

Dialogflow

**Chatbot do zakupu
karnetu na siłownię**

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Cel projektu

Celem projektu jest stworzenie działającego chatbota za pomocą Dialogflow, który będzie realizował następujące zadania:

- Powitanie klienta
- Zamówienie karnetu na siłownię na podstawie różnych kryteriów użytkownika (np. typ karnetu czy lokalizacja)
- Small talk
- Odpowiadanie na pytania dotyczące karnetu
- Podsumowanie zamówienia
- Grzeczne pożegnanie klienta

Dialogflow

Dialogflow to narzędzie służące do przetwarzania języka naturalnego umożliwiając tym samym tworzenie chatbotów z możliwościami do interpretowania intencji użytkowników i odpowiednie na nich reagowanie. Umożliwia on dodatkowo integracje z aplikacjami mobilnymi oraz internetowymi.



Entities

Entities to obiekty używane w Dialogflow do reprezentowania konkretnych elementów danych, które mają znaczenie w kontekście rozmowy. Najczęściej składa on się ze zbioru synonimów konkretnych kluczowych słów dla danego chatbota, np. typ karnetu jaki użytkownik może wybrać.

Entities dla AlexFitnessPal

The screenshot displays the 'Entities' management page. At the top left, there is a header with a group icon and the text 'Entities'. To the right of the header is a blue button labeled 'CREATE ENTITY' and a vertical ellipsis menu icon. Below the header, there are two tabs: 'Custom' (which is selected and underlined) and 'System'. A search bar with the placeholder text 'Search entities' and a magnifying glass icon is positioned below the tabs. At the bottom of the interface, there is a list of entity attributes, each in its own row: '@ duration', '@ location', and '@ type'.

Entities - duration

duration SAVE

Define synonyms ? Regexp entity ? Allow automated expansion Fuzzy matching ?

one day	one day, 1 day, single day, daily pass, daily entrance, one time only, the shortest
one month	1 month, monthly pass
three months	3 months
one year	1 year, yearly pass, the longest
Click here to edit entry	

[+ Add a row](#)

Entities - location

location SAVE

Define synonyms ? Regexp entity ? Allow automated expansion Fuzzy matching ?

20 Denbigh Rd London	20 Denbigh Rd, Denbigh
57-59 Old Compton St	Compton, Compton St, Old Compton, Old Compton St
33 Beaufort Gardens	Beaufort Gardens, beaufort gardens
Click here to edit entry	

[+ Add a row](#)

Entities - type

type SAVE

Define synonyms ? Regexp entity ? Allow automated expansion Fuzzy matching ?

Student	for student, discounted, discount, cheap
Senior	for senior, for elder person, for elderly, old, senior, senior card, senior membership
Normal	regular, classic
Click here to edit entry	

[+ Add a row](#)

Intents

Intents w Dialogflow są narzędziem służącym do wykrywania intencji użytkowników podczas rozmowy z chatbotem. Umożliwiają one rozpoznawanie co użytkownik ma na celu i tym samym odpowiednie reagowanie na konkretne zapytania lub komendy. Dialogflow posiada możliwość zdefiniowania domyślnych opcji rozpoczęcia oraz zakończenia rozmowy.

Intents dla AlexFitnessPal

The screenshot shows a web interface for managing intents. At the top left, there is a header with a speech bubble icon and the text "Intents". At the top right, there is a blue button labeled "CREATE INTENT" and a vertical ellipsis menu icon. Below the header is a search bar with the placeholder text "Search intents" and a search icon on the right. The main content area is a list of intents, each with a blue circular icon on the left and the intent name on the right. The first item has a green bookmark icon and is labeled "Default Fallback Intent". The other items are labeled "Default Welcome Intent", "duration query", "initial order", "location query", "membership order", "messenger welcome", and "type query".

Icon	Intent Name
	Default Fallback Intent
	Default Welcome Intent
	duration query
	initial order
	location query
	membership order
	messenger welcome
	type query

Training phrases dla AlexFitnessPal

Training phrases ? Search training phrases Q ^

⚠ Template phrases are deprecated and will be ignored in training time. More details [here](#).

When a user says something similar to a training phrase, Dialogflow matches it to the intent. You don't have to create an exhaustive list. Dialogflow will fill out the list with similar expressions. To extract parameter values, use [annotations](#) with available [system](#) or [custom](#) entity types.

” Add user expression

” I want to buy new memership

” Can I order new membership?

” I want **normal** membership for **40 year old** lady ⓘ

” Can i buy membership at **20 Denbigh Rd London** location? ⓘ

” I need to buy new membership for **1 month**

” I want membership **for student**

” I want new gym membership card of **normal** type for **3 months** . I am **23 years old** . In gym at **20 Denbigh Rd London** . My email is **aa@gmail.com** . My name ⓘ
John Smith

