

Building User Interfaces

Dialogflow 1

An Introduction

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Midterm 2

- Midterm 2 will be remote
 - April 22, 7:15-8:45 pm (Main)
 - April 20, 7:15-8:45 pm (Alternative)
- Only cover contents after midterm
 - Heuristic Evaluation ~ Dialogflow 1

What we will learn today?

- Introduction to Conversational Interface Technologies
- Introduction to Dialogflow
- Dialogflow Building Blocks, Part 1
- Let's Make an Agent

Introduction to Conversational Interface Technologies

What is a conversational interface?

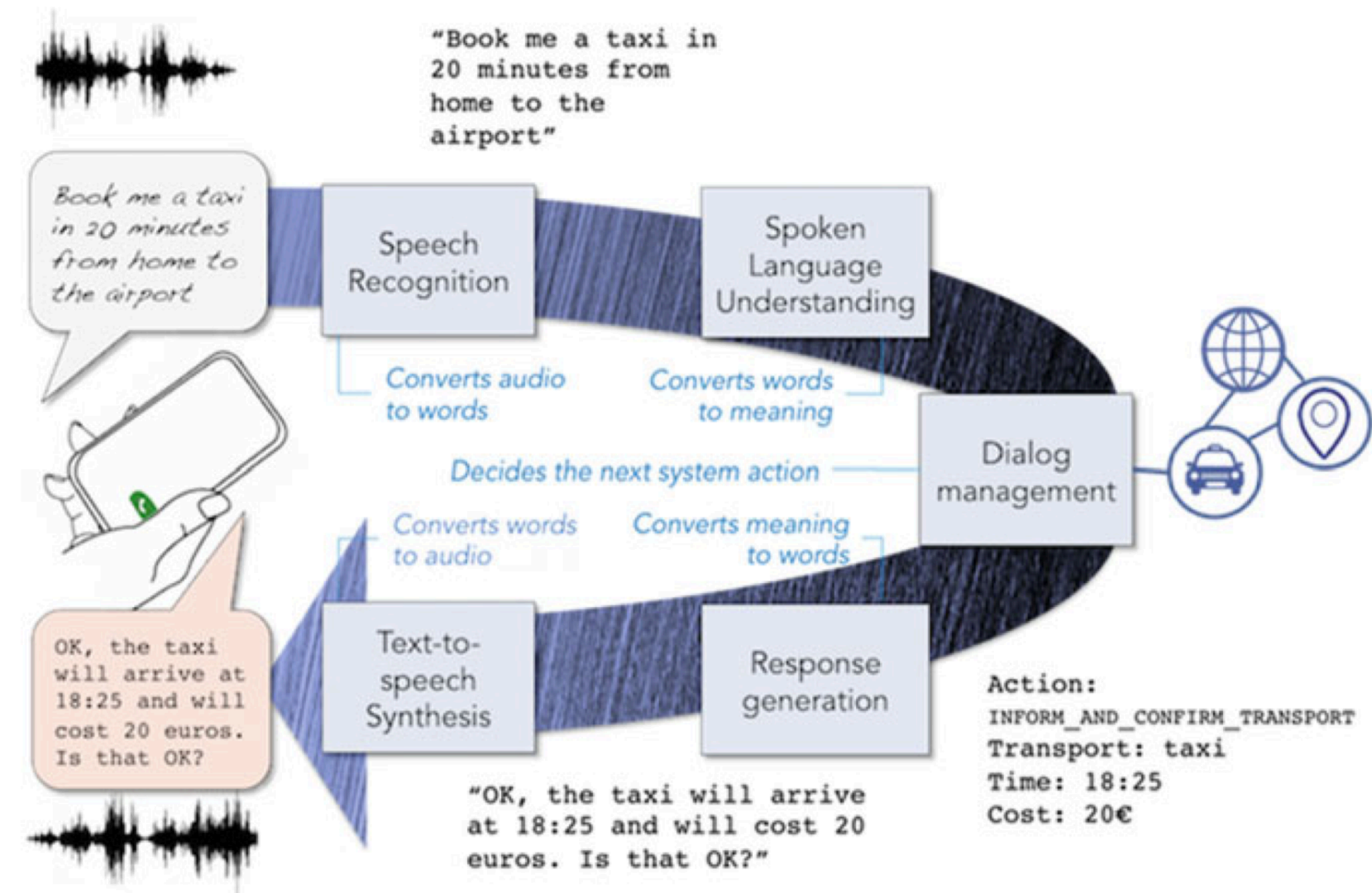
Definition: "Technology that supports conversational interaction with these VPAs [virtual personal assistants] by means of speech and other modalities."¹

¹McTear et al., 2016, *The Conversational Interface*

Components of Conversational Interfaces²

Conversational interfaces integrate a number of technologies:

- Speech recognition
- Spoken language understanding
- Dialog management
- Response generation
- Text-to-speech synthesis



² Image source: [McTear et al., 2016, *The Conversational Interface*](#)

The First Conversational Interface³

ELIZA was the first conversational interface developed by Joseph Weizenbaum at the MIT Artificial Intelligence Laboratory in 1964-1966.

```
Welcome to
                EEEEEEE LL      IIII  ZZZZZZZZ  AAAAA
                EE      LL      II     ZZ      AA  AA
                EEEEE  LL      II     ZZZ     AAAAAAA
                EE      LL      II     ZZ      AA  AA
                EEEEE  LLLLLL IIII  ZZZZZZZZ  AA  AA

Eliza is a mock Rogerian psychotherapist.
The original program was described by Joseph Weizenbaum in 1966.
This implementation by Norbert Landsteiner 2005.

ELIZA: Is something troubling you ?
YOU:   Men are all alike.
ELIZA: What is the connection, do you suppose ?
YOU:   They're always bugging us about something or other.
ELIZA: Can you think of a specific example ?
YOU:   Well, my boyfriend made me come here.
ELIZA: Is it important to you that your boyfriend made you come here ?
YOU:   He says I'm depressed much of the time.
ELIZA: I am sorry to hear that you are depressed.
YOU:   It's true. I am unhappy.
ELIZA: Can you explain what made you unhappy ?
YOU:   █
```

³ Image source: [Wikipedia: ELIZA](#)

Types of Conversational Interfaces

- Spoken dialog systems
- Voice user interfaces
- Embodied conversational agents
- Social robots
- Chatbots

Platforms for Building Conversational Interfaces

In this course, we will be using Dialogflow by Google.

However, there are alternatives:

- Amazon Lex (Commercial)
- Mycroft (Open Source)
- CoreNLP (Academic)

Introduction to Dialogflow

What is Dialogflow?

