

# Machine Learning Using Dialogflow

September 28 | Location, Workshop

# What is Dialogflow

a conversational user-experience platform enabling brand-unique, natural language interactions for devices, applications and services. It can be used for processing conversation that performs tasks and answers users' questions in a natural language.

# Create your own Bot?

You can create your own bot at <https://dialogflow.com/>



## Register at Dialogflow.com

Create an account in Dialogflow and create your first bot agent.

A screenshot of the Dialogflow agent creation form. The form is white with a teal header bar. At the top, there is a hamburger menu icon on the left, a text input field labeled 'Agent name' in the center, and a blue 'SAVE' button on the right. Below the header, the form is divided into several sections: 'DESCRIPTION' with a text input field labeled 'Describe your agent'; 'ADD SAMPLE DATA' with a dropdown menu labeled 'Select sample data to be loaded into new agent or leave unselected for empty agent'; 'LANGUAGE' with a dropdown menu labeled 'English' and a help icon; 'DEFAULT TIME ZONE' with a dropdown menu labeled '(GMT+8:00) Asia/Hong\_Kong'; and 'GOOGLE PROJECT' with a dropdown menu labeled 'Create a new Google project'.

# Add Intent for Question and Answer

An **intent** represents a mapping between what a user says and what response should be taken by your bot.



## Add User Question

In the User Says section, enter examples of what you might expect a user to ask for.

A screenshot of the 'User says' section in the Azure Bot Studio interface. It features a search bar at the top right with the text 'Search in user says' and a magnifying glass icon. Below the search bar is a text input field containing the text 'What is Vignettes Learning?' preceded by a speech bubble icon.

## Add the response

In this section, you can define your bot's response which will be provided by your application when the intent is triggered.

A screenshot of the 'Response' section in the Azure Bot Studio interface. The section is titled 'Response' with a question mark icon. Below the title is a 'DEFAULT' tab with a plus sign. The main area is labeled 'Text response' and contains a list of response variants. Variant 1 is selected and shows the text: 'Vignettes Learning company is an elearning and technology services company. Vignettes Learning assists clients to develop and convert content to online learning, implement Learning Management Systems and learning platforms, and hosts the programs through Vignettes Learning 's secure web servers.' Variant 2 is labeled 'Enter a text response variant'.



# Small Talks

It allows you to easily import a lot of predefined answers for simple questions like "Hi!", "How are you?" and "Are you a robot?"



## Simply fill up responses

Add responses for bot about agent, courtesy, emotions, hello/goodbye, about user, confirmation and other questions and phrases.

Small Talk Customization Progress 100%

About agent 100%

QUESTION	Who are you?
ANSWER	<div><div>1</div><div>Hi! I am the Homeland Security, you can asked any</div></div> <div><div>2</div><div>Enter a Answer variant</div></div>

QUESTION	How old are you?
ANSWER	<div><div>1</div><div>Sorry, I don't have age.</div></div> <div><div>2</div><div>Enter a Answer variant</div></div>

