

MGK: OHA ChatBot Dialogflow Written Summary

To create the chatbot itself for our solution, we decided to use Dialogflow. We chose this platform because it is secure and easy to use and integrate into the front end. Firstly, Dialogflow makes it really easy to create the chatbot itself. We simply put questions/keywords and their answers/responses into the intents in Dialogflow and it worked really easily.

The platform also automatically ignores capitalization and takes into consideration each word's synonyms. For example, if the trigger phrase says, "how dO i aPply for scholarship?" Dialogflow will still detect it as "How do I apply for a scholarship?" and still give the intended response. This is extremely important because not every user types the same way.

Another reason why we chose Dialogflow is because it logs down every user interaction it has in the "Training" tab. This is handy because it specifies if the bot wasn't able to answer a question that the user asked. If this happens, we can easily add a new trigger phrase and answer from the same section. In other words, we are able to improve the bot the more it is used.

It is also easy to integrate our Dialogflow bot into a website. We are able to select where we want the bot to be integrated into and it gives us the code required to implement it. Furthermore, the code that it gives us isn't lengthy at all. It uses a source link to Google's cloud server which holds all of our bot's information in it. This is great for security because if a hacker hacks into our source code, they won't be able to access the backend of the chatbot and its logs because all of the backend information is stored in Google's cloud.