Dialogflow is an end-to-end, build-once deploy-everywhere development suite for conversational interfaces for websites, mobile applications, and IoT devices (e.g., smart speakers).⁴



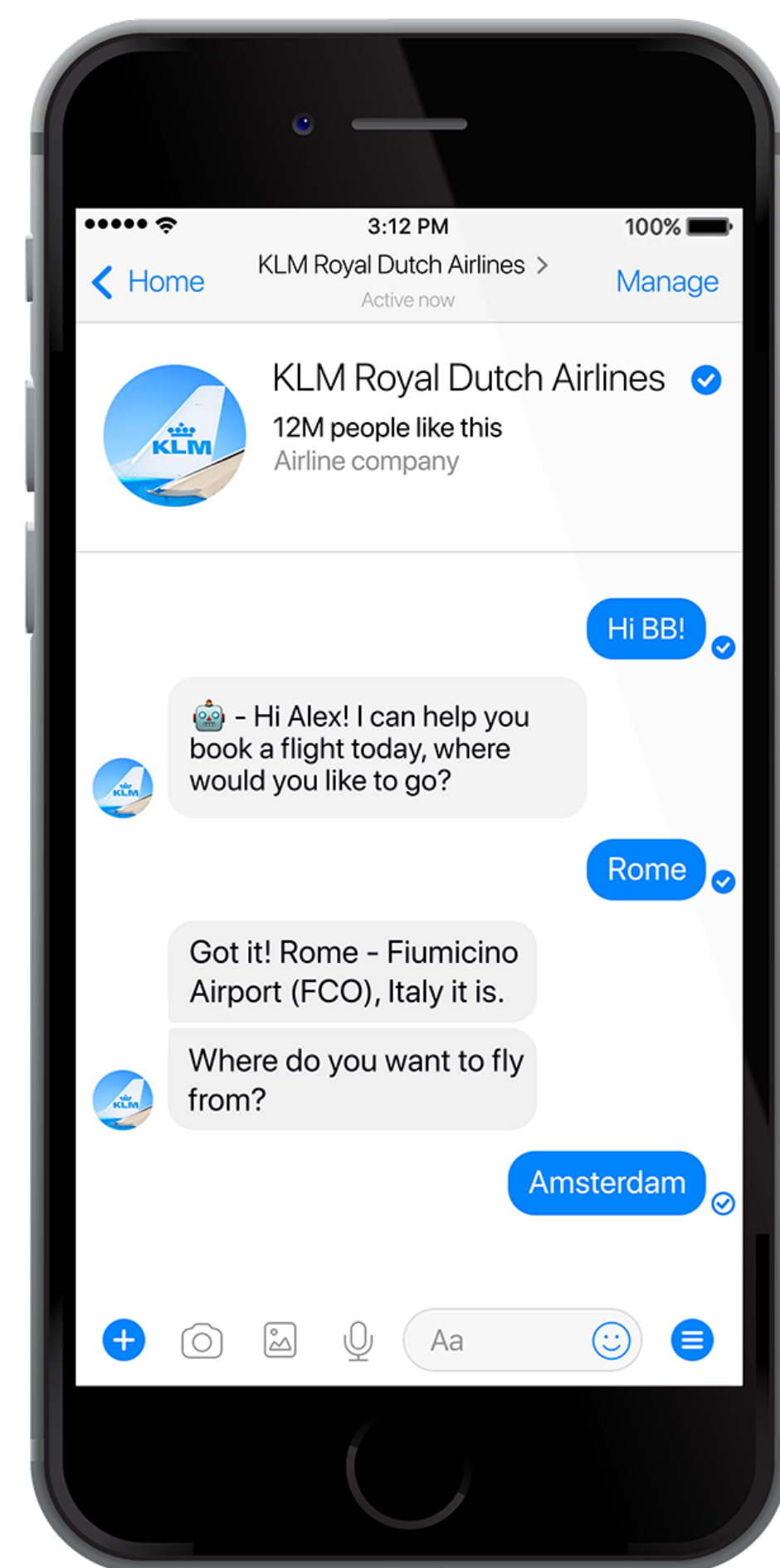
⁴Video source [Youtube](#)

