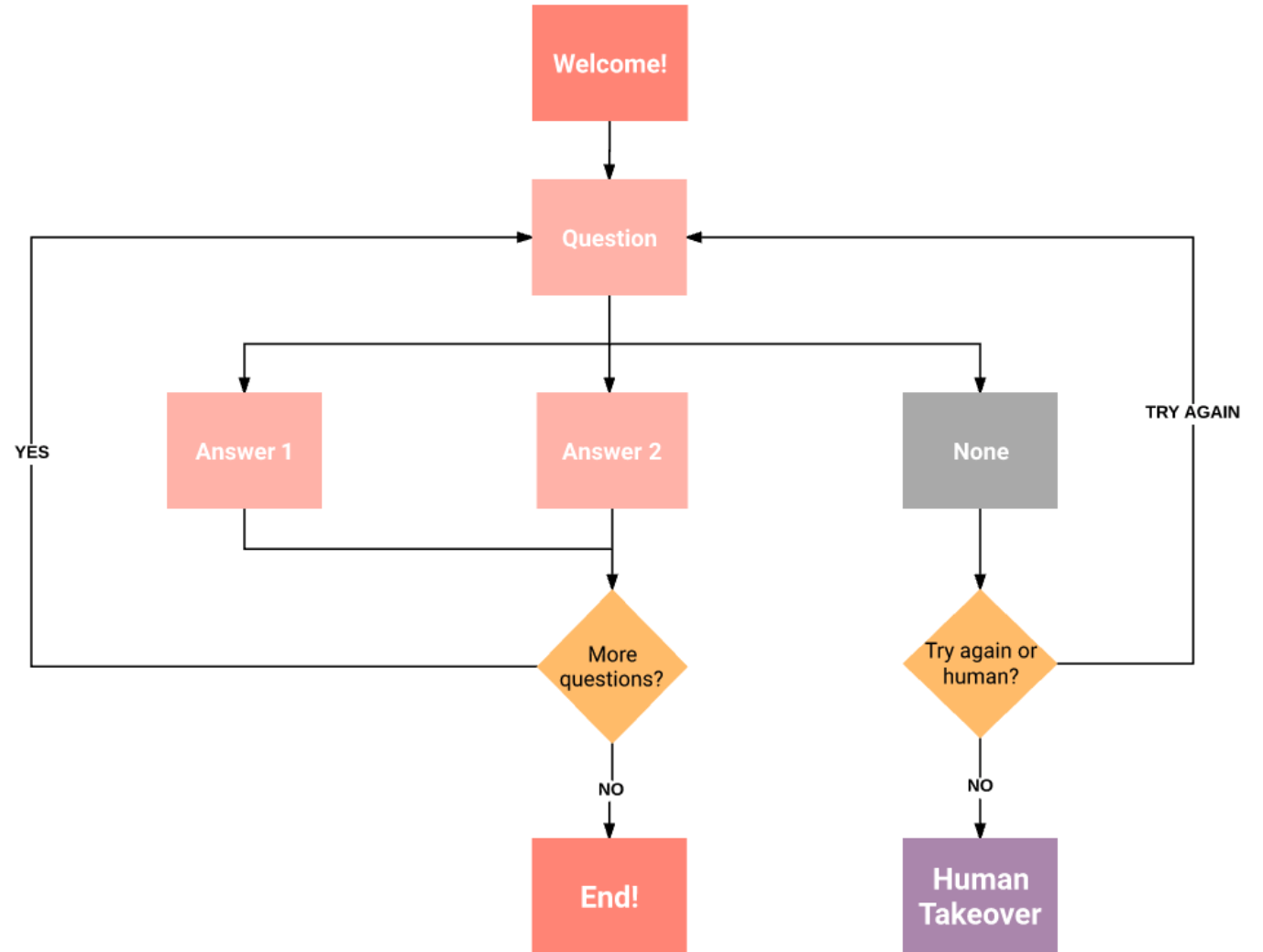


Μάθημα: Διαλογικοί Πράκτορες

Εργασία AIML 2024

How to work – 1/4

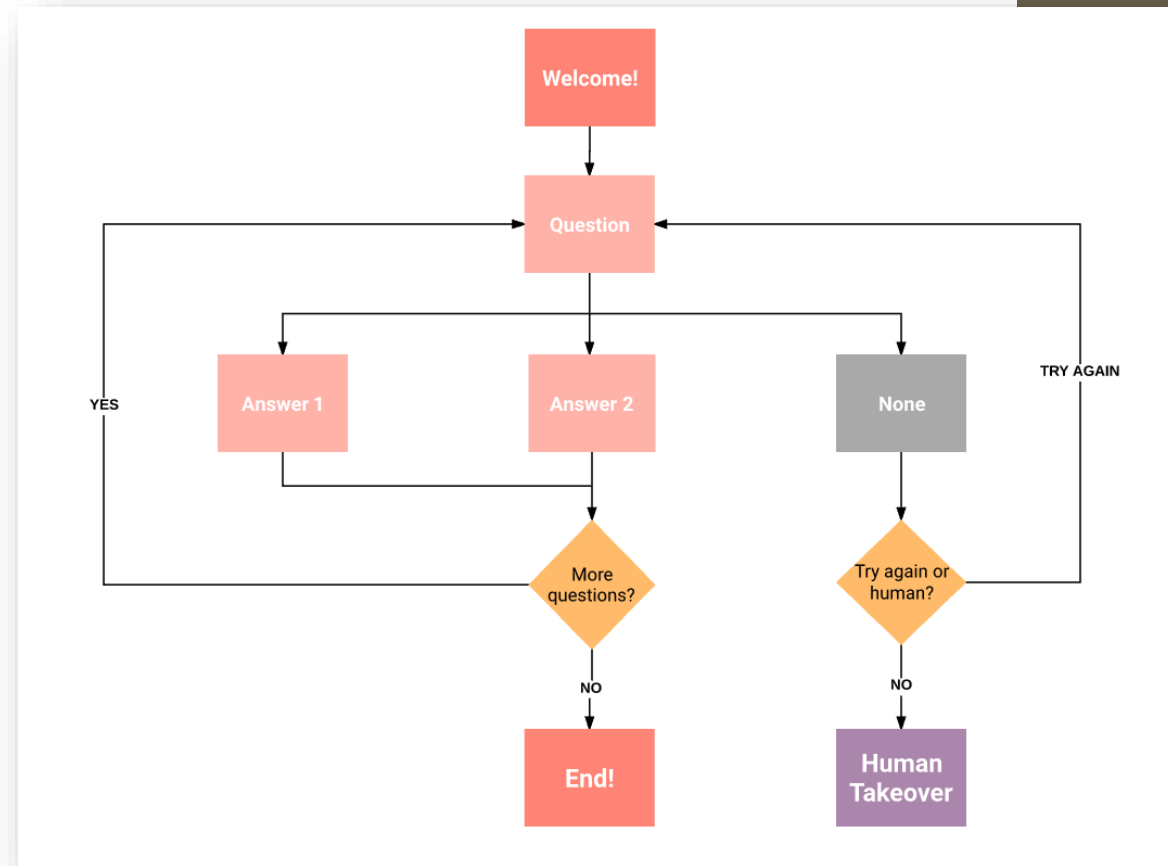
- Read the “Creating Conversational Experiences (II): Build and Design” blog post and focus on understanding the “**Support / Customer Service**” flowchart
- *(on the right)*
- *(see further explanations in next slides)*