Parameters dla AlexFitnessPal

Action and parameters

Enter action name

REQUIRED ?	PARAMETER NAME ?	ENTITY ?	VALUE	IS LIST ?	PROMPTS ?
<input checked="" type="checkbox"/>	type	@type	\$type	<input type="checkbox"/>	What type of ca...
<input checked="" type="checkbox"/>	duration	@duration	\$duration	<input type="checkbox"/>	Understood! The...
<input checked="" type="checkbox"/>	age	@sys.age	\$age	<input type="checkbox"/>	How old is the ...
<input checked="" type="checkbox"/>	location	@location	\$location	<input type="checkbox"/>	The only locati...
<input checked="" type="checkbox"/>	name	@sys.person	\$name	<input type="checkbox"/>	What is the nam...
<input checked="" type="checkbox"/>	email	@sys.email	\$email	<input type="checkbox"/>	What email shou...
<input type="checkbox"/>	Enter name	Enter entity	Enter value	<input type="checkbox"/>	—

+ New parameter

Prompts

Prompts for "duration"

NAME	ENTITY	VALUE
duration	@duration	\$duration

PROMPTS



- 1 Understood! The available durations are: 1 day, 1 month, 3 months, 1 year. Which one do you want?
- 2 Enter a prompt variant

CLOSE

Text Response dla AlexFitnessPal

Responses ? ^

DEFAULT +

Text Response		
1	Understood, I will give you new membership card of \$type for \$duration. The confirmation email will be sent to \$email.	
2	Enter a text response variant	

ADD RESPONSES

Set this intent as end of conversation ?

Small Talk

Dialogflow posiada wcześniej zdefiniowane moduły, które można dodawać do chatbota. Jednym z nich jest moduł Small Talk, który umożliwia reagowanie na podstawowe intencje użytkownika niezwiązane z główną funkcją chatbota, np. rozmowa o pogodzie.

Small Talk

Small Talk Customization Progress 5%

📁 About agent 38%

QUESTION Who are you?

ANSWER

- 1 I am gym assistant - AlexFitnessPal.
- 2 Enter a Answer variant

QUESTION How old are you?

ANSWER

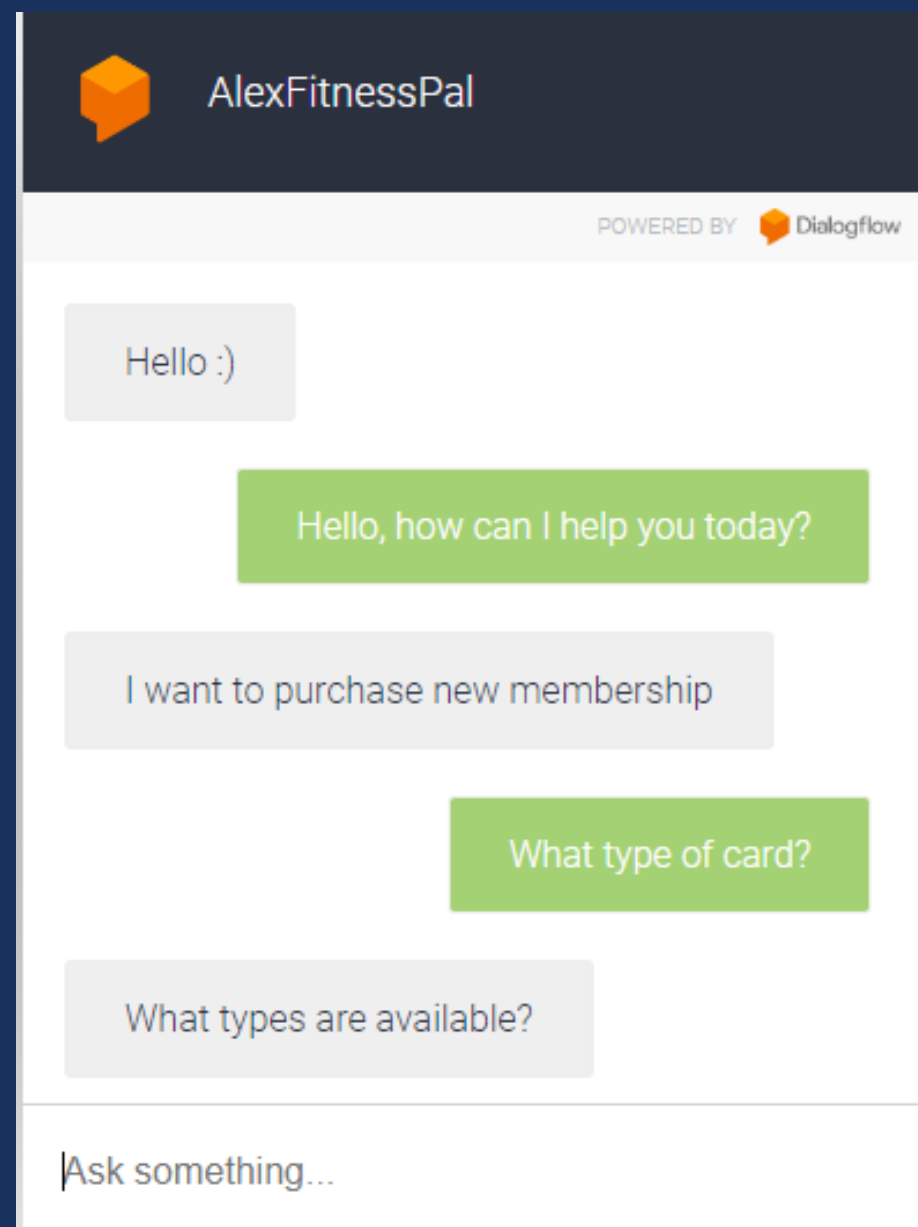
- 1 I am infinitely old.
- 2 Enter a Answer variant

QUESTION You're annoying.