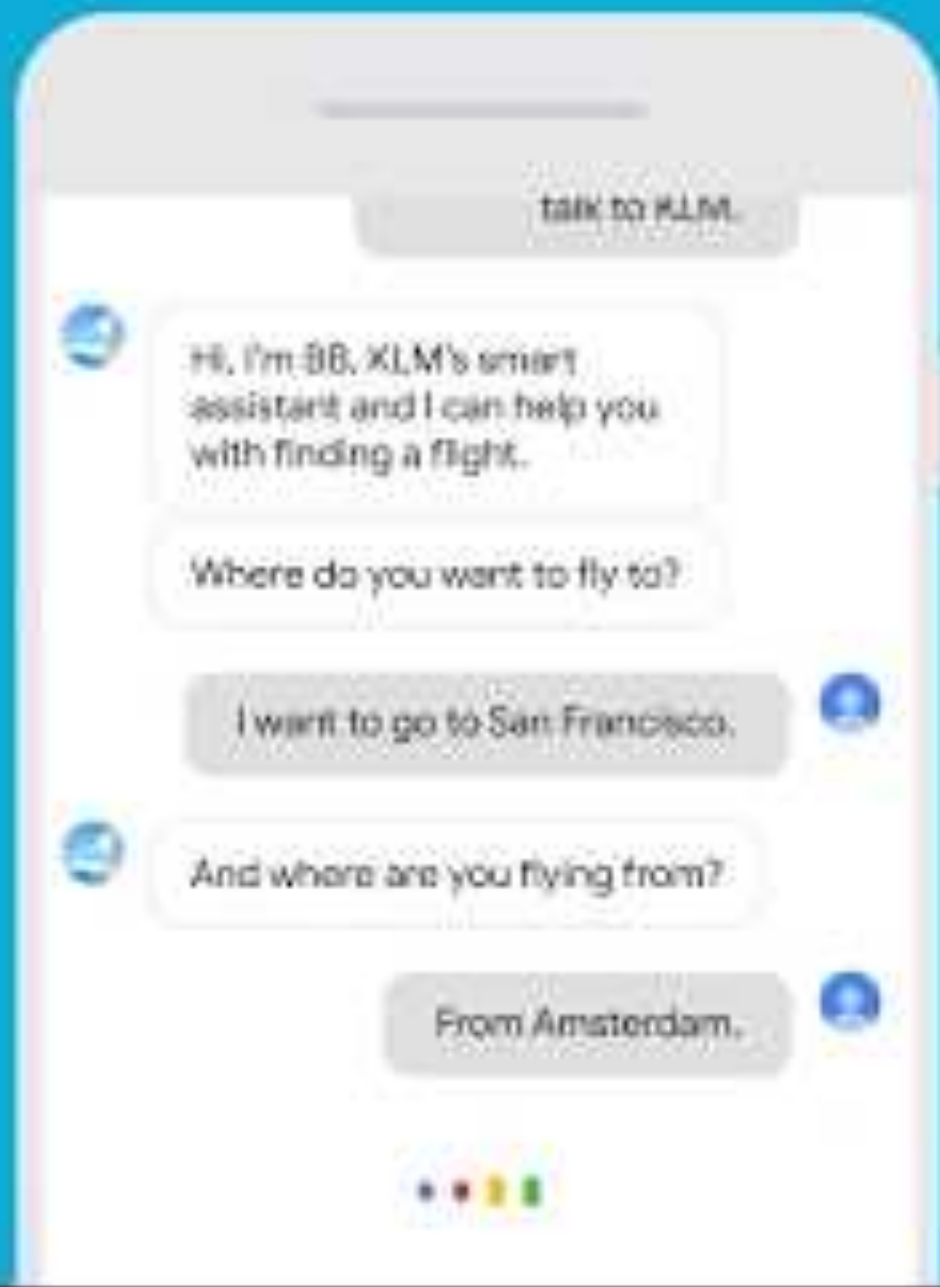
Case Study: KLM BB⁵

KLM used Dialogflow to create an agent to purchase travel as well as travel preparation.

Let's see how the KLM BB works...

⁵Image source [Dialogflow](#)





source Youtube

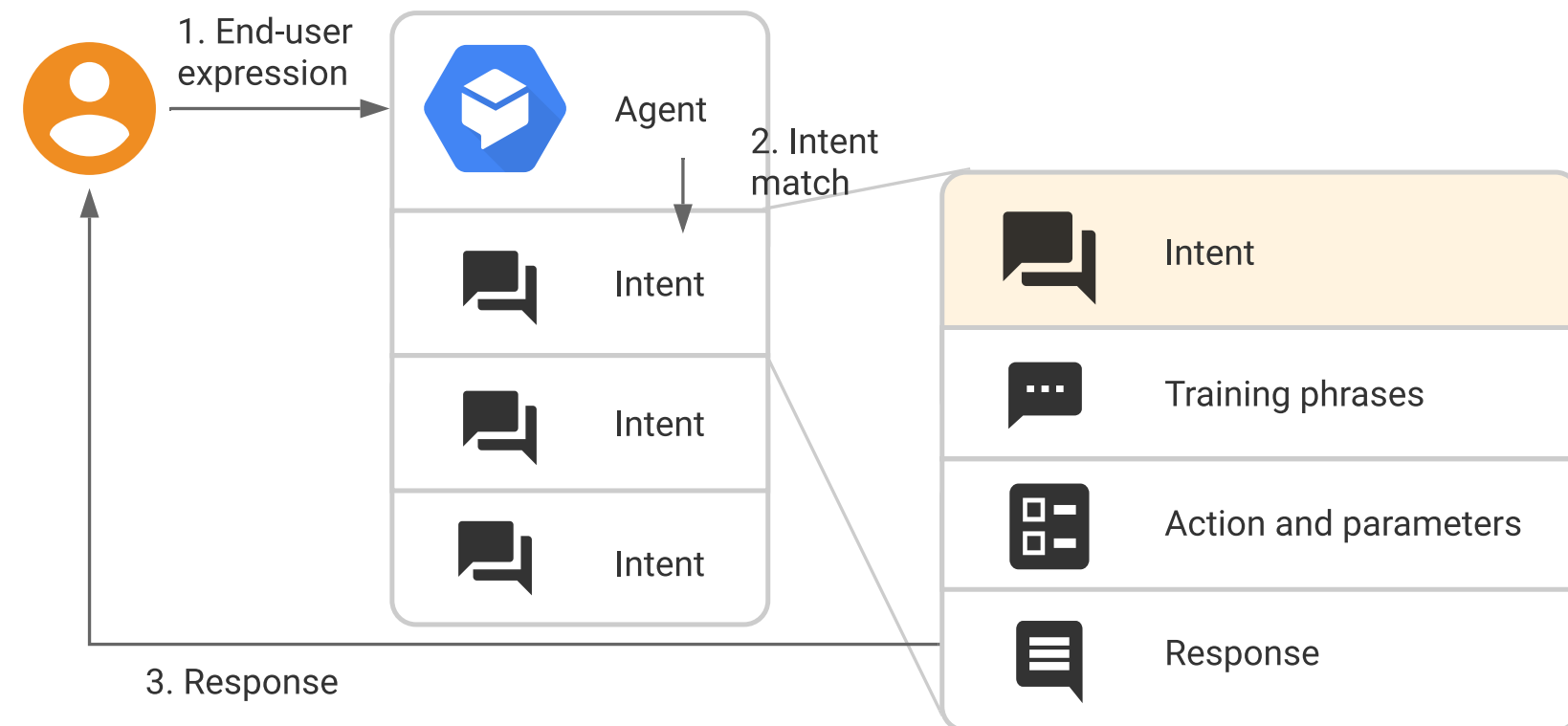


ource

How does Dialogflow work?⁸

The process within Dialogflow involves:

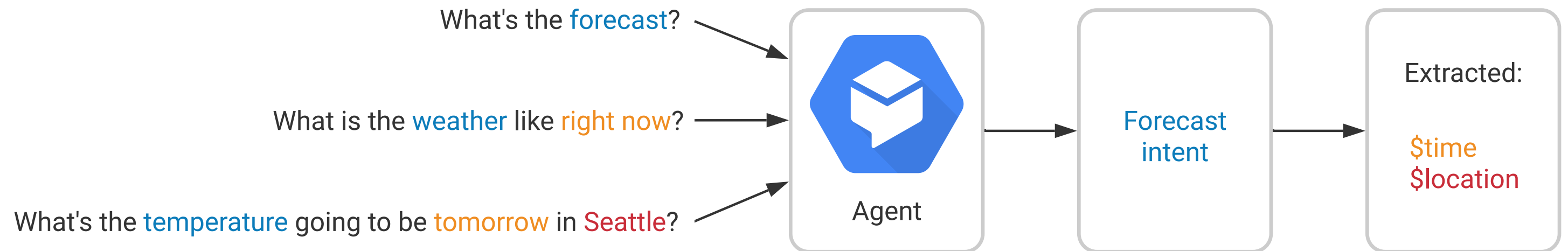
1. User expression
2. Intent matching
3. System response



⁸Image source

What is an *agent*?