- Creating Conversational Experiences (II): Build and Design

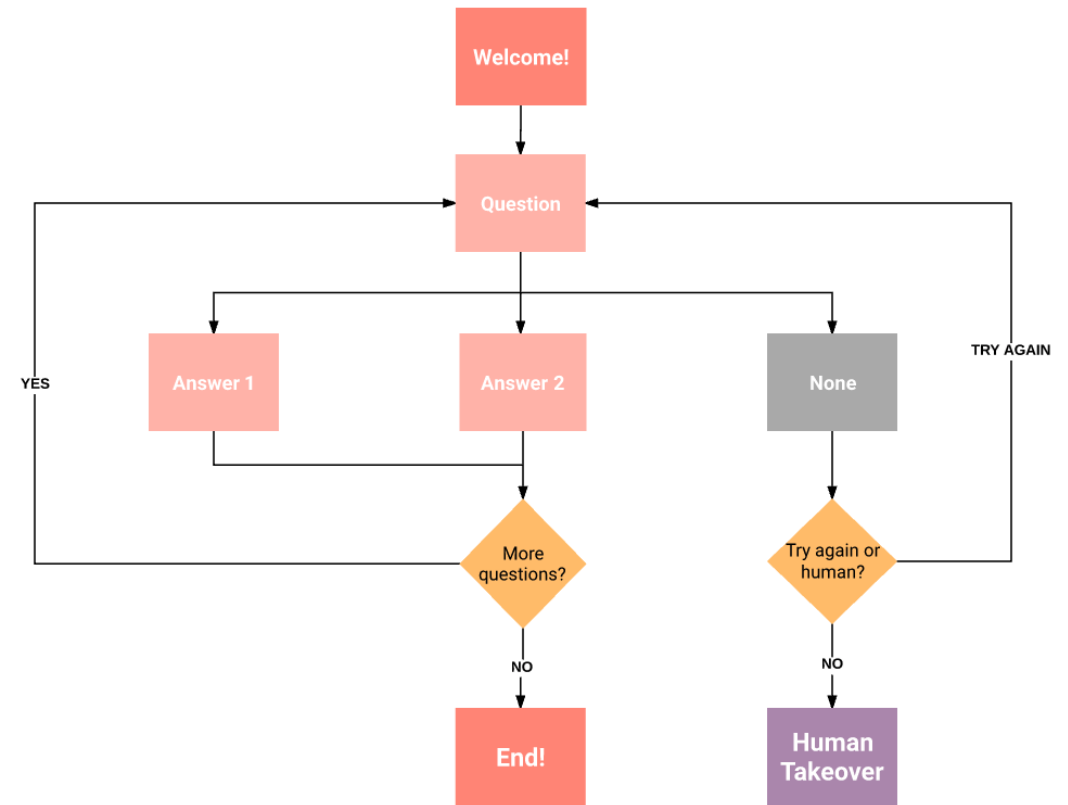
How to work – 2/4

- The “**Support / Customer Service**” flowchart demonstrates one of the use cases big cops are most interested in: **automating support** using a chatbot to save — a lot of — cost.
- In the flow, we can see how users **type in a question** or select a topic and they can choose between “*Yes, that’s what I was looking for!*” or “*Not for me...*” which would give them the option to try again or talk to some real Customer Support agent.



