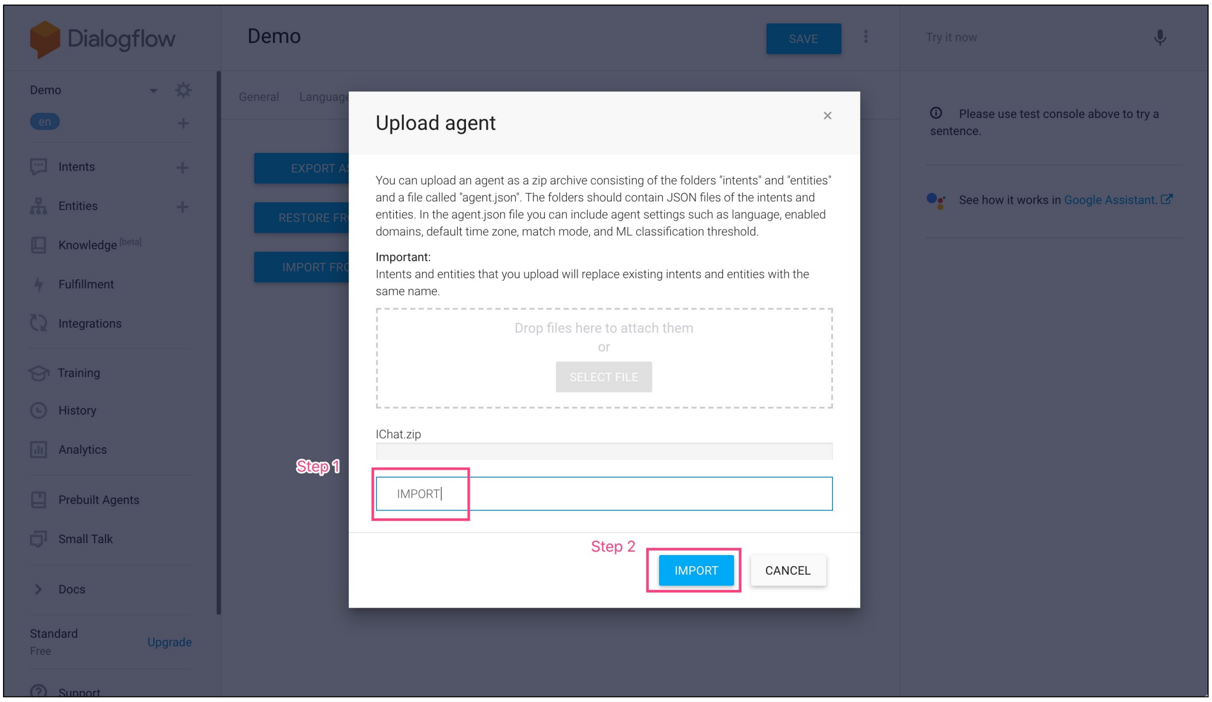
4. Go to “Export and Import” and click “IMPORT FROM ZIP”



5. Click "SELECT FILE"



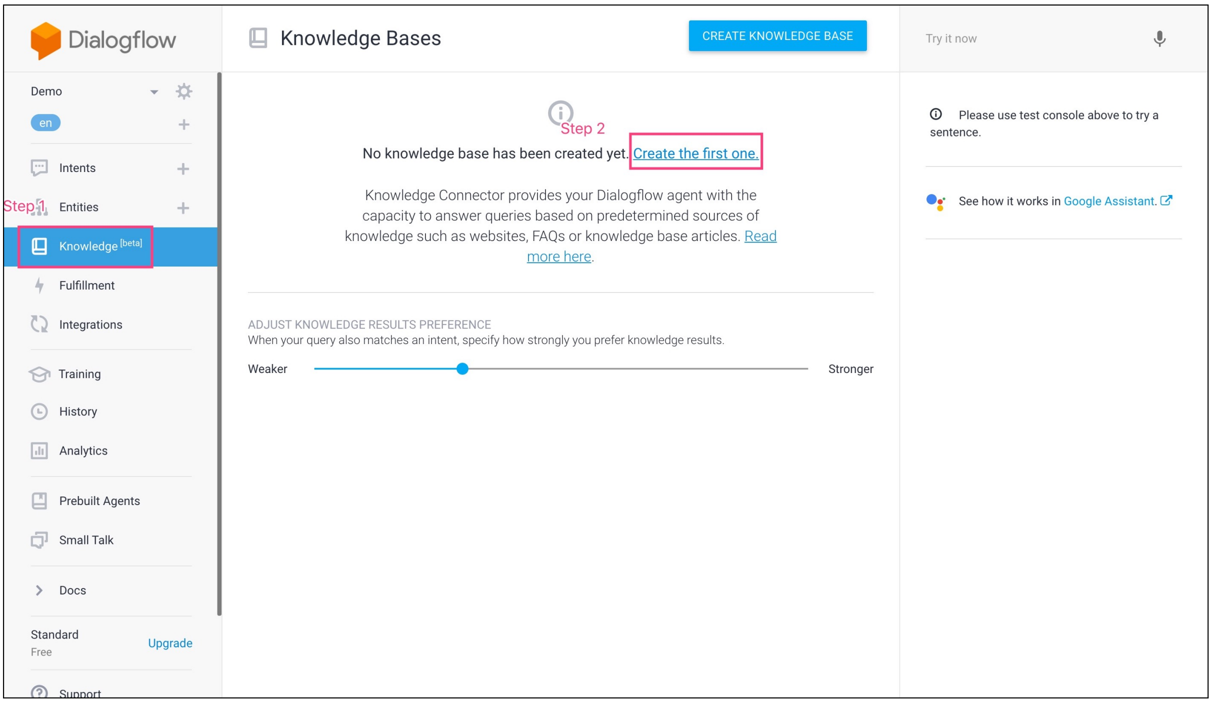
6. Choose "IChat.zip", type IMPORT and click "IMPORT" button. Click "Done" button once imported.