Definition: A Dialogflow agent is a virtual agent that handles conversations with users (similar to a human call agent).⁹

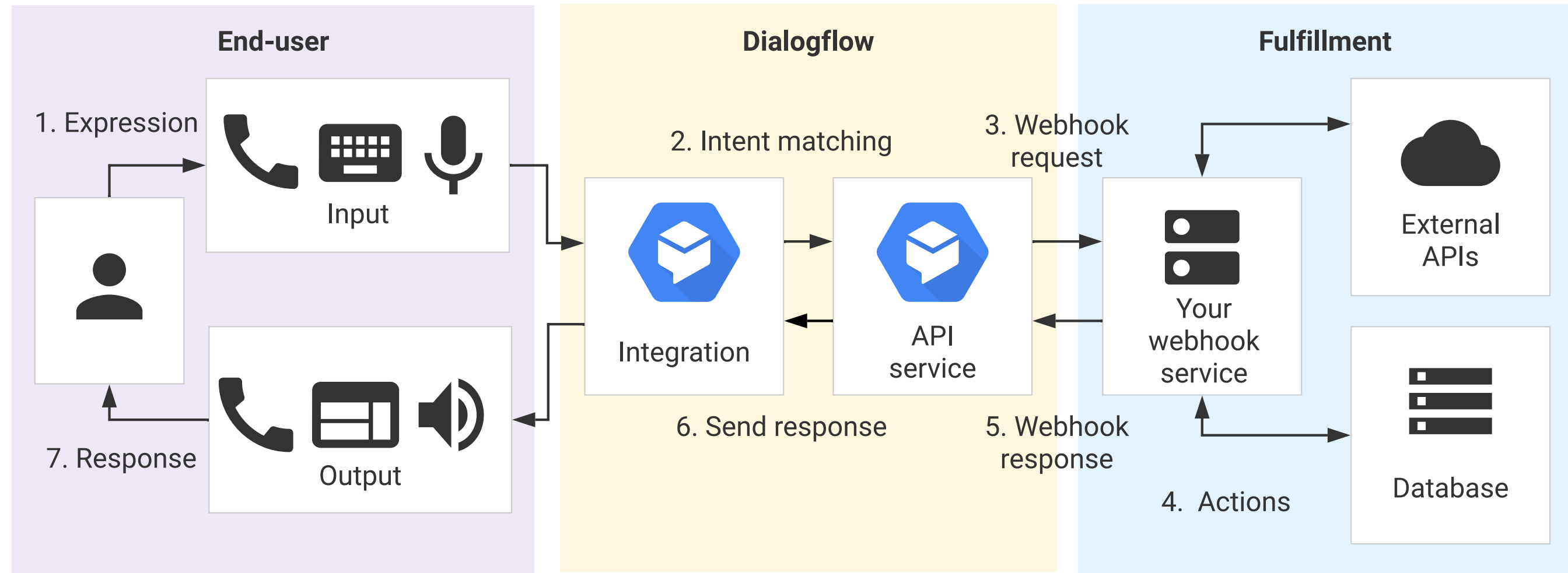


⁹ [Image source](#)

Agents are high-level containers for a number of building blocks:

- Agent settings
- Intents
- Entities
- Knowledge
- Integrations
- Fulfillment

The End-to-end Dialogflow Workflow¹⁰



¹⁰ Image source

Dialogflow Building Blocks, Part 1

We will cover Part 2 in the next class.

Getting Started with Dialogflow

1. Login to the Dialogflow
2. Go to the Dialogflow console
3. Create a new *agent*

Agent Settings

Get familiar with agent settings.

The screenshot shows the 'Agent Settings' page for 'CS639DemoAgent'. The page is divided into several sections:

- General** (selected):
 - DESCRIPTION**: Describe your agent.
 - DEFAULT TIME ZONE**: (GMT-6:00) America/Chicago. Note: Date and time requests are resolved using this timezone.
- GOOGLE PROJECT**:
 - Project ID: cs639demoagent-jmmvnmw
 - Service Account: dialogflow-cpgcaj@cs639demoagent-jmmvnmw.iam.gserviceaccount.com
- API VERSION**:
 - V2 API** (selected): Use Cloud API as default for the agent. Your webhook will receive and return V2 format messages.
- BETA FEATURES**:
 - Enable beta features and APIs** (disabled): Be the first to get access to the newest features and latest APIs. (Full V2-beta API reference)
- API KEYS (V1)**:
 - Client access token: 85c321bebf844e1bbe1732b6d1419b8
 - Developer access token: 4aa35bdac21b402fab22caef2f675662
- LOG SETTINGS**:
 - Log interactions to Dialogflow** (enabled): Collect and store user queries. Logging must be enabled in order to use Training, History and Analytics.
 - Log interactions to Google Cloud** (disabled): Write user queries and debugging information to Google Stackdriver.

DANGER ZONE

Delete Agent

Are you sure you want to delete agent CS639DemoAgent? This will destroy the agent with all corresponding data and cannot be undone!

DELETE THIS AGENT

On the right side of the page, there is a 'Try it now' button and a message: 'Please use test console above to try a sentence.' Below that is a link: 'See how it works in Google Assistant.'

Agent Exporting

The screenshot displays the Dialogflow console interface for a 'RobotPlanner' agent. The left sidebar contains navigation options: RobotPlanner (with a gear icon), language 'en', Intents, Entities, Knowledge [beta], Fulfillment, Integrations, Training, Validation [beta], History, Analytics, and Prebuilt Agents. The main content area is titled 'RobotPlanner' and includes a 'SAVE' button and a 'Try it now' button with a microphone icon. Below the title, there are tabs for 'General', 'Languages', 'ML Settings', 'Export and Import' (which is active), 'Speech', 'Share', and 'Advanced'. The 'Export and Import' section features three blue buttons: 'EXPORT AS ZIP' (with description: 'Create a backup of the agent'), 'RESTORE FROM ZIP' (with description: 'Replace the current agent version with a new one. All the intents and entities in the older version will be deleted.'), and 'IMPORT FROM ZIP' (with description: 'Upload new intents and entities without deleting the current ones. Intents and entities with the same name will be replaced with the newer version.'). On the right side, there is a 'Try it now' button and a message: 'Please use test console above to try a sentence.' Below this is a link: 'See how it works in Google Assistant.' with the Google Assistant logo.

Agent Speech

The screenshot displays the Dialogflow console interface for a 'RobotPlanner' agent. The left sidebar contains navigation options: RobotPlanner (selected), Intents, Entities, Knowledge [beta], Fulfillment, Integrations, Training, Validation [beta], History, Analytics, Prebuilt Agents, and Small Talk. The main content area is titled 'RobotPlanner' and includes a 'SAVE' button and a 'Try it now' button with a microphone icon. Below the title are tabs for General, Languages, ML Settings, Export and Import, Speech (selected), Share, and Advanced. The 'Speech' tab is divided into three sections: 'IMPROVE SPEECH RECOGNITION QUALITY', 'TEXT TO SPEECH', and 'VOICE CONFIGURATION'. The 'IMPROVE SPEECH RECOGNITION QUALITY' section has two toggle switches: 'Enable Enhanced Speech Models and Data Logging (available for Enterprise Edition)' (disabled) and 'Enable Auto Speech Adaptation [beta]' (disabled). The 'TEXT TO SPEECH' section has a toggle switch for 'Enable Automatic Text to Speech' (disabled) and a dropdown menu for 'Output Audio Encoding' set to '16 bit linear PCM (signed, little-end...)'. The 'VOICE CONFIGURATION' section has a dropdown menu for 'Agent Language' set to 'en (English)' and a partially visible 'Voice' dropdown.