How to work – 3/4

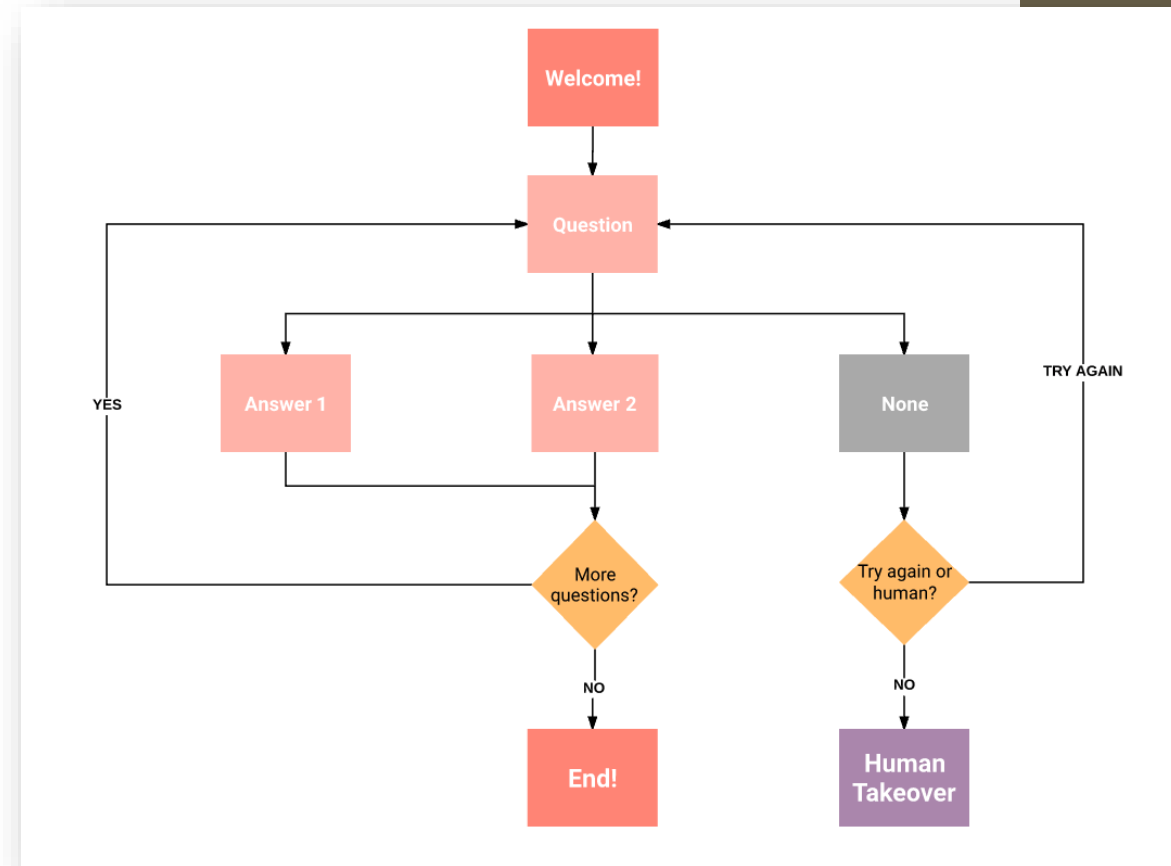
- Develop the code for an AIML-based chatbot that implements the human-bot interaction demonstrated in the “**Support / Customer Service**” flowchart, for a commercial enterprise of your choice.
- **Technical Requirements:** when building the chatbot consider the following:
- **A) AIML:** In your AIML code **use the following tags** to demonstrate that you understand how to use them in a productive way for your chatbot:
 - 1) <that>, 2) <topic>, 3) Variable: <set>, 4) <get>
 - 5) <sets>, 6) <map>, 7) properties, 8) substitutions (whatever you select)
 - 9) <button>, 10) <link>, 11) <reply>
 - (continue in next slide)



The dialogue with your chatbot will always begin with the user saying: “Hi” or “Γειά”

How to work – 4/4

- **B) Chatbot behavior**: Your chatbot should also demonstrate the following behavior:
 - 13) Be **proactive**
 - 14) Exhibit **Conscientiousness**
 - 15) Exhibit **Communicability**
 - 16) Apply **damage control** (that is, recover gracefully from damage)
-
- Also, for each of the above behaviors explain (in the ppt file) how this specific behavior is relevant to (one or more) **Google guidelines for human-chatbot interaction** (you can refer to slides in the file 03A-ΔΠ-ConversationDesign-24.pdf)



Deliverables

- There are two deliverables in this assignment:
- Deliverable-1: A **ppt** file
- Deliverable-2: A **zip** file
- *See next slides for details*

Deliverable-1 (ppt file): How to present your work

- Create pairs of slides with the following enumeration as titles:
- 1a, 1b, 2a, 2b, 3a, 3b, etc....
- In slide **Xa** present the **AIML code** that you wrote to demonstrate the implementation of the respectively numbered aspect mentioned before.
- In pair slide **Xb** present the behavior of the chatbot (screen capture)
- *See the next six slides for concrete examples*