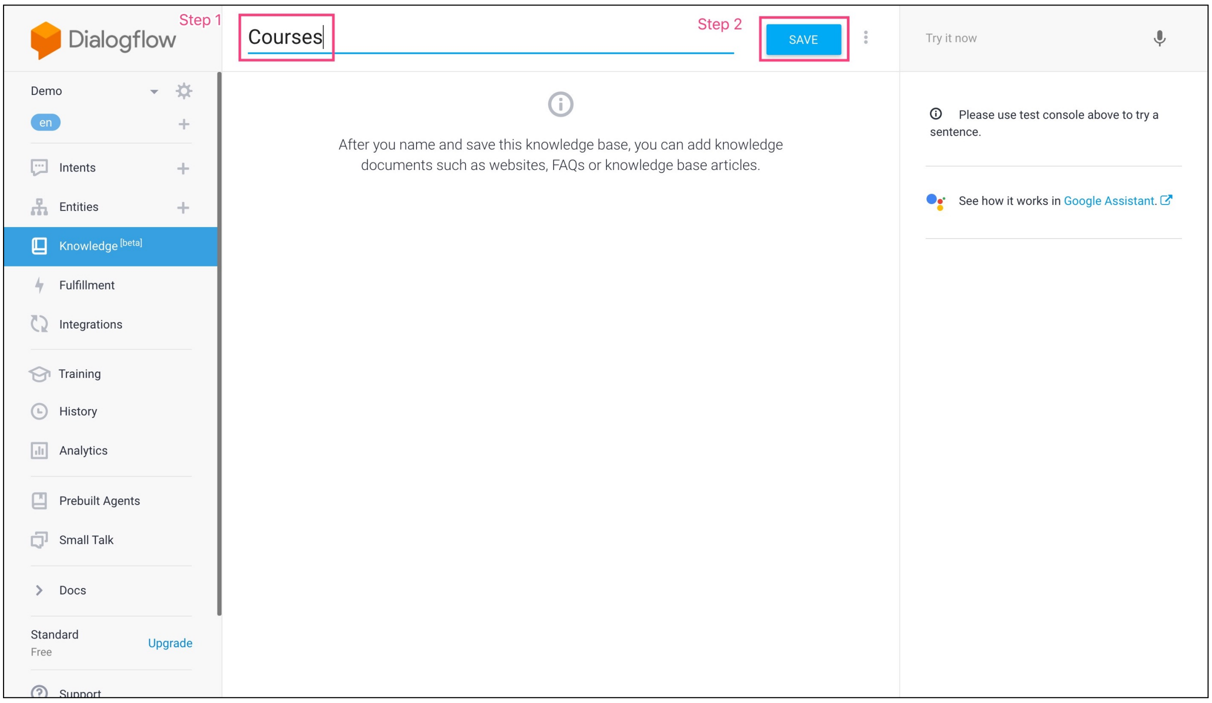
So far the "Intent" and "Entities" should be all imported into this agent. Let's continue to import "knowledge".

