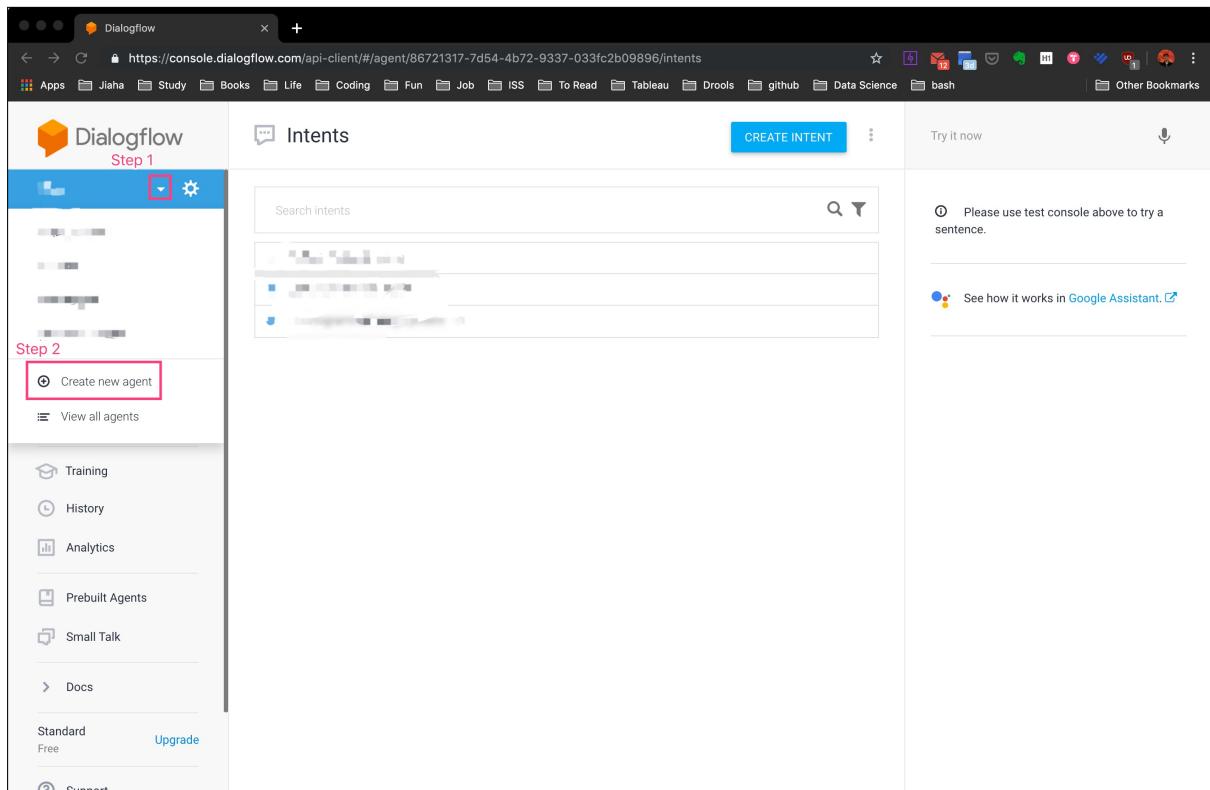


Appendix A

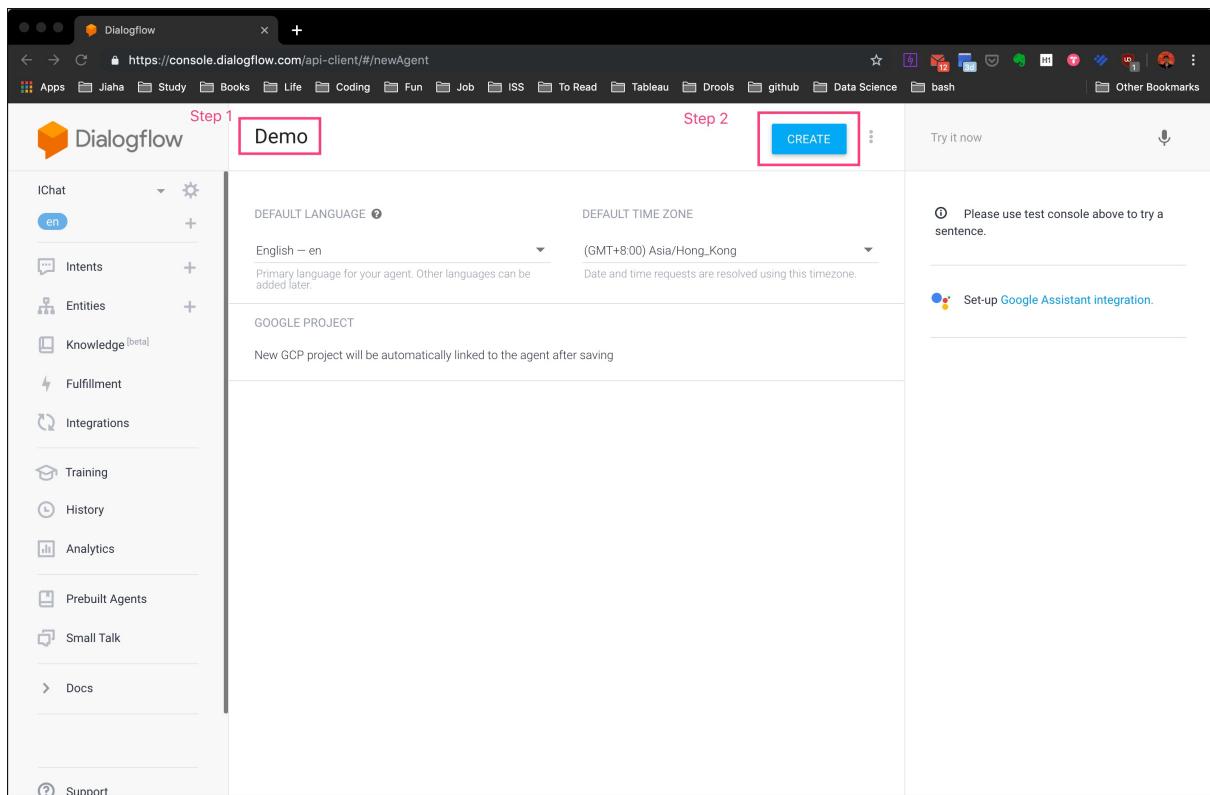
User's Manual

A.1 Import Agent