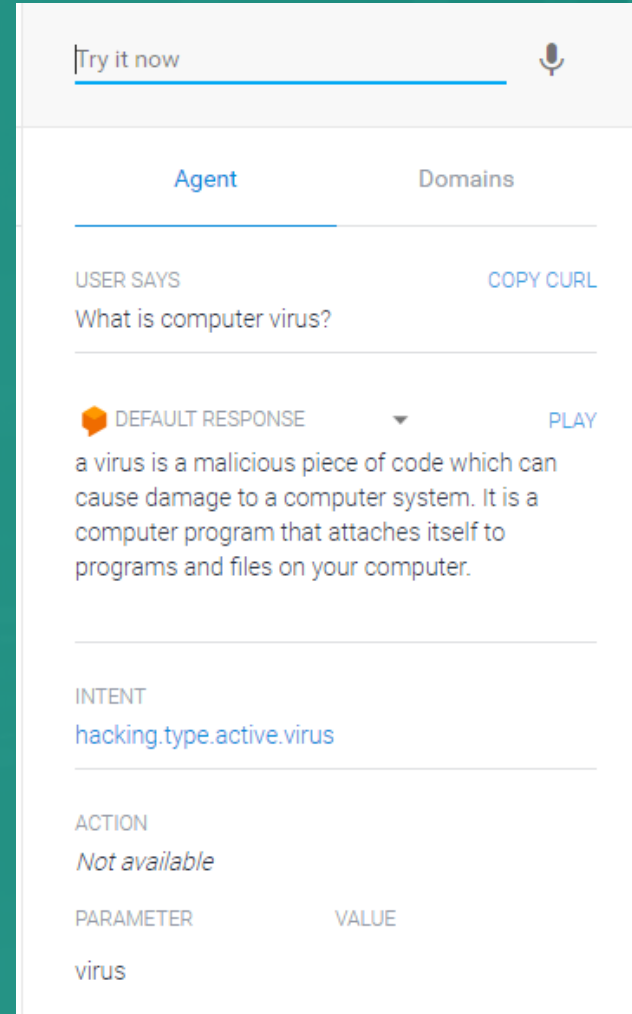
# Try your Bot

While adding Intents, you may also try your bot on the fly.



After adding several questions and responses.

You can now try your bot in the fly without any compilation or integration.

A screenshot of a web interface for testing a chatbot. At the top is a text input field with the placeholder 'Try it now' and a microphone icon. Below the input field are two tabs: 'Agent' (selected) and 'Domains'. Under the 'Agent' tab, there is a section for 'USER SAYS' with the text 'What is computer virus?' and a 'COPY CURL' link. Below this is a 'DEFAULT RESPONSE' section with a dropdown arrow and a 'PLAY' link. The response text reads: 'a virus is a malicious piece of code which can cause damage to a computer system. It is a computer program that attaches itself to programs and files on your computer.' Below the response is an 'INTENT' section showing 'hacking.type.active.virus'. At the bottom is an 'ACTION' section showing 'Not available'. Below the action section is a table with two columns: 'PARAMETER' and 'VALUE'. The table has one row with the parameter 'virus' and an empty value field.

PARAMETER	VALUE
virus	

# History and Reports

Show all your bots' recent conversation.



## Check how your bot doing well in the conversation.

This view displays the conversations in a plain mode. This way you can see latest conversation with your bot in chronological order.

1 OF 6		→
What is computer virus? (1)	3 minutes ago	>
how vulnerable is the server? (1)	1 hour ago	>
what are the types of server intrusion? (1)	3 hours ago	>
what hacking really means? (21)	4 hours ago	>
what is the difference between white hacker and black hat? (1)	5 hours ago	>
⚠ what is computer virus? (7)	5 hours ago	>
what are the types of virus? (8)	5 hours ago	>
what is a virus? (1)	20 hours ago	>
⚠ hi there! (9)	20 hours ago	>
dwdw (1)	20 hours ago	>
⚠ hello. (1)	21 hours ago	>

# Train your Bot

Make your bot a lot smarter.



## Make the training process more efficient.

This view shows conversations with the bot for review and performance improvements. You can reassign intents and responses or add a new response for new questions.

### what hacking really means?

21 REQUESTS   3 UNMATCHED   5 HOURS

APPROVE

USER SAYS

what hacking really means?

INTENT

[Click to assign](#)

USER SAYS

what motivates **hacker**?

✓

✗

INTENT

[hacker.meaning](#)

RESPONSE

A hacker is a computer enthusiast who spend lots of time and efforts trying to gain unauthorized access to a computer system. If they are malicious they may disrupt systems by changing, deleting or copying data while others are deliberately intent on defrauding companies.

USER SAYS

what are the intension of **hacker**?

✓

✗

INTENT

[hacker.why.attack](#)

RESPONSE

Some hackers do it for Financial Gain, Espionage, Venting anger towards a company or even terrorism.