1a. <that>

This is only an example!

```
<?xml version="1.0" encoding="UTF-8"?>
<aiml version="2.0">
  <category>
    <pattern>*</pattern>
    <template><star/></template>
  </category>

  <category>
    <pattern> ^ TRAVEL ^</pattern>
    <template> Do you need travelling info? </template>
  </category>

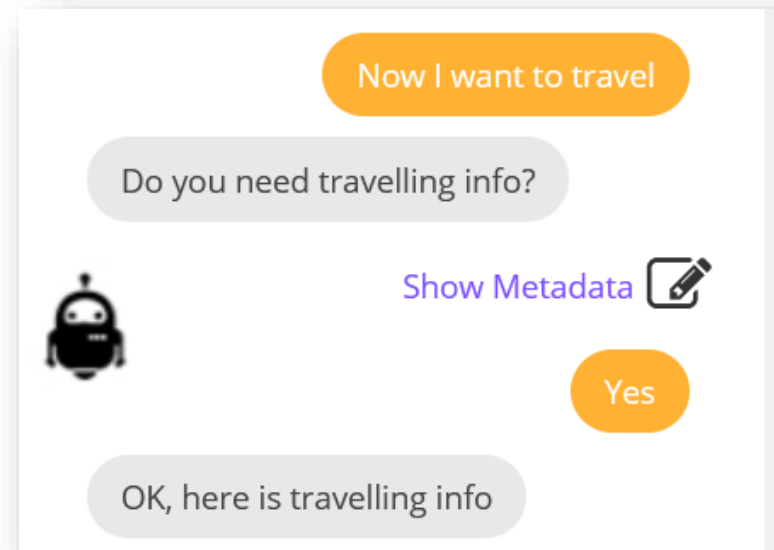
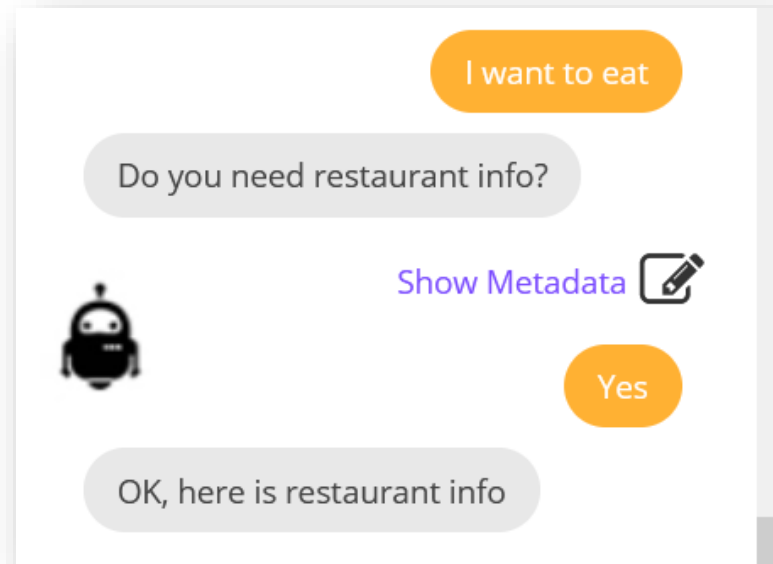
  <category>
    <pattern> ^ EAT ^</pattern>
    <template> Do you need restaurant info? </template>
  </category>

  <category>
    <pattern>YES ^</pattern>
    <that>Do you need travelling info</that>
    <template>OK, here is travelling info</template>
  </category>

  <category>
    <pattern>YES ^</pattern>
    <that>Do you need restaurant info</that>
    <template>OK, here is restaurant info</template>
  </category>
</aiml>
```


1b. Chatbot behavior (based on <that> tag)

This is only an example!