Dialogflow

RobotPlanner

en

Intents

Entities

Knowledge [beta]

Fulfillment

Integrations

Training

Validation [beta]

History

Analytics

Prebuilt Agents

Small Talk

RobotPlanner

SAVE

Try it now

General Languages ML Settings Export and Import **Speech** Share Advanced

IMPROVE SPEECH RECOGNITION QUALITY

Enable Enhanced Speech Models and Data Logging (available for Enterprise Edition)
By enabling data logging, you agree to the [terms and conditions](#) of the data logging agreement (which amends the agreement governing Customer's use of Google Cloud Platform services). I represent and warrant that I have authority to bind Customer to this data logging agreement. Please note that this setting will affect all data from this point onwards and does not impact prior logged data.

Enable Auto Speech Adaptation [beta]
Use Dialogflow agent information (e.g. intents, entities) to automatically improve speech recognition quality.

TEXT TO SPEECH

Enable Automatic Text to Speech
Automatically convert default text responses to speech in all conversations. The output audio will be included in [DetectIntentResponse](#) and [StreamingDetectIntentResponse](#).

Output Audio Encoding

16 bit linear PCM (signed, little-end... ▾)

VOICE CONFIGURATION

Configure your agent's synthesized voice in the V2 API and Telephony integration.

Agent Language

en (English) ▾

Voice

ⓘ Please use test console above to try a sentence.

See how it works in [Google Assistant](#).

Intents

What are intents?

Consider the following user requests:

- What is the weather like today?
- Will it rain sometime today?

What is the intent of these requests?

What are intents?

Definition: Intents are the goals of the user that are expressed to the agent.

In the previous examples, despite their different framing, the user was expressing a desire to know what the weather will be.

That is their *intent*.

More Intent Examples

Let's look at some more requests and identify their intents:

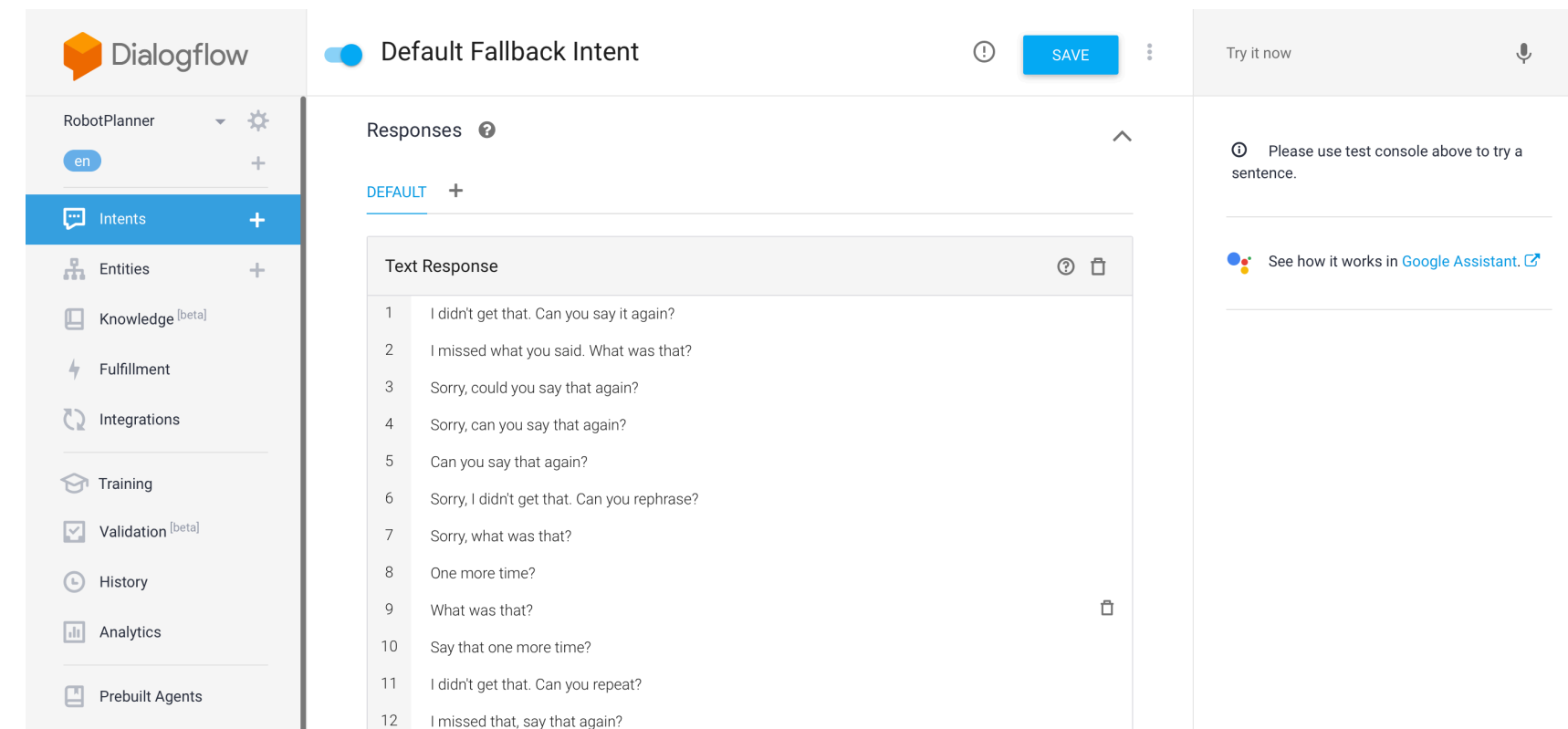
- How are you?
- How do I get to Middleton?
- What is the price of a basketball?
- Buy one box of tissues from Amazon.

Intents In Dialogflow

The screenshot shows the Dialogflow web interface for managing intents. On the left is a navigation sidebar with the Dialogflow logo and menu items: RobotPlanner (with a dropdown arrow and settings gear), en (with a plus sign), Intents (highlighted in blue with a plus sign), Entities (with a plus sign), Knowledge [beta], Fulfillment, Integrations, Training, Validation [beta], History, and Analytics. The main content area is titled 'Intents' and features a 'CREATE INTENT' button and a 'Try it now' button. Below the title is a search bar labeled 'Search intents' with search and filter icons. A list of intents is shown, including 'Default Fallback Intent' and 'Default Welcome Intent'. A central message states: 'No regular intents yet. [Create the first one.](#)' Below this, explanatory text reads: 'Intents are mappings between a user's queries and actions fulfilled by your software. [Read more here.](#)' and 'Before you start, check out [Prebuilt Agents](#), a collection of agents developed by the Dialogflow team.' On the right, a 'Try it now' section contains an information icon and the text: 'Please use test console above to try a sentence.' and a link: 'Set-up [Google Assistant integration.](#)'

Default Fallback Intents

- Engaged if no other intents are recognized.
- Could be a result of not being able to "hear" the user, or unable to parse what they said.
- Can provide training examples of things that will serve as negative examples for your desired intents.