# One-click Integration

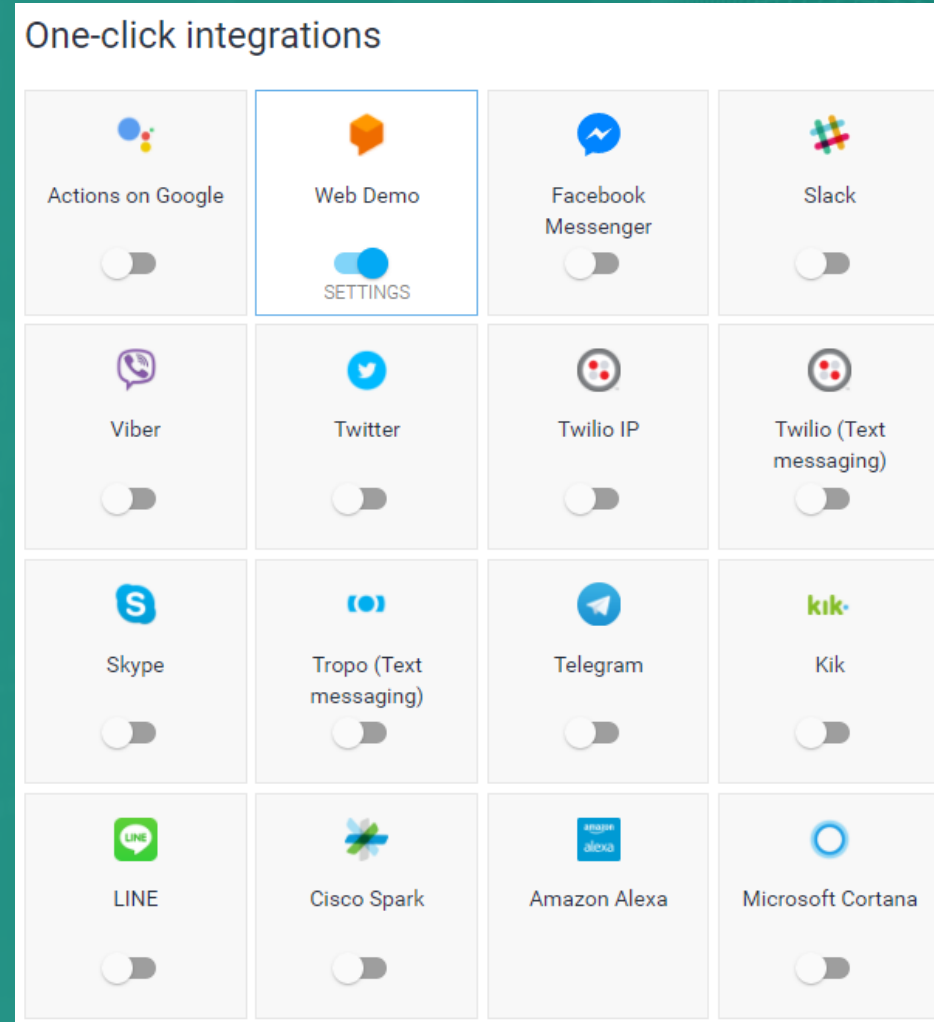
Publish to any platform.  
Messenger, Slack, HTML5,  
JavaScript and many more...

Documentation is provided  
as well.