A.3 Create Knowledge

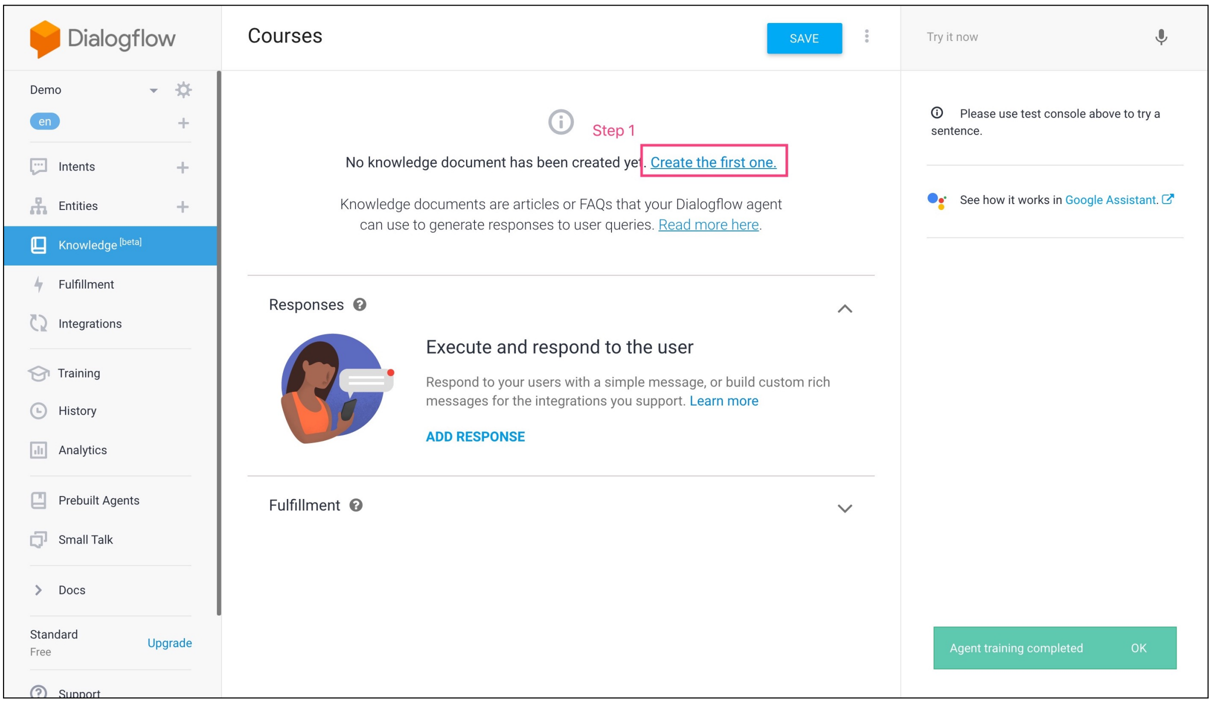
1. Click "Knowledge" and then "Create the first one"



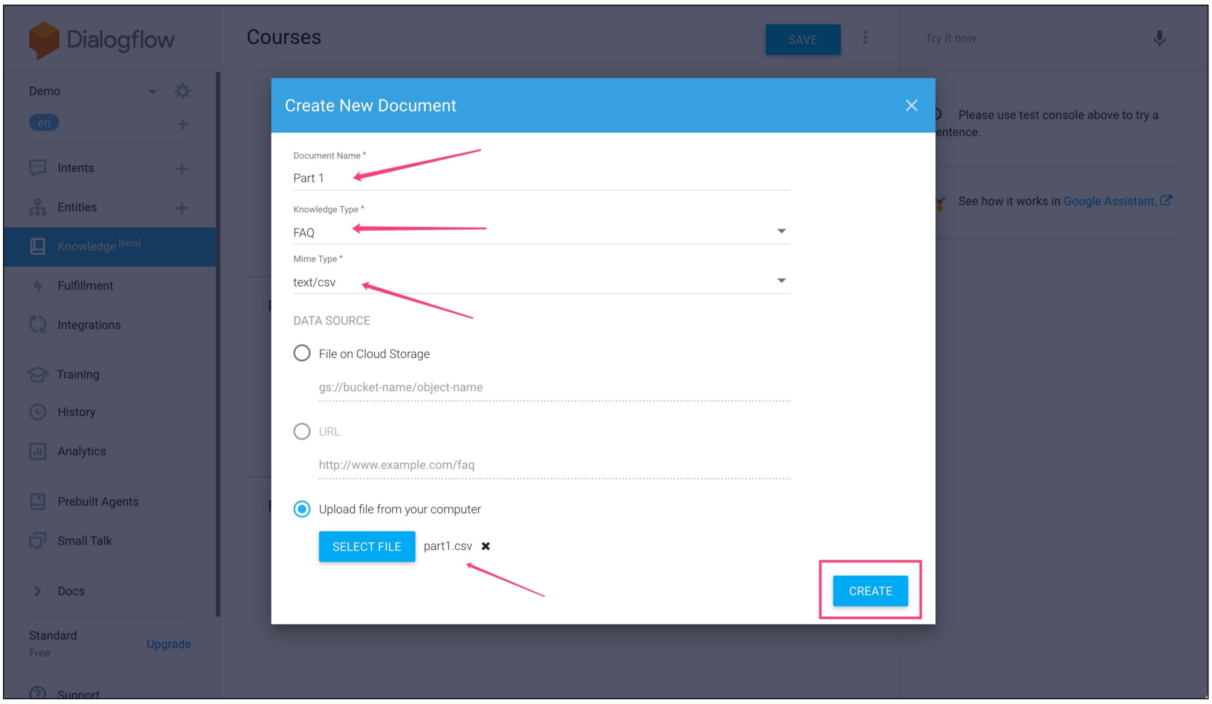
2. Put Agent name as you wish, then click "SAVE" button