Creating Intents

- Allow the user to say that they want a robot to pick something up.
- We will start with training phrases.
- Should try to create at least 10.

The screenshot displays the Dialogflow console interface for creating a new intent. The left sidebar shows the navigation menu with 'Intents' selected. The main content area is titled 'Intent name' and includes a 'SAVE' button. Below the title, there are sections for 'Contexts', 'Events', 'Training phrases', 'Action and parameters', and 'Responses'. The 'Training phrases' section is expanded, showing a heading 'Train the intent with what your users will say' and a sub-heading 'Extract the action and parameters'. A 'Train the intent with what your users will say' button is visible. The 'Action and parameters' section is also expanded, showing a heading 'Extract the action and parameters' and a sub-heading 'ADD PARAMETERS AND ACTION'. The 'Responses' section is partially visible at the bottom. On the right side, there is a 'Try it now' button and a note: 'Please use test console above to try a sentence.' and a link: 'See how it works in Google Assistant.'

Creating Intents

- Can you get the screwdriver for me?
- Please get the green ball.
- Pick up that red cube.
- etc.

Notice how the color is highlighted?
More on that next.

• Pickup Command

SAVE

Training phrases ?

Search training phrases 🔍 ^

” Add user expression

” Take that.

” Grab this from me.

” Take this wrench

” Pick up the hammer over there.

” How about getting that box of screws for me?

” Can you get the screwdriver for me?

” Please get the green ball 🗑️

” Get the green ball

” Grab the toy

” Pick up that red cube

Test

Test your agent using the *Default Welcome Intent*

The screenshot displays the Dialogflow console interface. On the left, a sidebar menu lists various management tools: Intents (selected), Entities, Knowledge [beta], Fulfillment, Integrations, Training, Validation [beta], History, Analytics, Prebuilt Agents, Small Talk, Docs, Standard Free (with an Upgrade button), Support, Account, and Logout. The main workspace is titled 'Intents' and features a 'CREATE INTENT' button. A search bar is present above a list of intents, which includes 'Default Fallback Intent' and 'Default Welcome Intent'. A central message states: 'No regular intents yet. [Create the first one.](#) Intents are mappings between a user's queries and actions fulfilled by your software. [Read more here.](#) Before you start, check out [Prebuilt Agents](#), a collection of agents developed by the Dialogflow team.' The right-hand side contains a 'Try it now' section with a microphone icon and a link to 'See how it works in Google Assistant'. Below this, a simulation shows a user saying 'Hello!' and the agent responding 'Hi! How are you doing?'. The simulation also displays the detected intent as 'Default Welcome Intent' and the resulting action as 'input.welcome'. A 'DIAGNOSTIC INFO' button is located at the bottom of the simulation area.

Entities

What are entities?

Let's consider those requests again.

- How do I get to *Middleton*?
- What is the price of a *basketball*?
- Buy *one* box of *tissues* from *Amazon*.

What are entities?

Sometimes, users' intents are more specific, and have an intent based around a certain item or *entity*.

Definition: Entities allow for more specificity of requests, without exploding the intent space.

Thus, if the request was:

What is the weather like today in Seattle?

The *intent*: weather inquiry; *entity*: Seattle

Entities in Dialogflow

Let's define some things that the robot can pick up.

The screenshot displays the Dialogflow console interface for configuring an entity. On the left is a navigation sidebar with the Dialogflow logo and menu items: RobotPlanner, Intents, Entities (highlighted), Knowledge [beta], Fulfillment, Integrations, Training, Validation [beta], History, and Analytics. The main content area is titled 'Entity name' and includes a 'SAVE' button. Below the title are several configuration options: 'Define synonyms' (checked), 'Regex entity', 'Allow automated expansion', and 'Fuzzy matching'. A grey tooltip box contains the instruction: 'Separate synonyms by pressing the enter, tab or ; key.' Below this is a table with five rows, each containing a text input field and a 'Click here to edit entry' link. At the bottom of the table is a '+ Add a row' link. On the right side of the console, there is a 'Try it now' button with a microphone icon and a message: 'Please use test console above to try a sentence.' with a link to 'See how it works in Google Assistant.'

Entities in Dialogflow

Remember I mentioned some objects when creating my intents.
Let's add those here.

- Cube
- Sphere
- Screwdriver
- etc.

Entity Entries and Synonyms

- Cube (Box)
- Container (Box, Bin)
- Sphere (Ball)
- Screwdriver

object

SAVE


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

cube	cube
container	container, box, bin
sphere	sphere, ball
screwdriver	screwdriver
hammer	hammer, mallet
wrench	<input type="text" value="wrench"/> Enter synonym
Click here to edit entry	

[+ Add a row](#)

Tagging Entities in Intents

Entities can be explicitly tagged in intents, if they are not automatically detected.

” Pick up that red cube 

PARAMETER NAME	ENTITY	RESOLVED VALUE	
color	@sys.color	red	×
object	@object	cube	×

Automated expansion

Allows dialogflow to extrapolate to new objects

object

SAVE

Define synonyms  Regexp entity  Allow automated expansion Fuzzy matching 

cube	cube
container	container, box, bin
sphere	sphere, ball
screwdriver	screwdriver
hammer	hammer, mallet
wrench	wrench
Click here to edit entry	

[+ Add a row](#)

Required Entities

Suppose you want to require the user provide some entity. You can make it required, and specify how you want the agent to respond if it isn't provided.