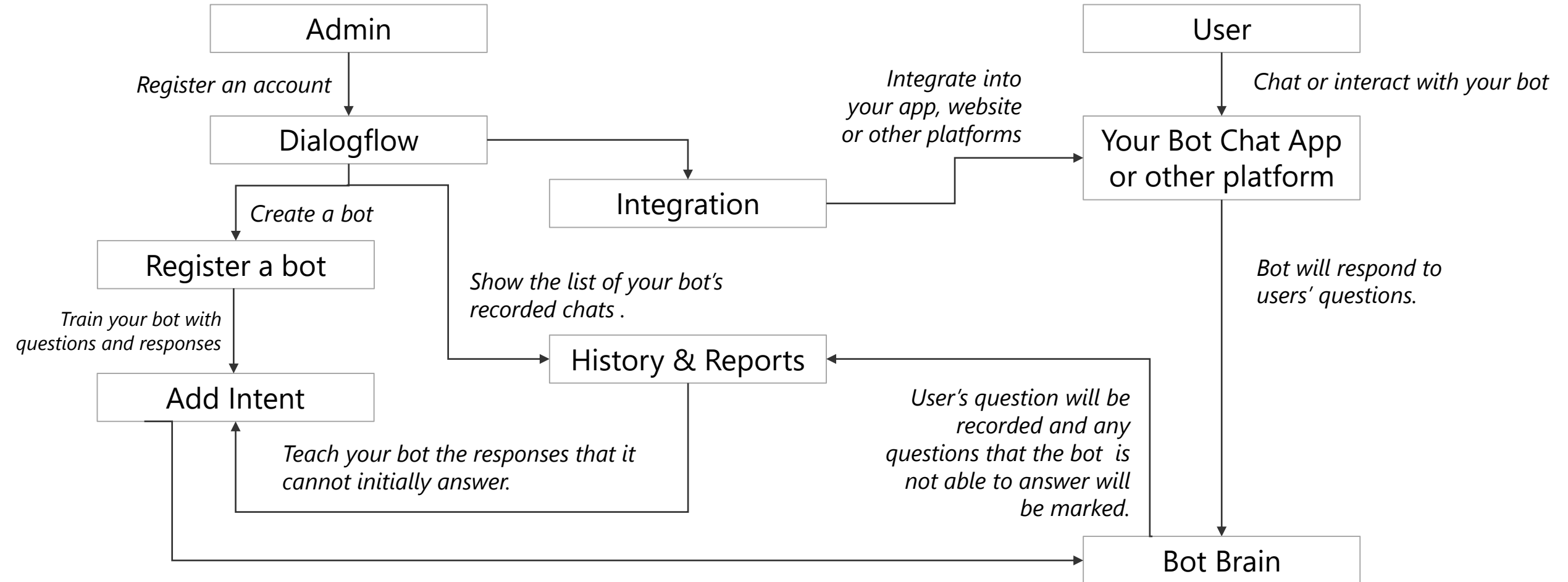
## Publish and Integrate your bot

Integrate your bots to many platform and use your bot to chat with your users.



# Flowchart

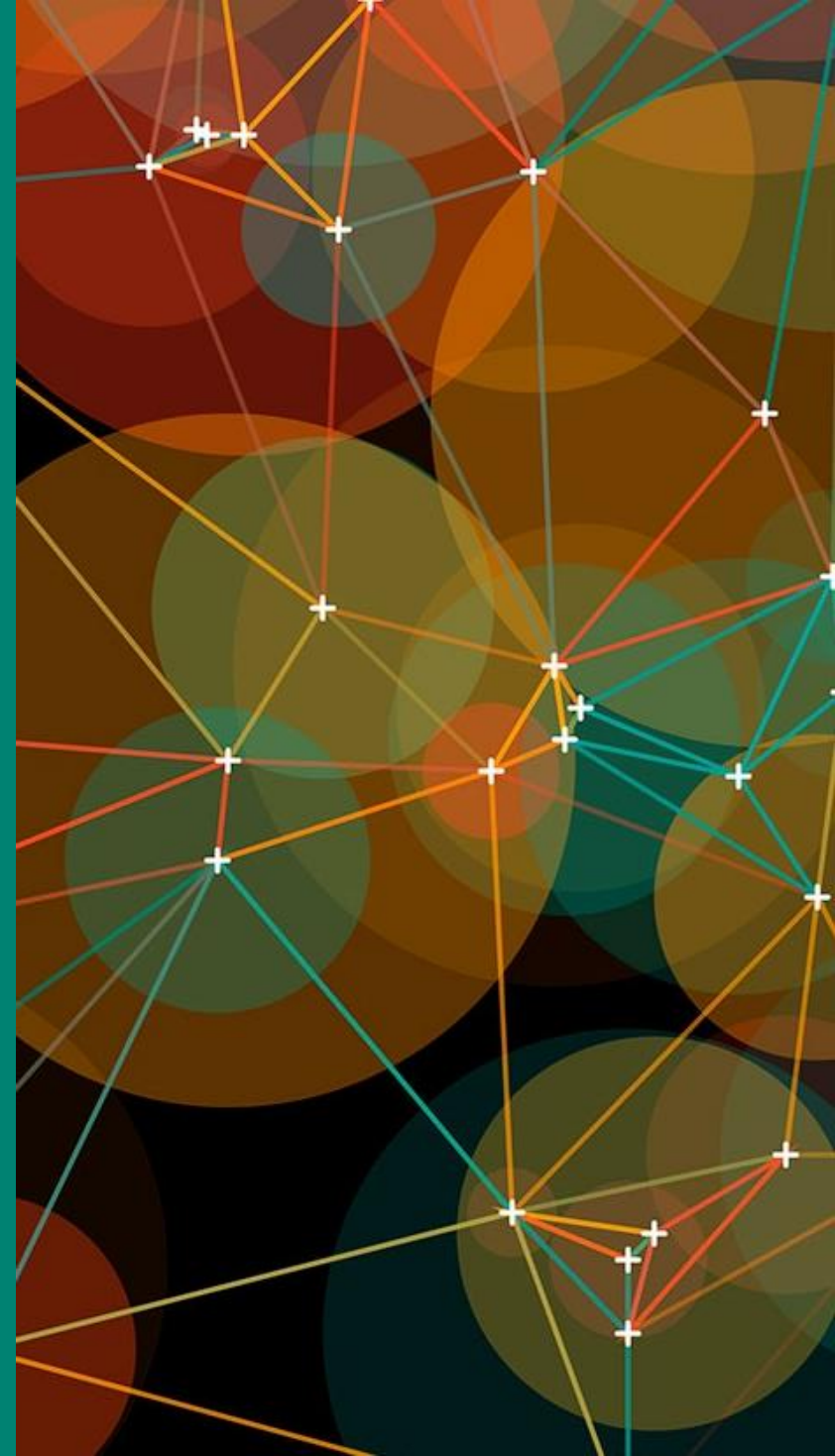
From Dialogflow to your own chat bot.