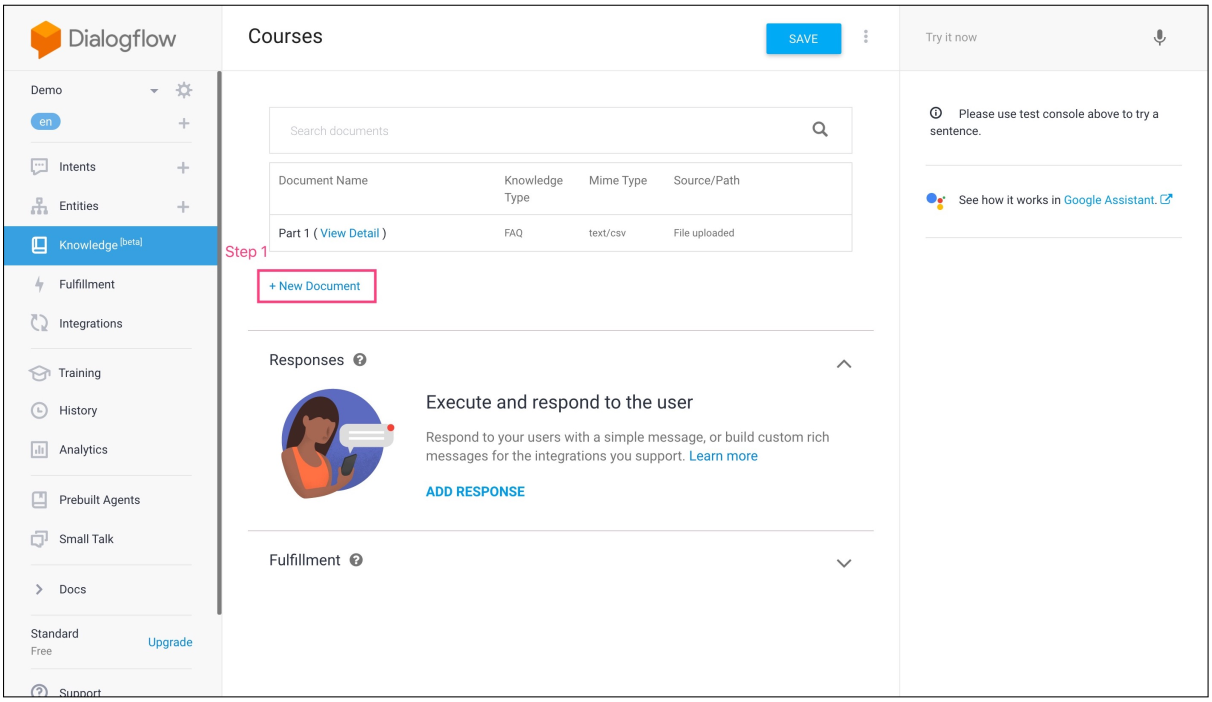
3. Click “Create the first one”



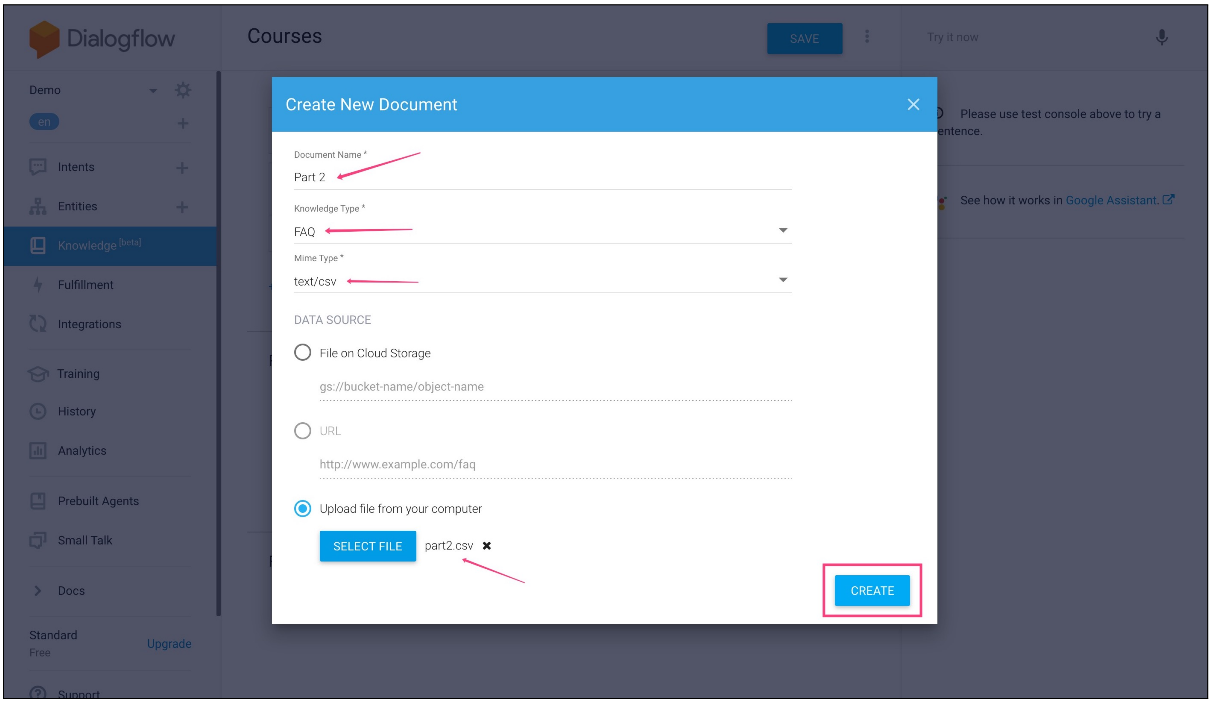
4. Input the fields as follows and upload “part1.csv”, then click “CREATE” button