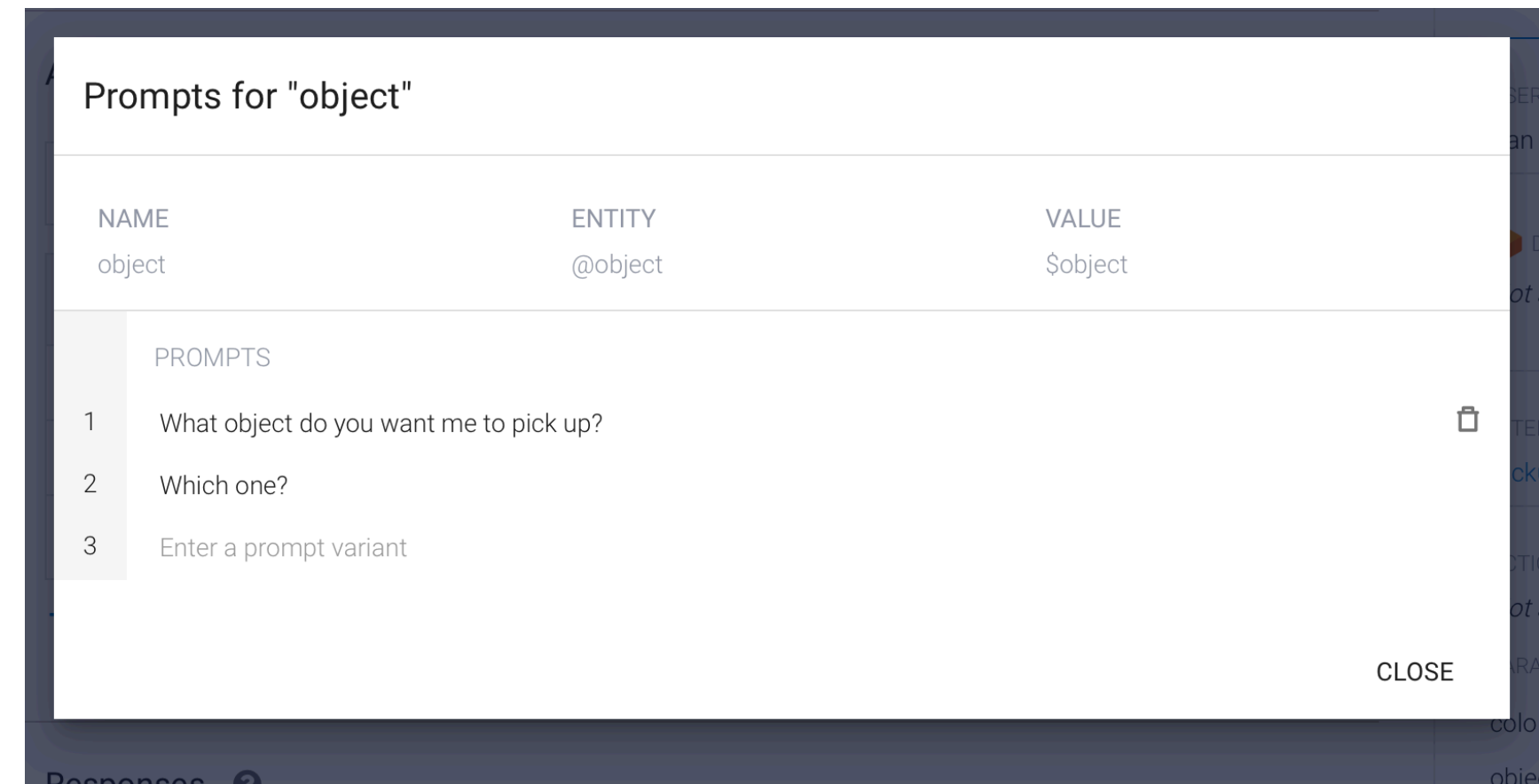
Action and parameters

REQUIRED	PARAMETER NAME	ENTITY	VALUE	IS LIST	PROMPTS
<input type="checkbox"/>	color	@sys.color	\$color	<input type="checkbox"/>	—
<input checked="" type="checkbox"/>	object	@object	\$object	<input type="checkbox"/>	Define prompt s...
<input type="checkbox"/>	Enter name	Enter entity	Enter value	<input type="checkbox"/>	—

[+ New parameter](#)

Specifying prompts

Specify in the modal what prompts to use to query the required entity.



The screenshot shows a modal window titled "Prompts for 'object'". It contains a table with three columns: NAME, ENTITY, and VALUE. Below the table is a section labeled "PROMPTS" with a list of three items, each with a number and a prompt text. A trash icon is visible to the right of the list. A "CLOSE" button is located at the bottom right of the modal.

NAME	ENTITY	VALUE
object	@object	\$object

PROMPTS

- 1 What object do you want me to pick up?
- 2 Which one?
- 3 Enter a prompt variant

CLOSE

Tweaking your intents for required entities

Remove the entity from the prompt if it was too general. Then the agent will inquire if it gets that prompt.

Note: This could also be handled by context, which will be discussed next build class.

Training phrases ?

Search training phrases 🔍 ^

” Add user expression

” Take that.

” Grab this from me.

” Take this wrench

” Pick up the hammer over there.

” How about getting that box of screws for me?

” Can you get the screwdriver for me?

” Please get the green ball

” Get the green ball

” Grab the toy

” Pick up that red cube

Dialogflow Documentation

Full Documentation

Let's Build An Agent

Assignment Preview

Assignment Overview

We will create a voice assistant for a fictional online clothing retail store, called *WiscShop*.

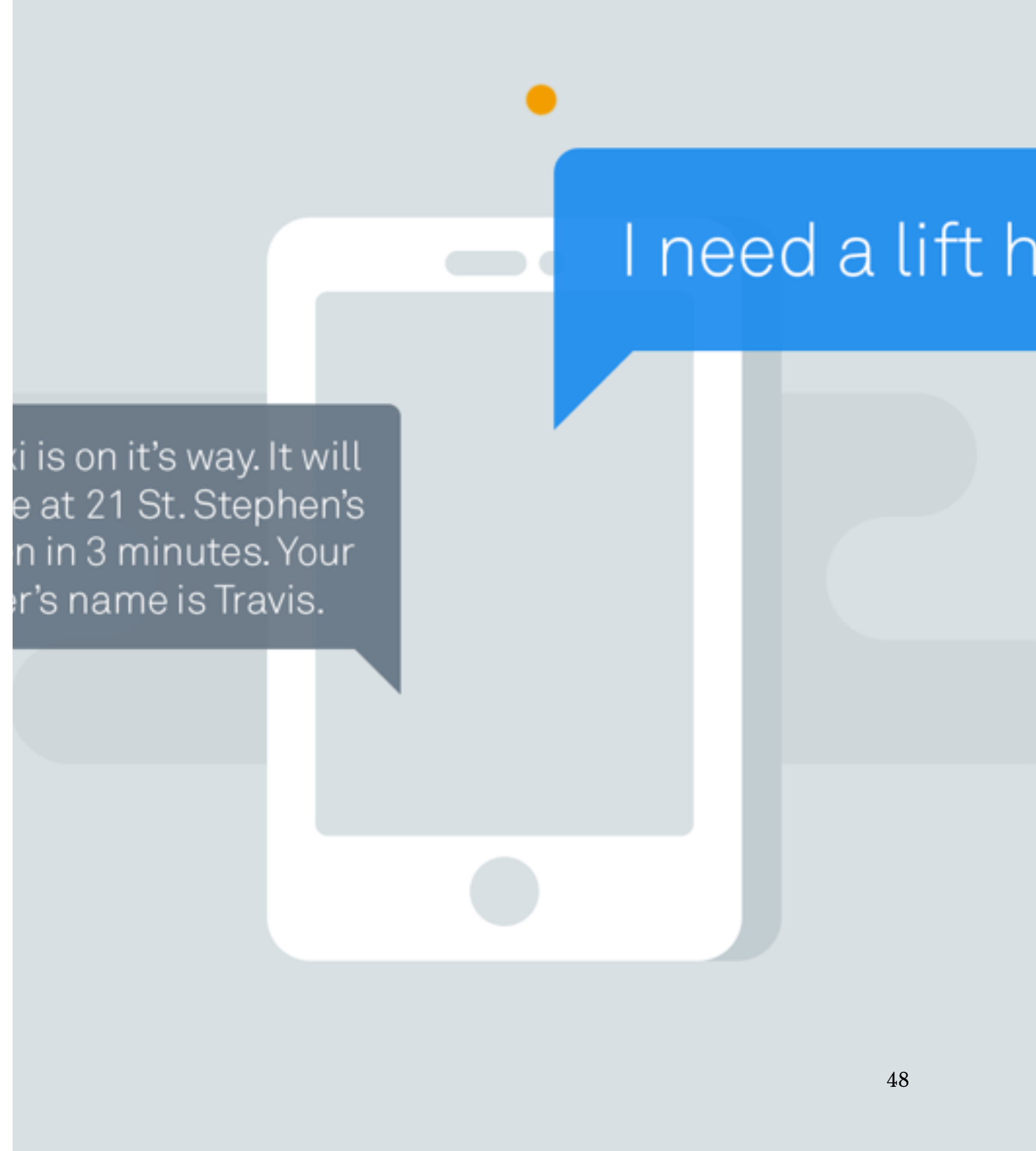
- Dialogflow α — Develop specifications
- Dialogflow β — Implementation