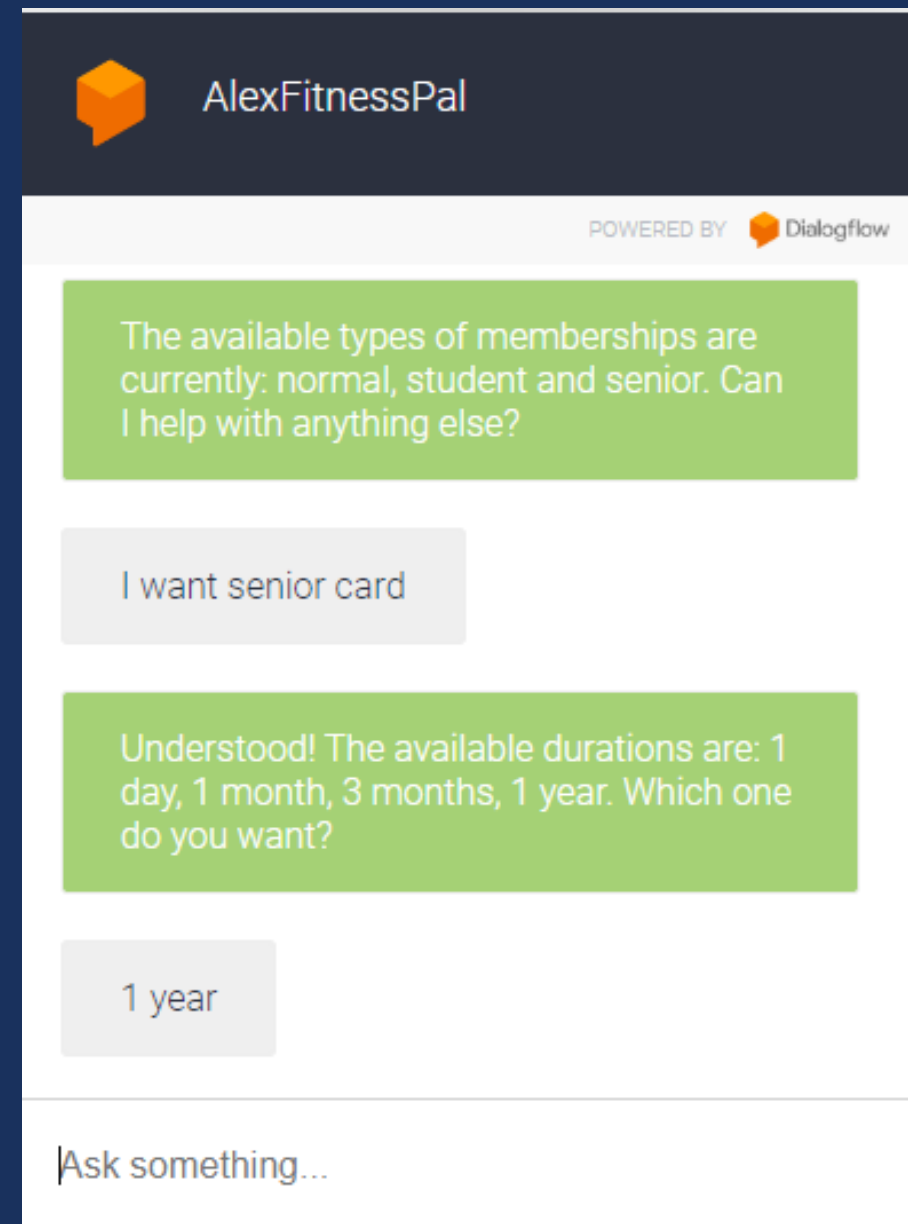
ANSWER

- 1 I'm sorry :(
- 2 You are too
- 3 Enter a Answer variant

Przykładowa konwersacja



Przykładowa konwersacja



AlexFitnessPal

POWERED BY Dialogflow

The available types of memberships are currently: normal, student and senior. Can I help with anything else?