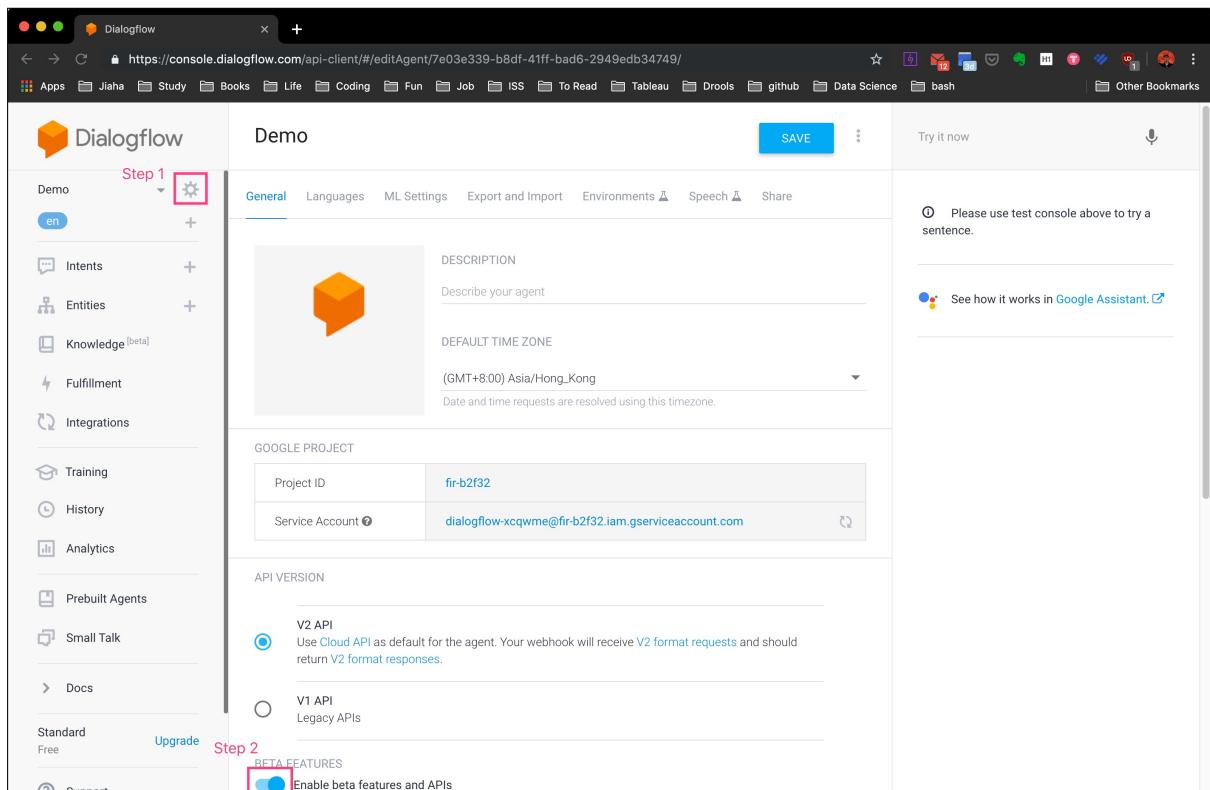
1. Go to Dialogflow Console (<https://console.dialogflow.com>), then click “Create new agent”



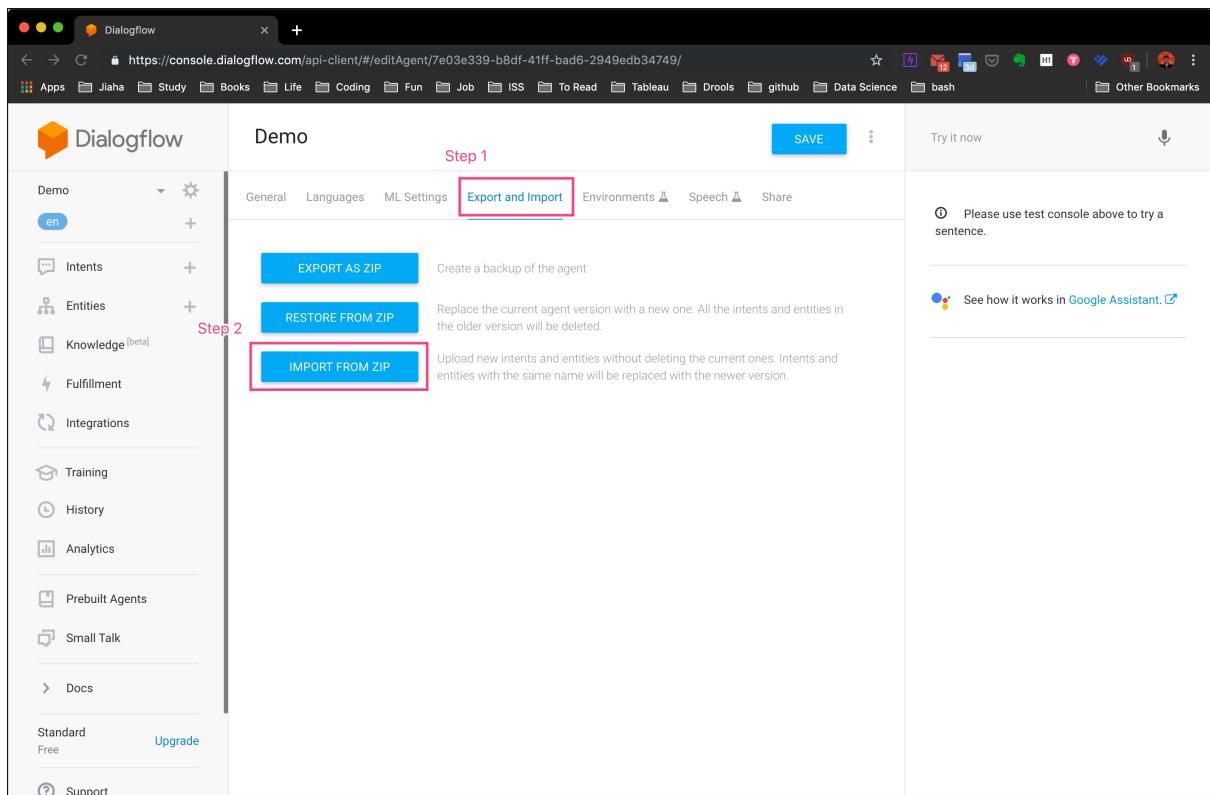
2. Put Agent name as you wish, then click “CREATE” button