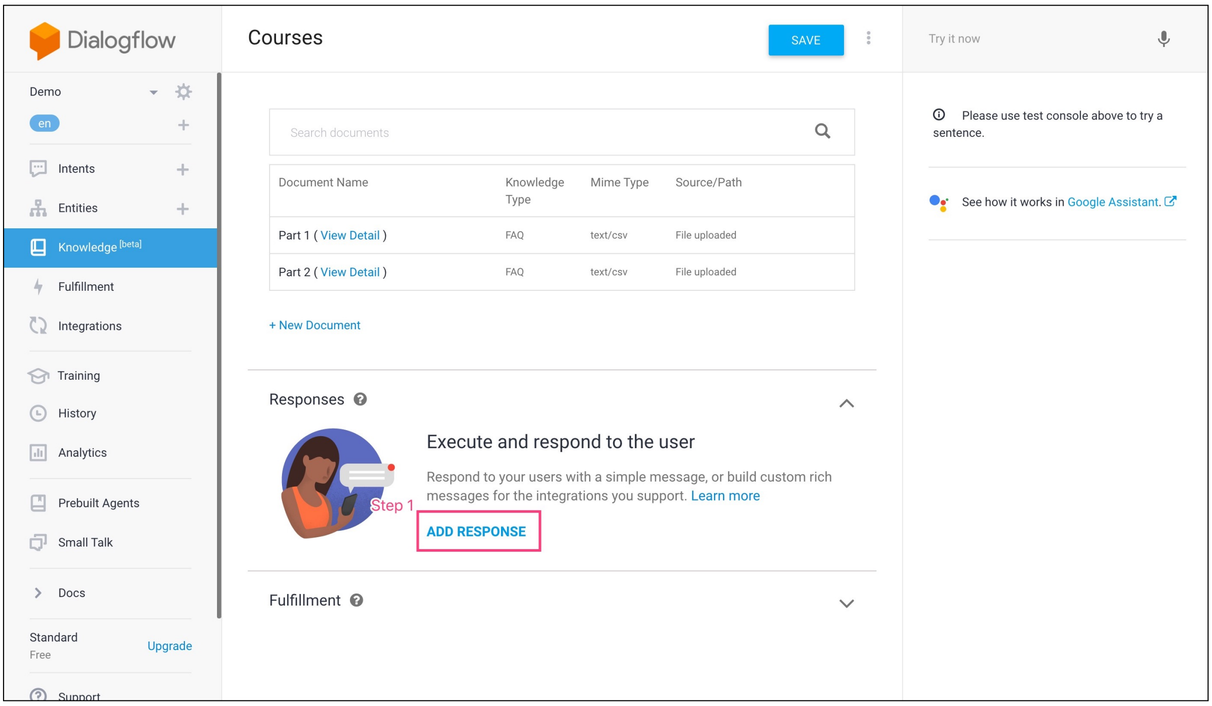
5. Click "+ New Document"