# Demo

You can try Vignettes Learning bots at:

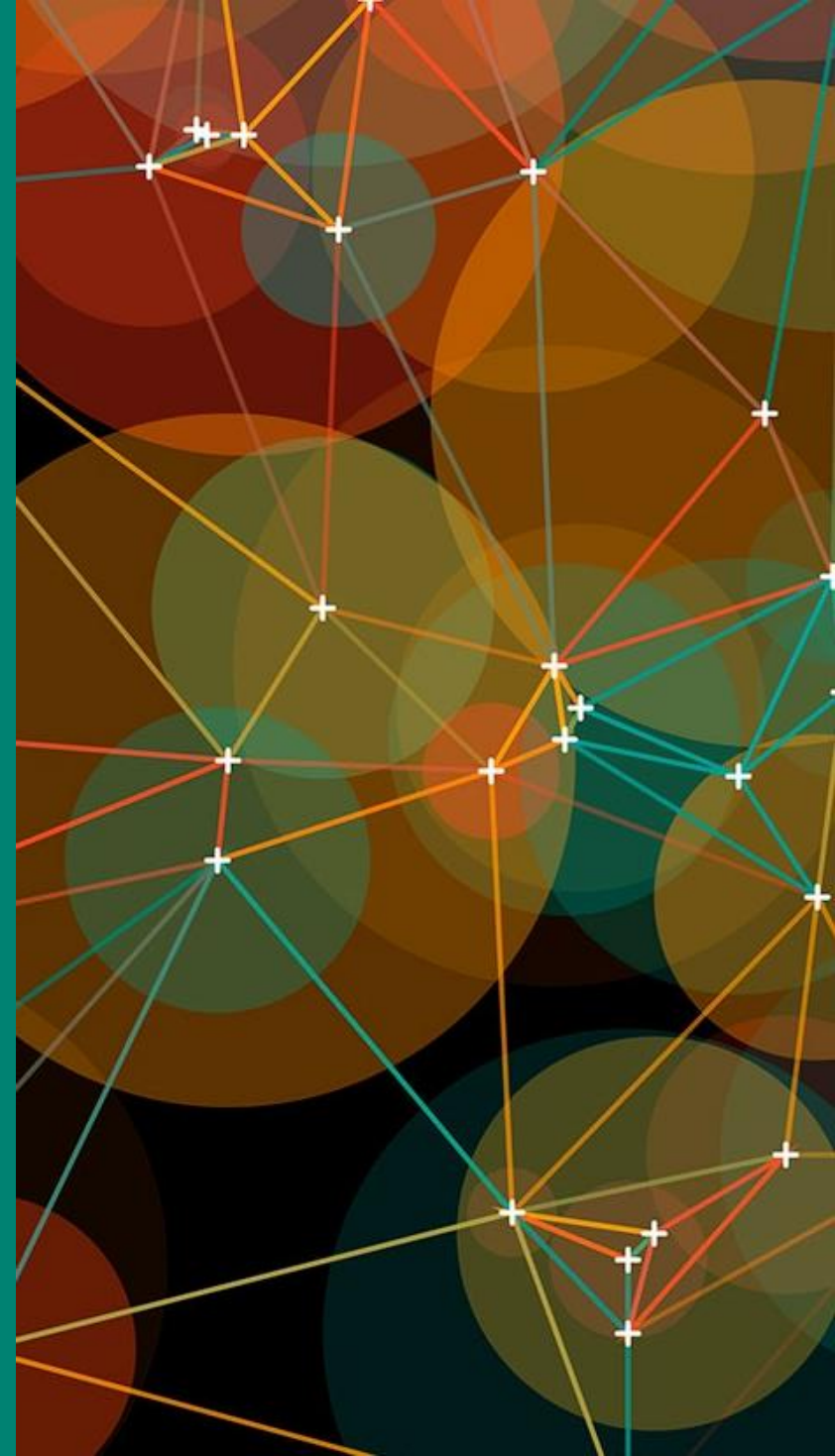
<https://vlmachines.com>



# Credits

<https://dialogflow.com/>

<https://github.com/api-ai/api-ai-javascript>





# Thank you

Ray Jimenez

Chief Learning Officer of Vignettes Learning

<http://vignetteslearning.com>

Twitter: @RayJimenez