Dialogflow — Develop specifications¹¹

Experience prototyping to develop specifications for the voice assistant.

- Study the *WiscShop* store system
- Bodystorm how the voice assistant can support a set of capabilities
- Extract Dialogflow intents, entities, etc.

¹¹Image source

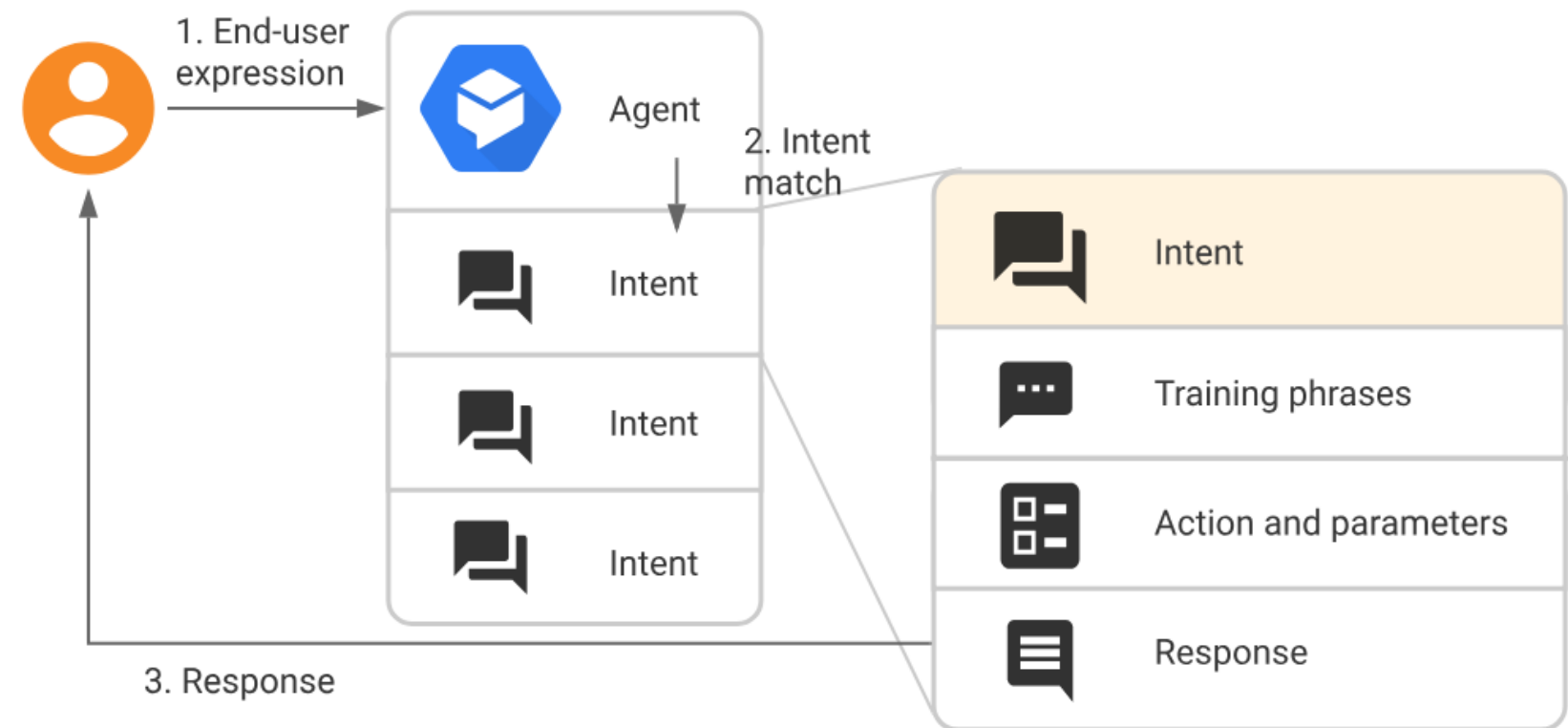


Capabilities

- Create a voice agent that allows a user to navigate a visual shopping interface.
- Allow the user to navigate from anywhere back to home, or to their cart.
- Allow the user to return to the previous page.
- Allow the user to specify the category of items they want to look at.
- Allow the user to specify attributes/tags to search in.
- Allow the user to navigate to product pages.
- Allow the user to add items (when on that product page) to their cart.
- Allow the user to go to checkout and complete the process.

Dialogflow — Implementation⁸

Implement the voice assistant agent using the specifications extracted in the design phase.



⁸Image source

Server API

Route	Auth Required	Token Required	Get	Post	Put	Delete
/login	✓		✓			
/users				✓		
/users/ <username>		✓	✓	✓	✓	✓
/tags			✓			
/categories			✓			
/products			✓			
/products/ <product_id>			✓			
/products/ <product_id> /tags			✓			
/products/ <product_id> /reviews			✓			
/products/ <product_id> /reviews/ <review_id>			✓			
/application		✓	✓		✓	
/application/tags		✓	✓			✓
/application/tags/ <tag_value>		✓		✓		✓
/application/messages		✓	✓	✓		✓
/application/messages/ <message_id>		✓	✓		✓	✓
/application/products		✓	✓			✓
/application/products/ <product_id>		✓		✓		✓

What have we learned today?

- Introduction to Conversational Interface Technologies
- Introduction to Dialogflow
- Dialogflow Building Blocks, Part 1
- Let's Make an Agent
- Assignment Preview