I want senior card

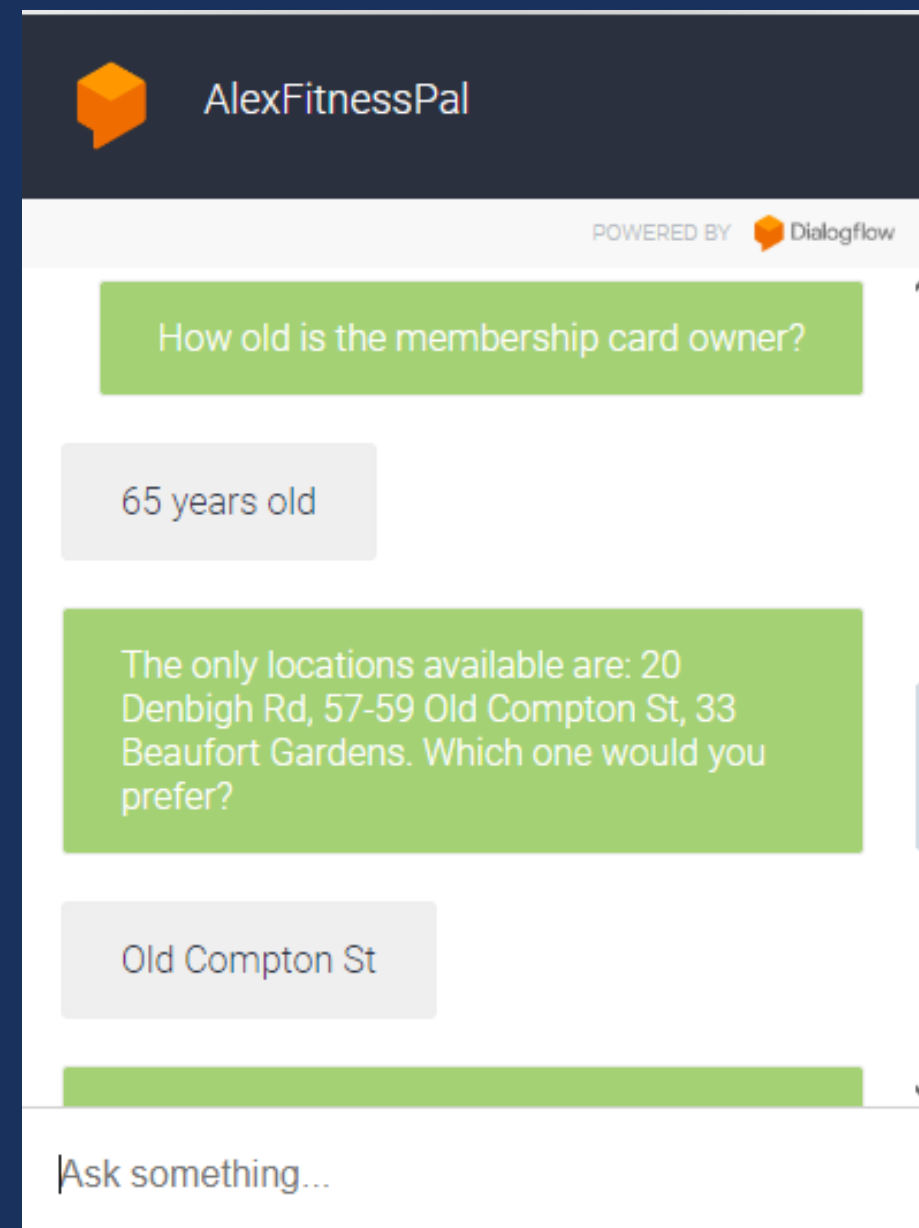
Understood! The available durations are: 1 day, 1 month, 3 months, 1 year. Which one do you want?

1 year

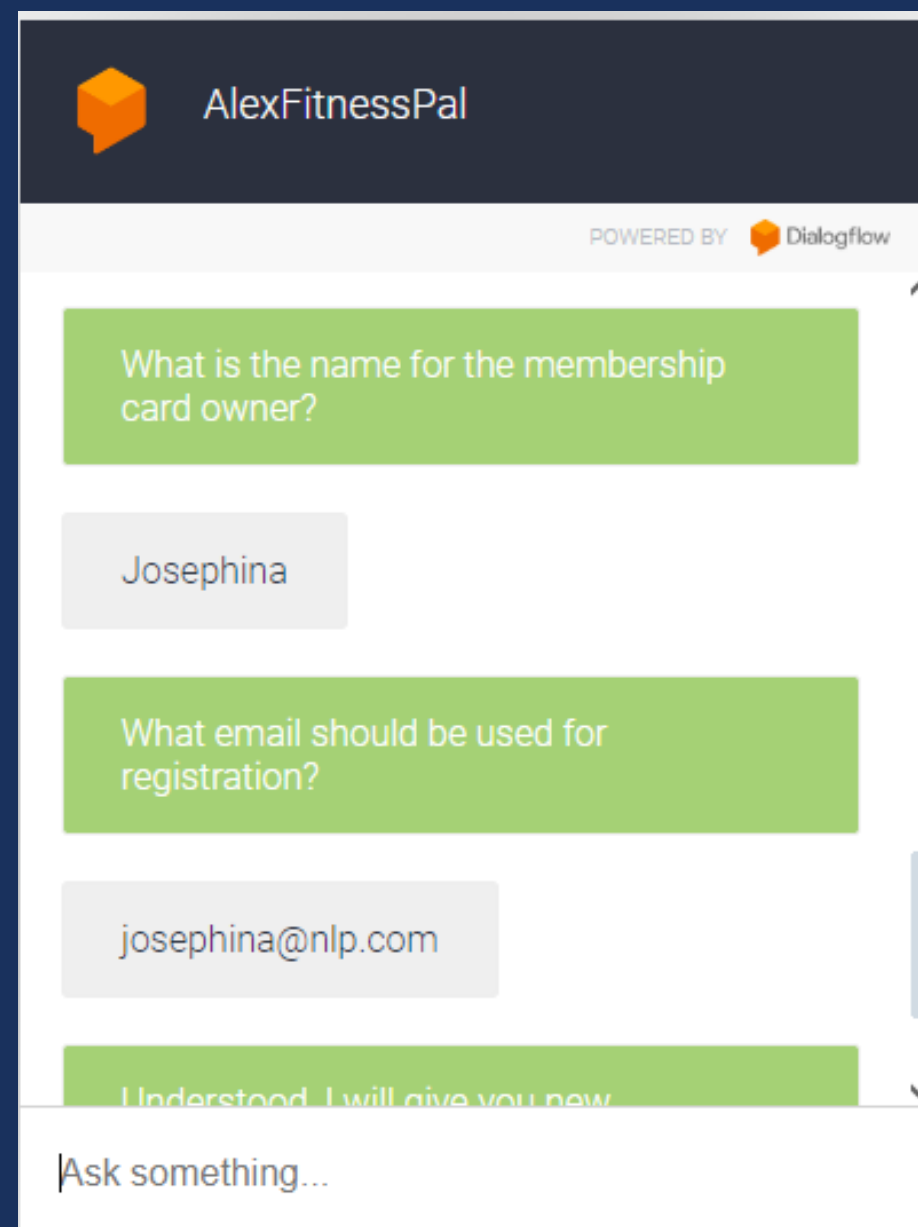
Ask something...