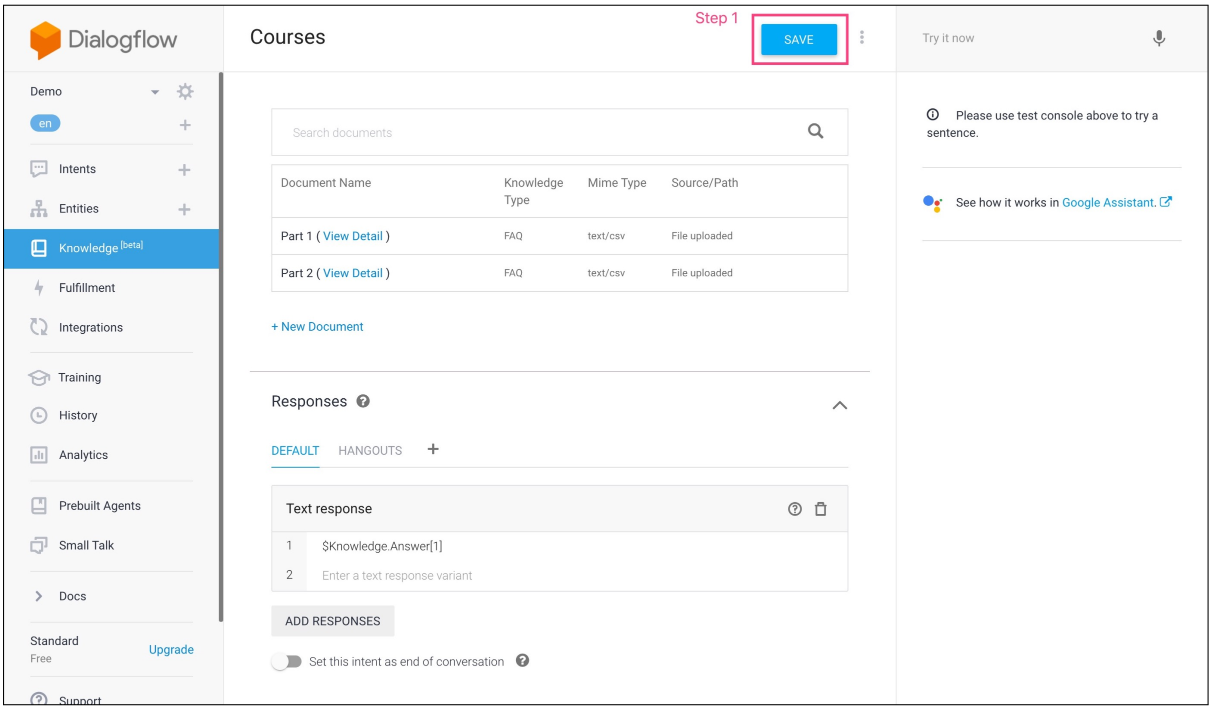
6. Input the fields as follows and upload "part2.csv", then click "CREATE" button



7. Click “ADD RESPONSE”

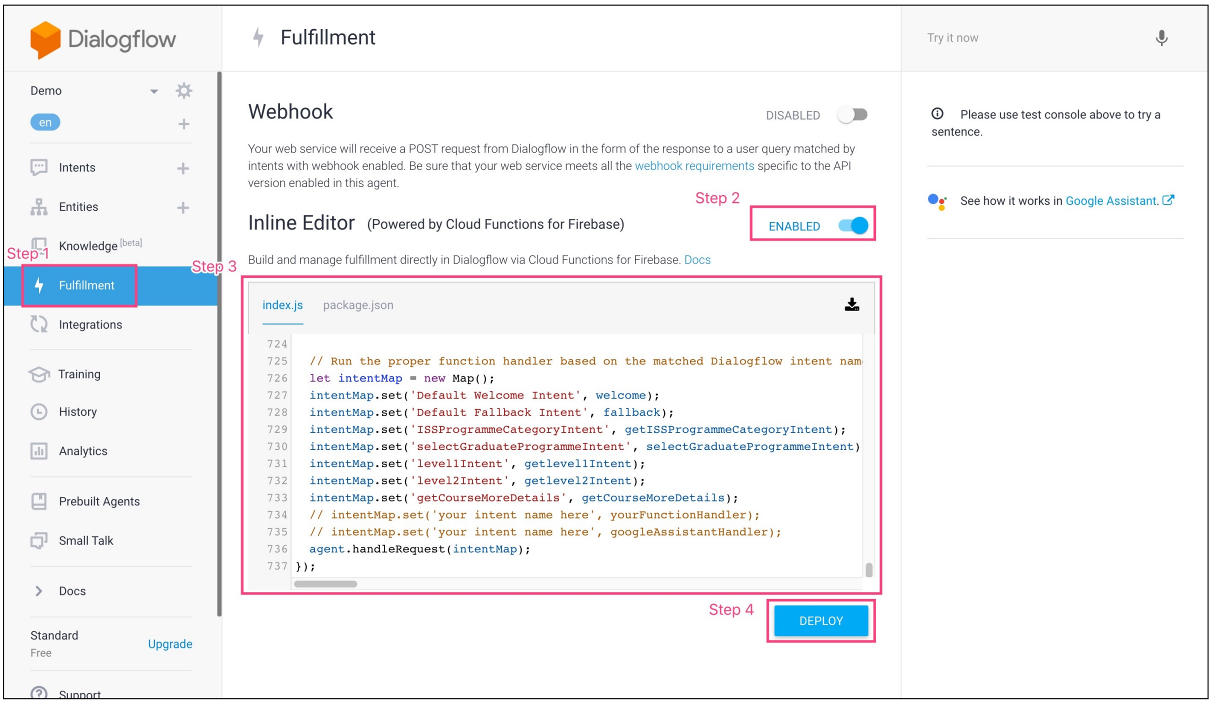


8. Click “SAVE” button



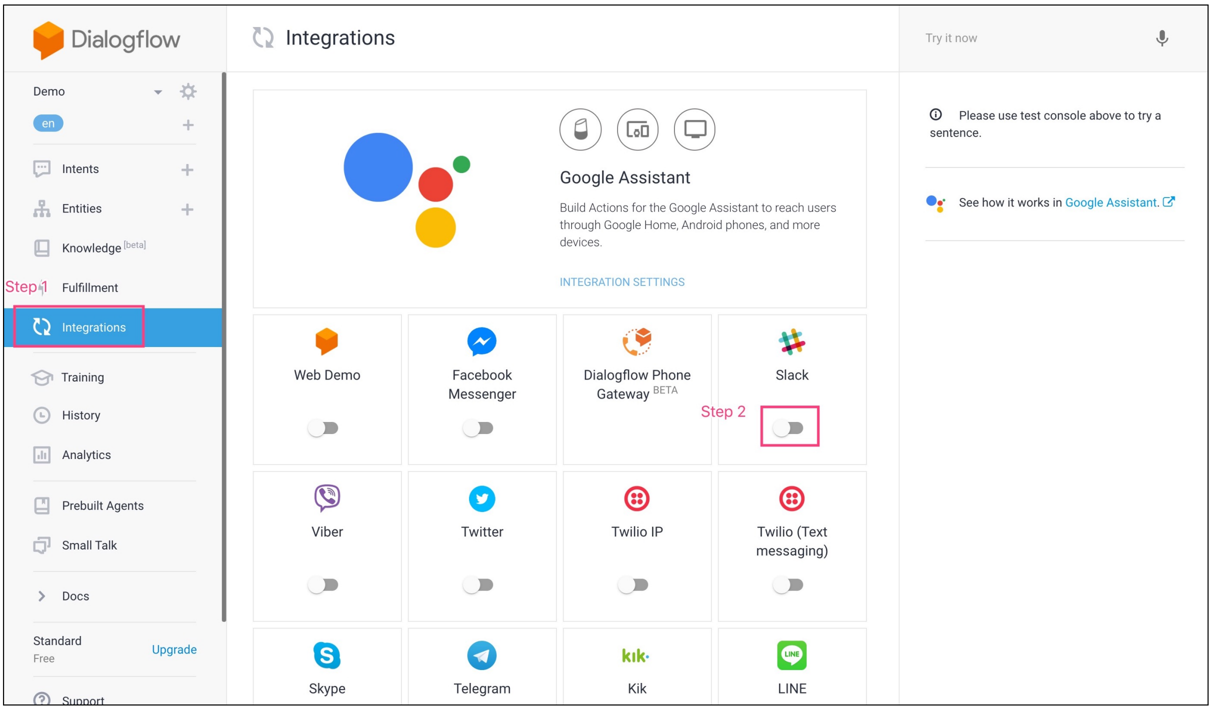
A.4 Create Fulfilment

Click “Fulfillment” and enable “Inline Editor”, copy “IChat.js” and replace the content in “Index.js”. Then click “DEPLOY” button

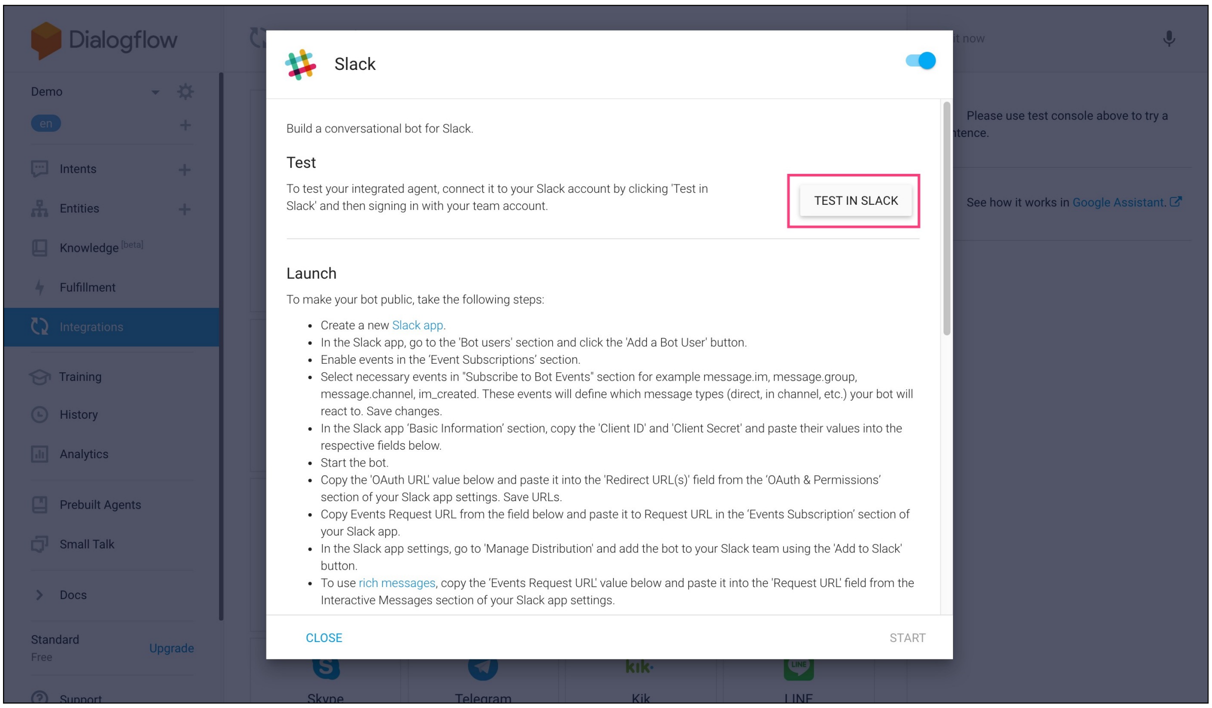


A.5 Integration

1. Click "Integrations" and then enable "Slack"

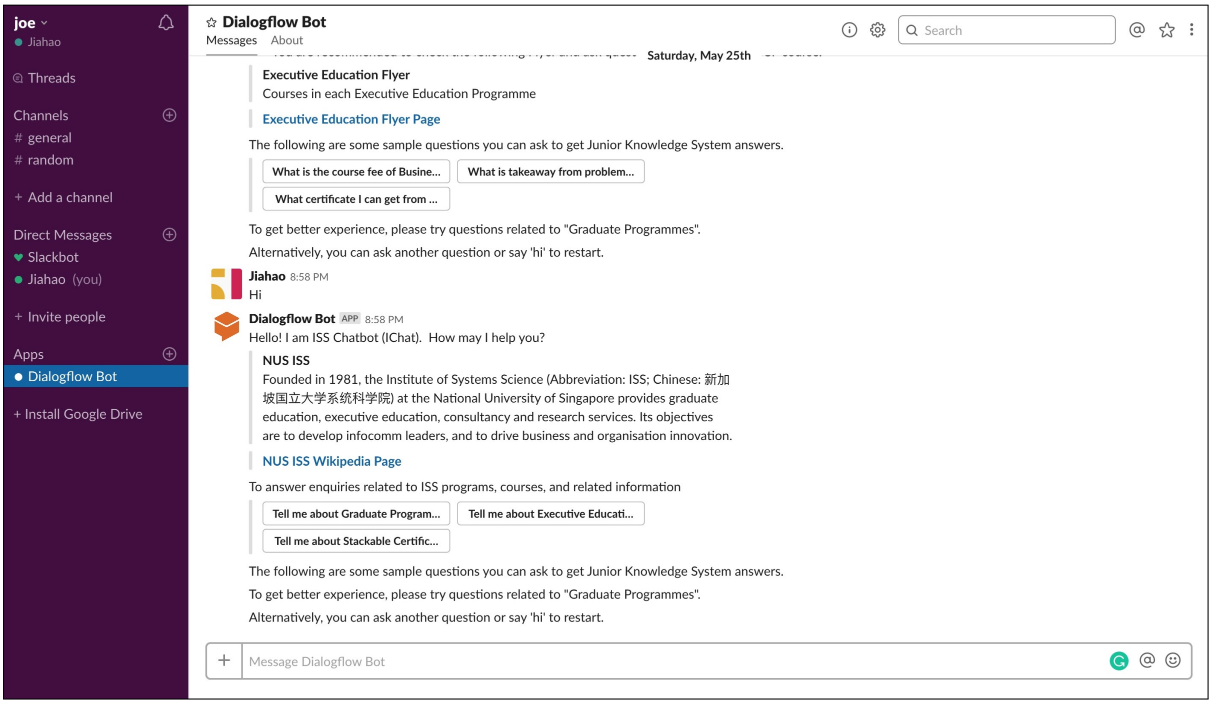


2. Follow the "Launch" to use, or click "TEST IN SLACK" with proper Slack set-up for testing



A.6 Test Demo

If Dialogflow is successfully integrated with Slack, you can say “hi” or other welcome words, and IChat will answer you enquiries.



To easier test, the invite link is created for one of my demo.

Here is the link.