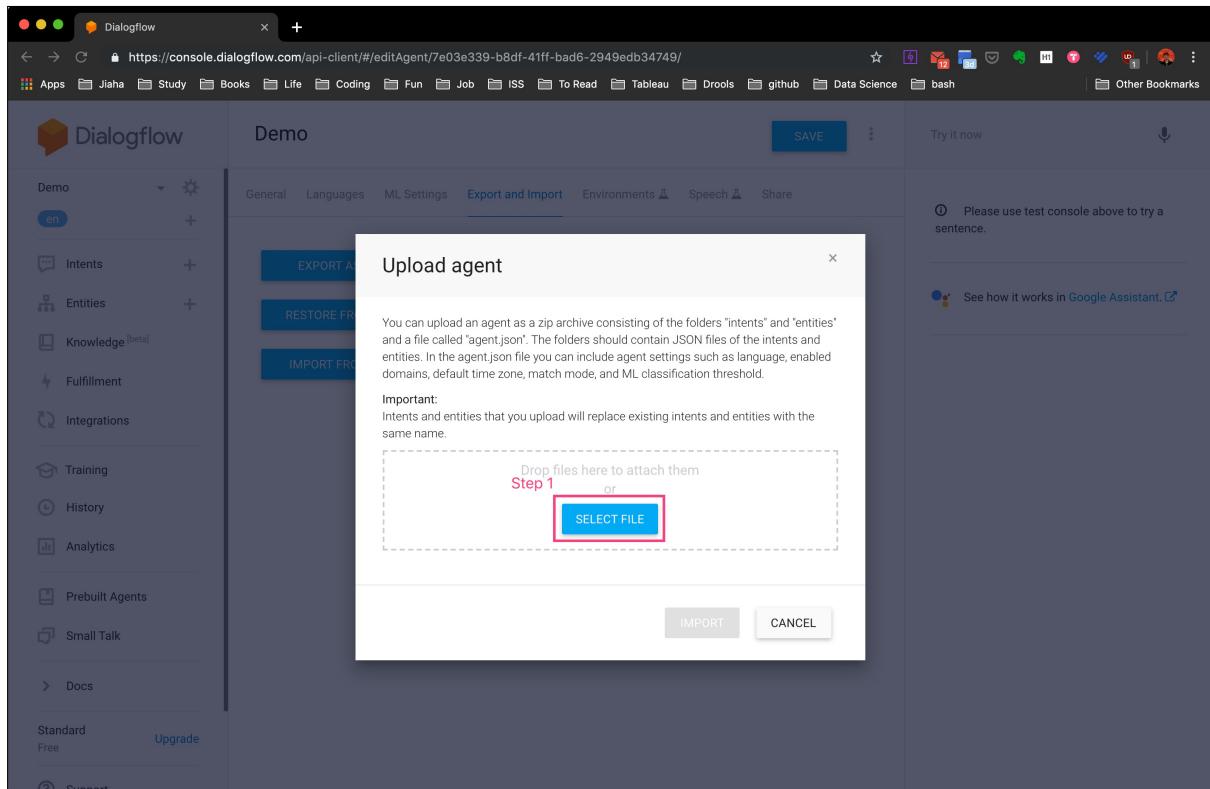
3. Go to Settings and enable beta features and APIs



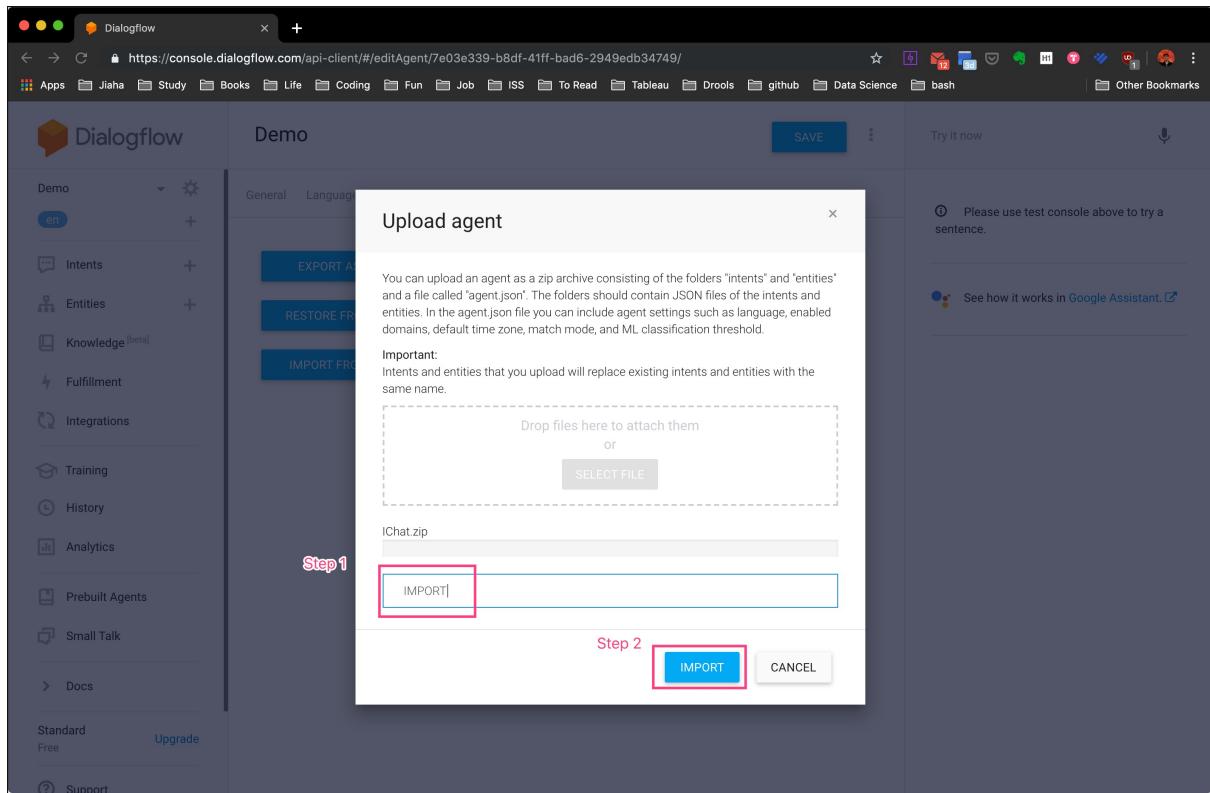
4. Go to “Export and Import” and click “IMPORT FROM ZIP”



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.2 Create Knowledge

1. Click “Knowledge” and then “Create the first one”

The screenshot shows the Dialogflow console interface. On the left, a sidebar lists various agent components: Demo, en, Intents, Step 1 Entities, Knowledge [beta] (highlighted with a red box), Fulfillment, Integrations, Training, History, Analytics, Prebuilt Agents, Small Talk, Docs, Standard Free, Upgrade, and Support. The main area is titled "Knowledge Bases". It displays a message: "No knowledge base has been created yet." with a "Create the first one." button highlighted with a red box. Below this, a paragraph explains the Knowledge Connector feature, followed by a "more here" link. A "ADJUST KNOWLEDGE RESULTS PREFERENCE" section contains a slider from "Weaker" to "Stronger". On the right, there's a "Try it now" button and a note: "Please use test console above to try a sentence." A "See how it works in Google Assistant" link is also present.

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

This screenshot shows the creation of a new knowledge base. The sidebar and main interface are identical to the previous screenshot, but the "Knowledge" tab is active. In the main area, the text input field contains "Courses" and the "SAVE" button is highlighted with a red box. A note below the input field says: "After you name and save this knowledge base, you can add knowledge documents such as websites, FAQs or knowledge base articles." The right side of the screen includes the "Try it now" button and the "See how it works in Google Assistant" link.

3. Click “Create the first one”

The screenshot shows the Dialogflow console interface. On the left, there's a sidebar with various navigation options like Demo, Intents, Entities, Knowledge (which is selected and highlighted in blue), Fulfillment, Integrations, Training, History, Analytics, Prebuilt Agents, Small Talk, and Docs. The main area is titled 'Courses' and contains sections for 'Responses' and 'Fulfillment'. In the 'Responses' section, there's a placeholder for a user icon and the text 'Execute and respond to the user'. Below it, there's a button labeled 'ADD RESPONSE'. In the 'Fulfillment' section, there's a small icon of a person with a speech bubble. At the top right, there's a 'SAVE' button and a 'Try it now' button. A red box highlights the text 'Create the first one.' in the 'Responses' section. A green box at the bottom right says 'Agent training completed' with an 'OK' button.

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

This screenshot shows the 'Create New Document' dialog box. It has fields for 'Document Name*' (with 'Part 1' entered), 'Knowledge Type*' (set to 'FAQ'), 'MimeType*' (set to 'text/csv'), and a 'DATA SOURCE' section with three options: 'File on Cloud Storage' (with a URL 'gs://bucket-name/object-name'), 'URL' (with a URL 'http://www.example.com/faq'), and 'Upload file from your computer' (with a file selected 'part1.csv'). A red box highlights the 'CREATE' button at the bottom right of the dialog.

5. Click “+ New Document”

The screenshot shows the Dialogflow console interface. On the left, there's a sidebar with various navigation options like Demo, Intents, Entities, Knowledge (selected), Fulfillment, Integrations, Training, History, Analytics, Prebuilt Agents, Small Talk, Docs, Standard (Free), Upgrade, and Support. The main area is titled 'Courses' and shows a table with one row: 'Part 1 (View Detail)' under 'Document Name', 'FAQ' under 'Knowledge Type', 'text/csv' under 'Mime Type', and 'File uploaded' under 'Source/Path'. Below this is a section titled 'Step 1' with a button '+ New Document' highlighted with a red box. Further down are sections for 'Responses' (with a sub-section 'Execute and respond to the user') and 'Fulfillment'.

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

This screenshot shows the 'Create New Document' dialog box. It has fields for 'Document Name*' (containing 'Part 2'), 'Knowledge Type*' (set to 'FAQ'), 'Mime Type*' (set to 'text/csv'), and a 'DATA SOURCE' section. Under 'DATA SOURCE', the 'Upload file from your computer' option is selected, and a file named 'part2.csv' is chosen via a 'SELECT FILE' button. A red arrow points to this file selection. In the bottom right corner of the dialog box, there is a 'CREATE' button highlighted with a red box.

7. Click “ADD RESPONSE”

The screenshot shows the Dialogflow console interface. On the left, a sidebar menu includes options like Demo, en, Intents, Entities, Knowledge [beta] (which is selected and highlighted in blue), Fulfillment, Integrations, Training, History, Analytics, Prebuilt Agents, Small Talk, Docs, Standard Free, Upgrade, and Support. The main content area is titled 'Courses' and displays a table of documents:

Document Name	Knowledge Type	Mime Type	Source/Path
Part 1 (View Detail)	FAQ	text/csv	File uploaded
Part 2 (View Detail)	FAQ	text/csv	File uploaded

Below the table are buttons for '+ New Document' and 'Responses'. The 'Responses' section contains a sub-section titled 'Execute and respond to the user' with an icon of a person speaking. It includes a callout 'Step 1' and a button labeled 'ADD RESPONSE'. The 'Fulfillment' section is also visible.