2a. <topic>

This is only an example!

```
<?xml version="1.0" encoding="UTF-8"?>
<aiml version="2.0">

    <category>
        <pattern>*</pattern>
        <template><star/></template>
    </category>

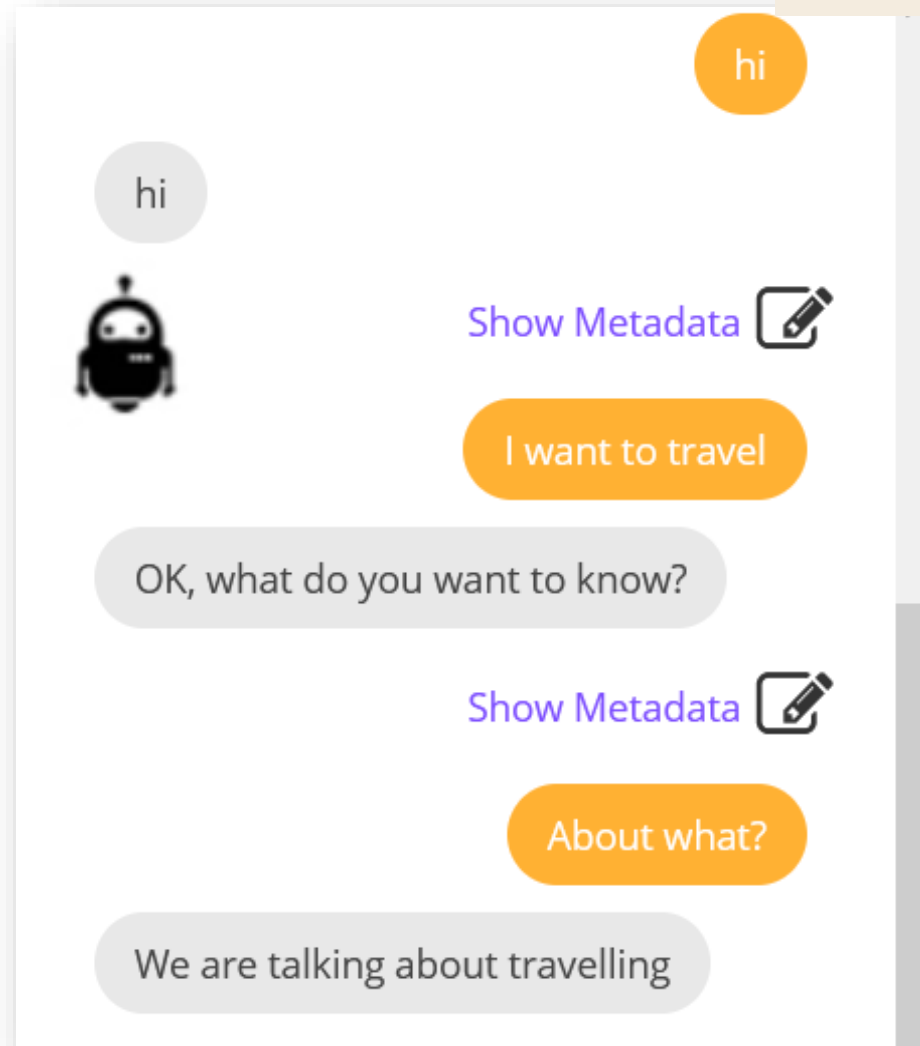
    <category>
        <pattern>I want to travel</pattern>
        <template>
            OK, what do you want to know?
            <think><set name="topic">TRAVEL</set></think>
        </template>
    </category>

    <topic name="TRAVEL">
        <category>
            <pattern>*</pattern>
            <template>We are talking about travelling</template>
        </category>
    </topic>

</aiml>
```

2b. Chatbot behavior (based on <that> tag)

This is only an example!