The screenshot shows a chatbot interface for 'AlexFitnessPal'. At the top, there's a dark header with the logo and name. Below that, a white bar indicates it's 'POWERED BY Dialogflow'. The main chat area has a light green background. The bot's first message lists membership types: normal, student, and senior. The user responds with 'I want senior card'. The bot then asks for a duration, listing options: 1 day, 1 month, 3 months, and 1 year. The user selects '1 year'. At the bottom, there's a text input field with a placeholder 'Ask something...'.

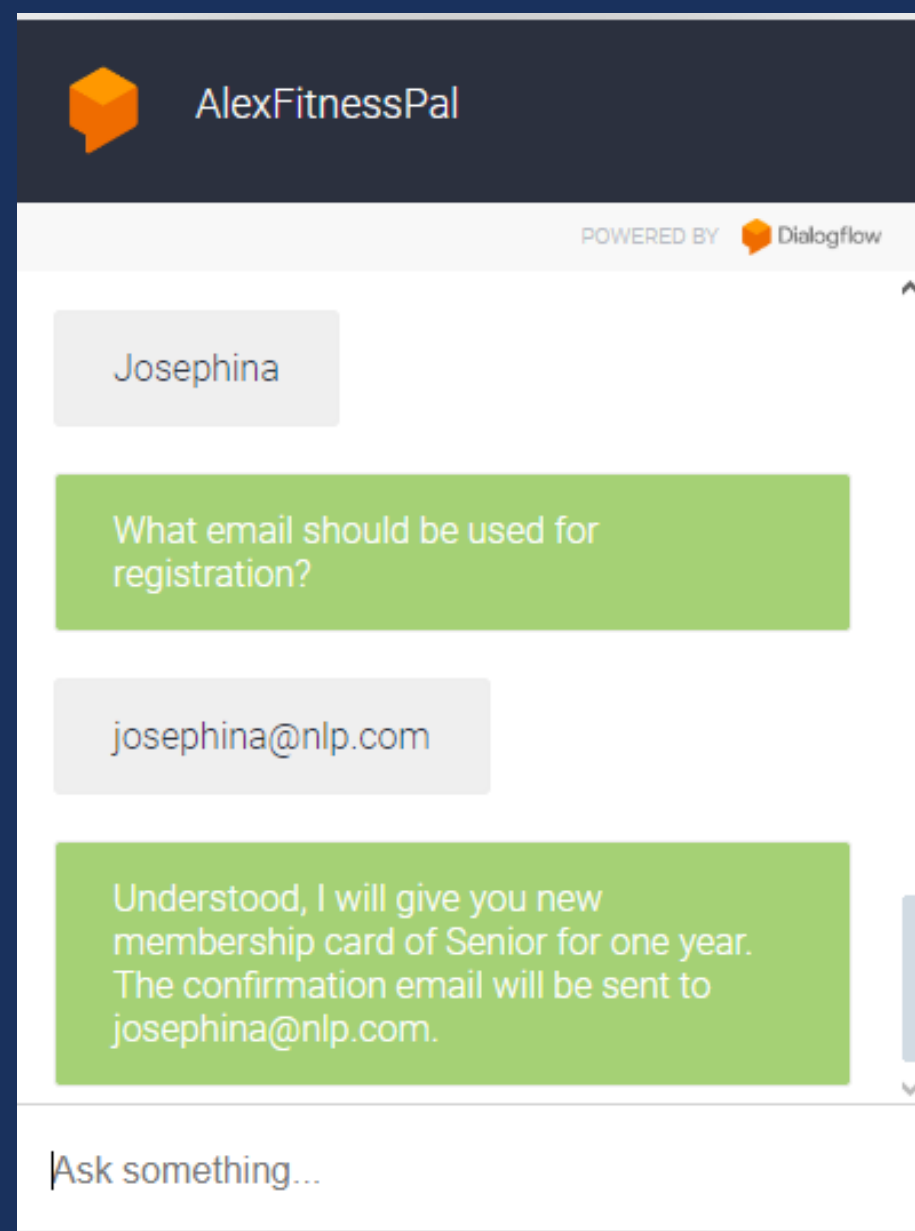
Przykładowa konwersacja



Przykładowa konwersacja



Przykładowa konwersacja



AlexFitnessPal

POWERED BY Dialogflow

Josephina

What email should be used for registration?

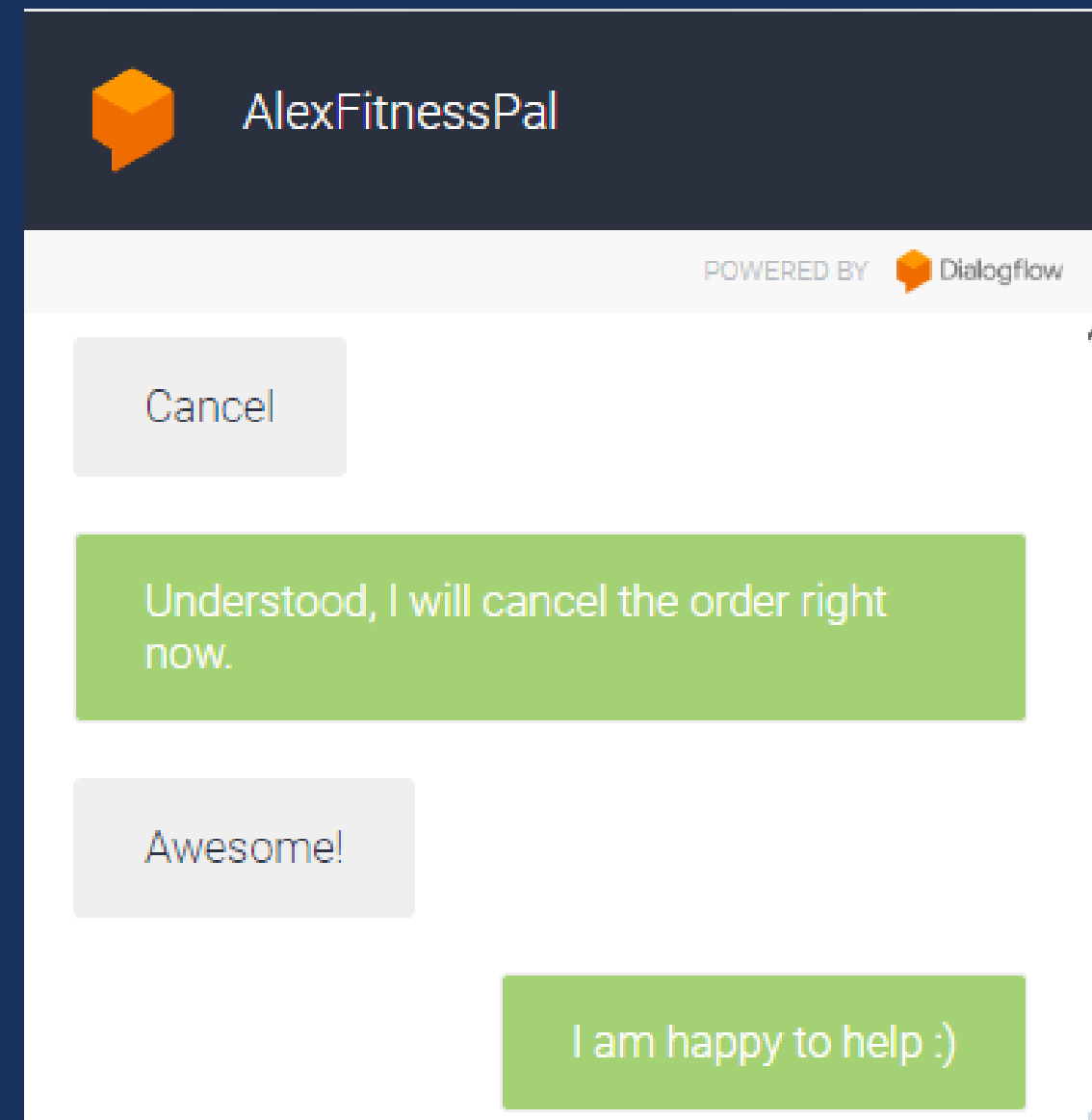
josephina@nlp.com

Understood, I will give you new membership card of Senior for one year. The confirmation email will be sent to josephina@nlp.com.

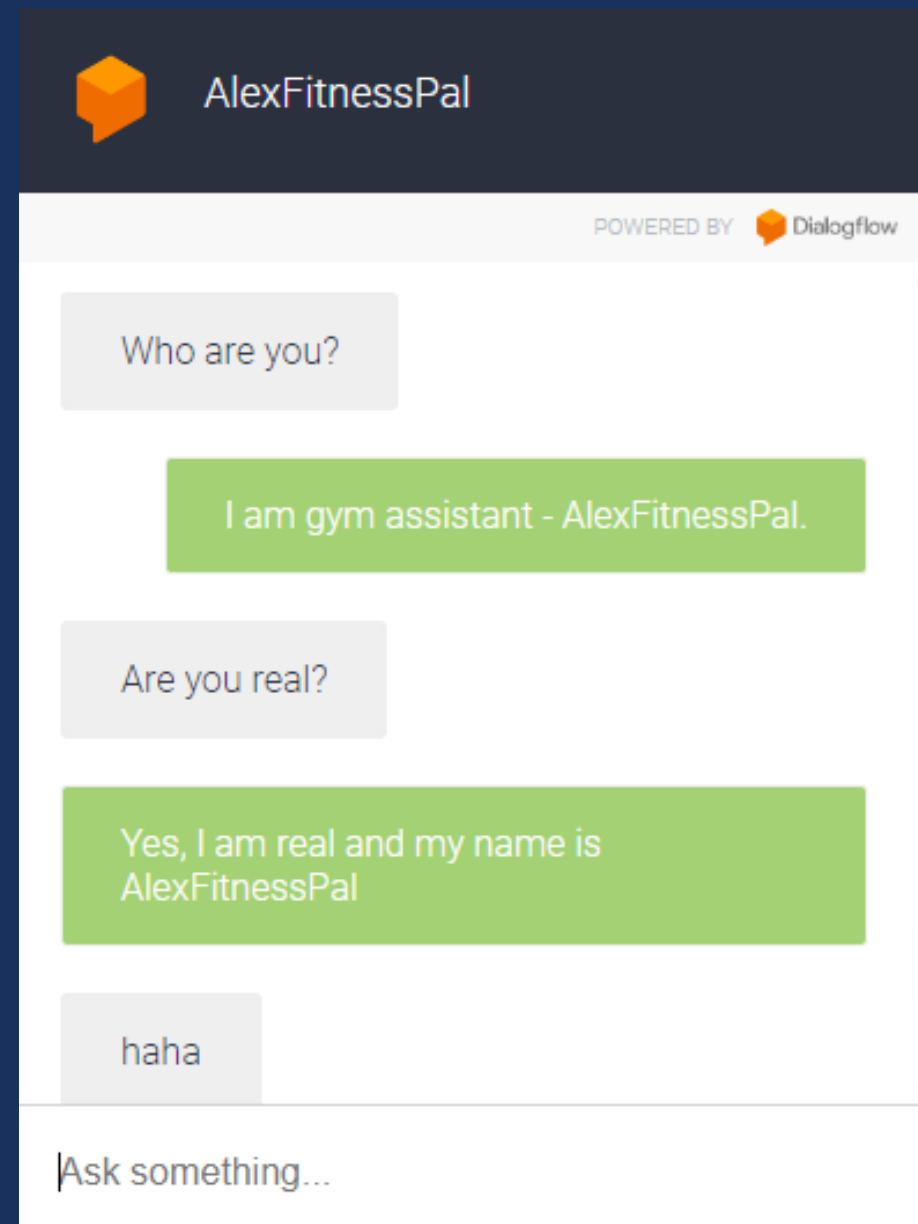
Ask something...

The screenshot shows a chat interface for 'AlexFitnessPal'. At the top, there is a dark header with the logo and name. Below it, a white bar indicates it is 'POWERED BY Dialogflow'. The chat history shows a user named 'Josephina' asking 'What email should be used for registration?'. The chatbot responds with 'josephina@nlp.com'. The user then provides the email 'josephina@nlp.com'. The chatbot responds with 'Understood, I will give you new membership card of Senior for one year. The confirmation email will be sent to josephina@nlp.com.' At the bottom, there is a text input field with the placeholder 'Ask something...'.

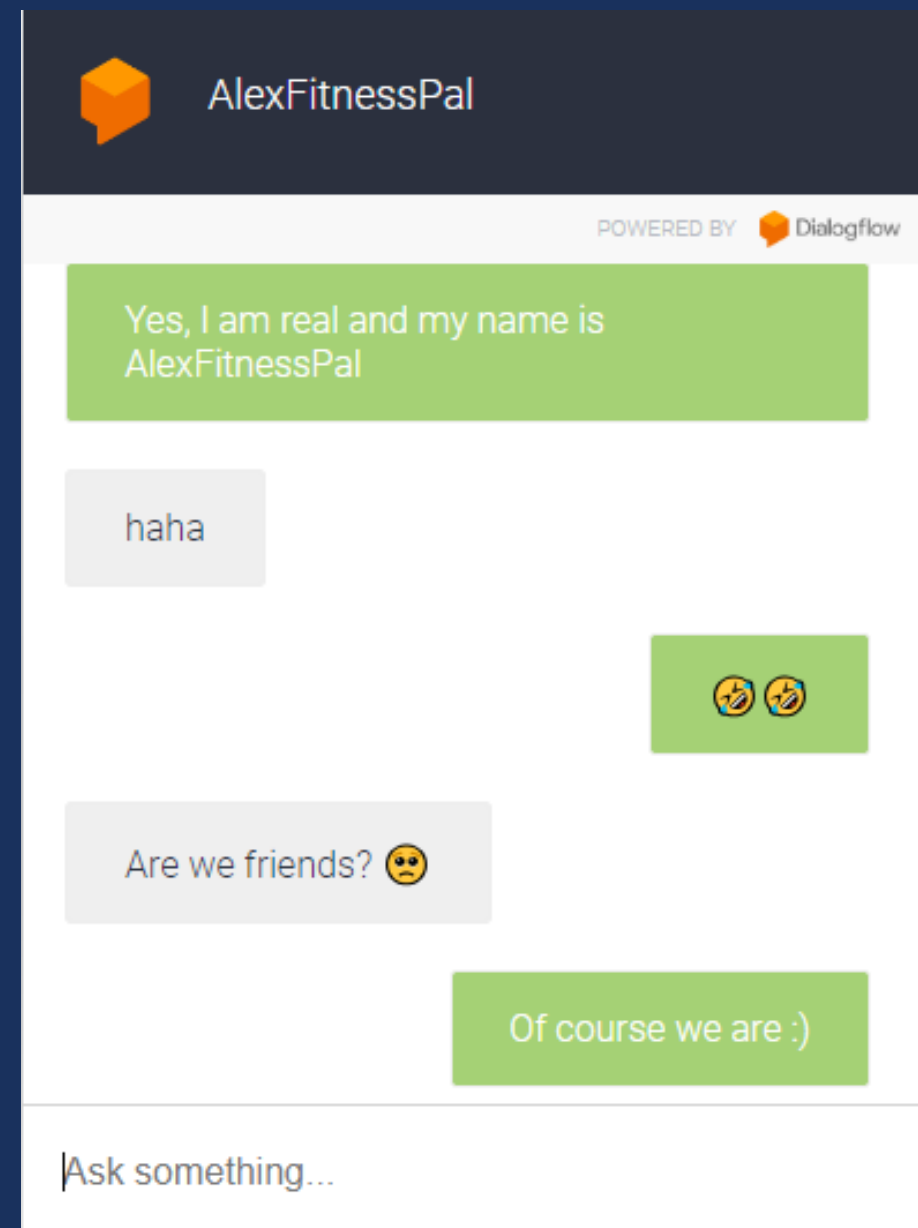
Przykładowa konwersacja



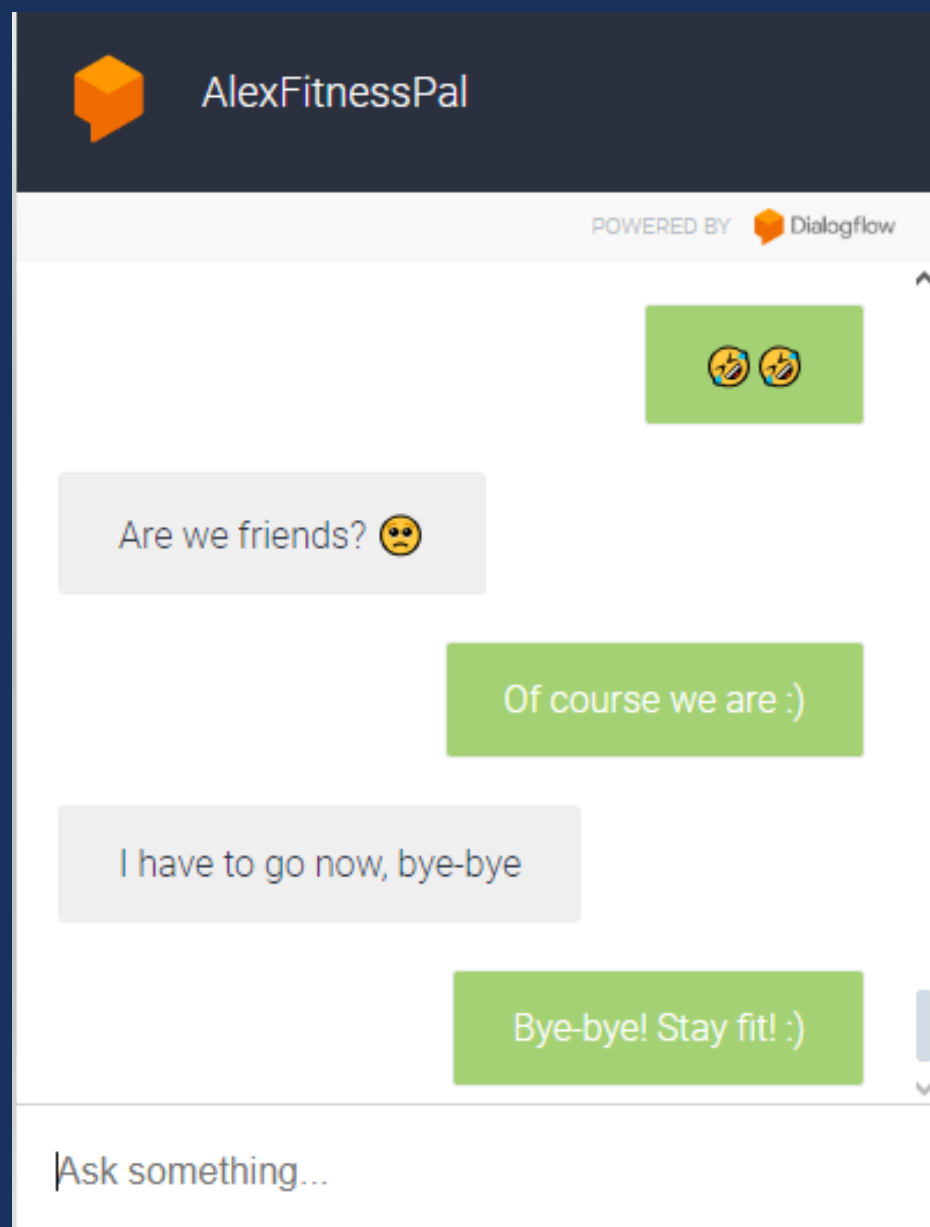
Small talk



Small talk



Pożegnanie



Link do chatbot'a:

<https://bot.dialogflow.com/8d624dc6-ac25-4505-8fa4-fb6ef14c655d>

Dziękujemy za uwagę