8. Click "SAVE" button

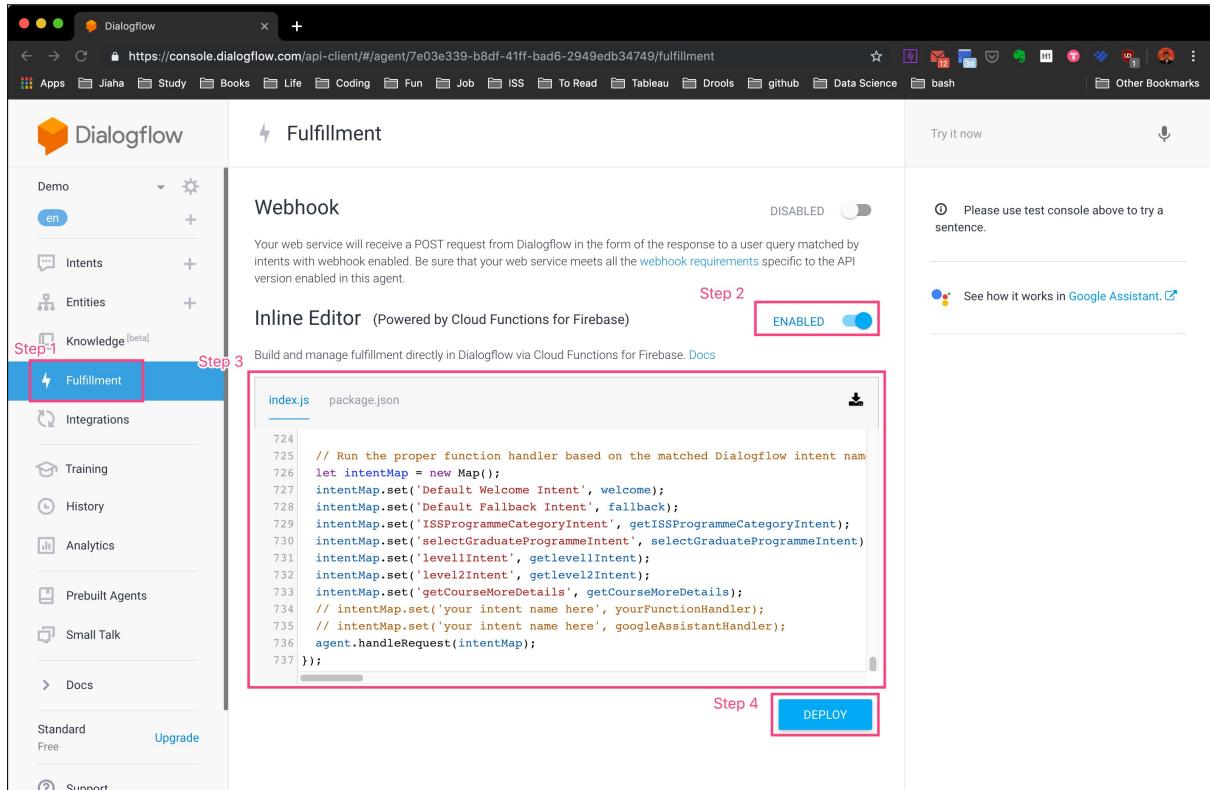
This screenshot shows the same Dialogflow interface after the 'SAVE' button has been clicked. The 'Step 1' intent is now listed under the 'Responses' section. The 'Text response' section contains two variants:

- 1 SKnowledge Answer[1]
- 2 Enter a text response variant

A button labeled 'ADD RESPONSES' is visible below the variants. A checkbox at the bottom allows setting the intent as the end of conversation.

A.3 Create Fulfilment

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



A.4 Integration

1. Click “Integrations” and then enable “Slack”

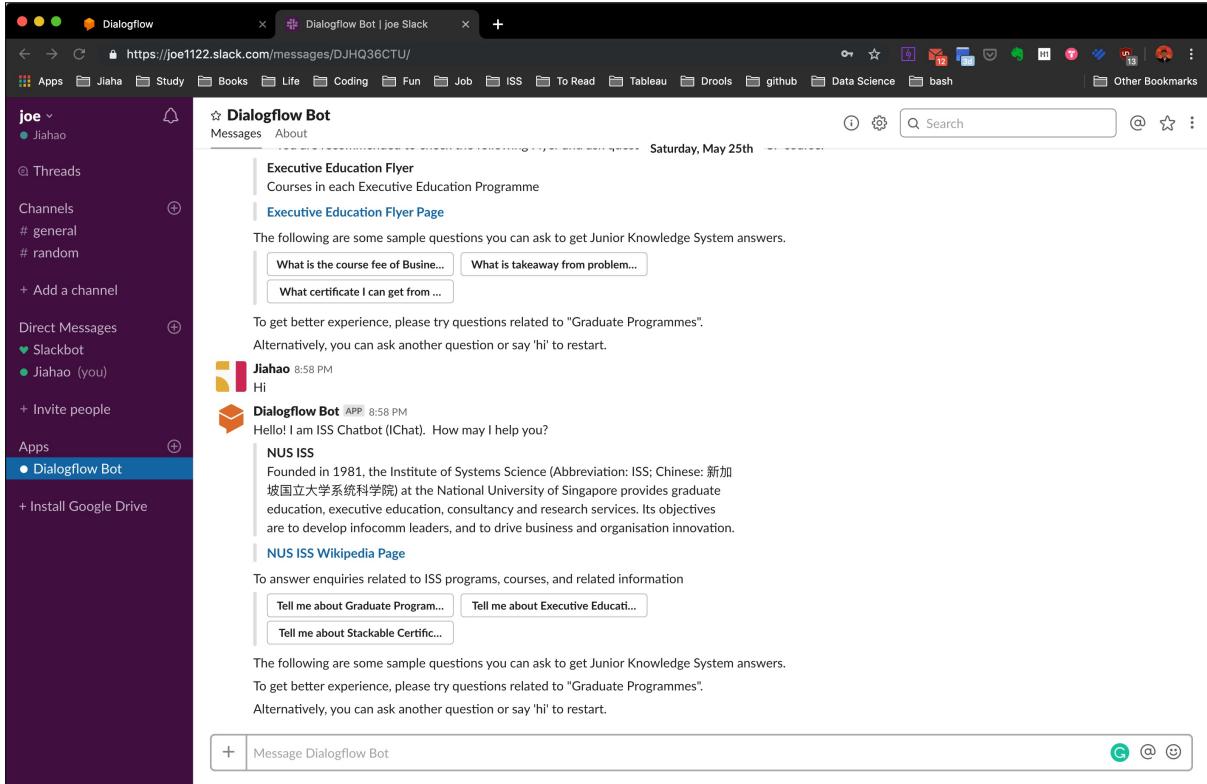
The screenshot shows the Dialogflow interface with the 'Integrations' tab selected. On the right, there's a section for Google Assistant integrations, followed by a grid of other platforms. The 'Slack' icon is highlighted with a red box and labeled 'Step 2'. The 'INTEGRATION SETTINGS' section at the top right of the grid also has a red box around it.

- Follow the “Launch” to use, or click “TEST IN SLACK” with proper Slack set-up for testing

This screenshot shows the 'Slack' configuration page within the Dialogflow interface. It includes sections for 'Test' (with a 'TEST IN SLACK' button highlighted with a red box) and 'Launch' (with detailed instructions for setting up the Slack app). The 'INTEGRATION SETTINGS' section from the previous screenshot is also visible at the top right.

A.5 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](#).