13a. Be proactive (code)

*Capture and Insert your AIML code here
that causes the chatbot's behavior*

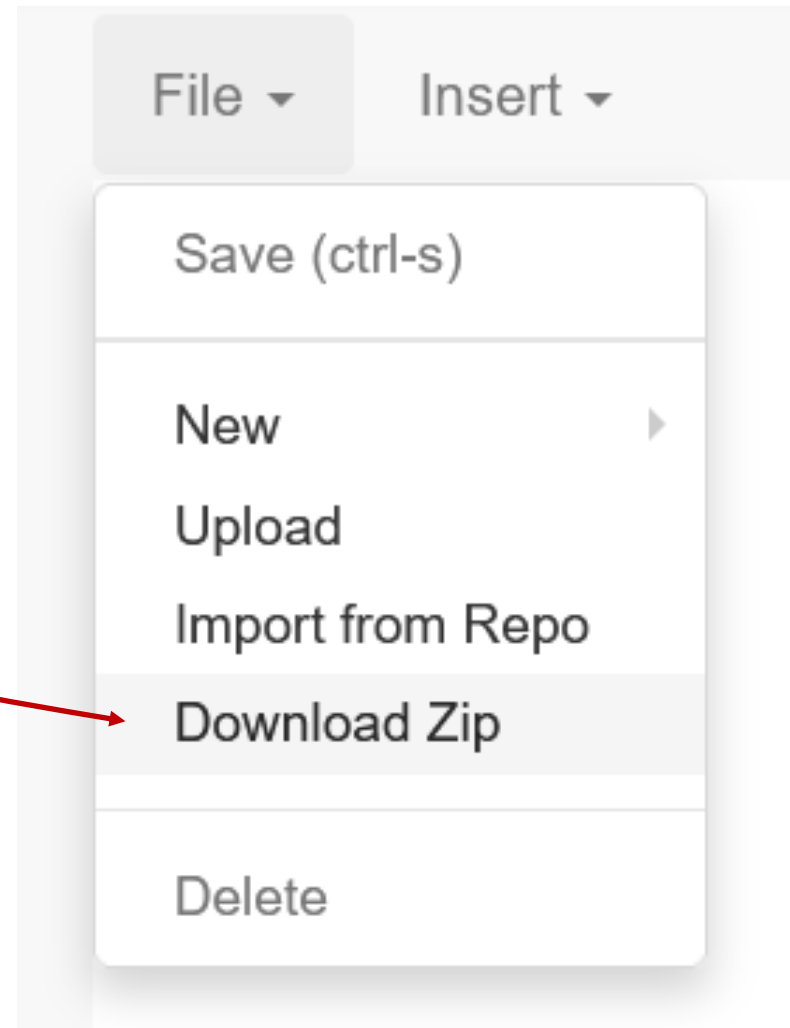
13b. Be proactive (chatbot behavior)

*Capture and Insert chatbot onscreen
behavior here*

*In the same slide add some text like this, where you explain how this specific behavior
is relevant to (one or more) Google guidelines for Human-Chatbot design*

Deliverable 2 (zip file): Download the chatbot's AIML code

- Download from the platform the zip file which contains the AIML code of your bot



Assessment Criteria for your work

- 1. Demonstrate good use of the 11 AIML tags mentioned in slide 4
- 2. Demonstrate good understanding and design capability of the four chatbot behavior design principles mentioned in slide 5
- 3. Successfully explain and connect the above four chatbot behavior design principles to Google's guidelines
- 4. Submit your AIML chatbot code that successfully demonstrates the chatbot behavior

How to submit your work for the AIML assignment

- 1) Prepare the two files:
 - A) the ppt file with the slides of chatbot behavior
 - B) the zip file with your chatbot code
- **2) Submit both the ppt and the zip file** through the submission link available on elearning course page.

- IMPORTANT
- When you submit assignments always name your files with your **SURNAME-AM-Keyword**
- For example:
- **Demetriadis-153-AIML.xxx**
- is an appropriate name for submitting a file for the AIML assignment

Screen capture suggestion

- If you need a tool to capture specific screen parts, the following might be a good option for you:

