CHATBOT CREATING GUIDE

A guide to help educators create and apply their own chatbot for VET education purposes around EU

CHATBOT4VET
CHATBOT TUTORING SYSTEM FOR VET

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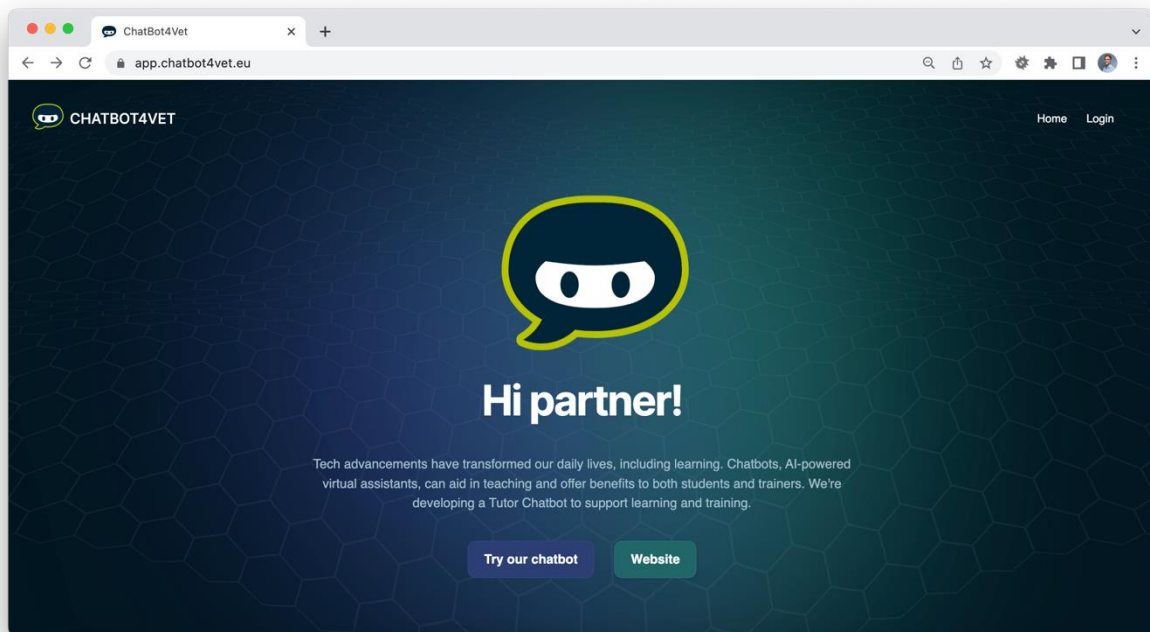
Activity Sheet 1

Welcome to Chatbot4Vet !

In this activity sheet you will learn how to:
- access the Chatbot4Vet application,
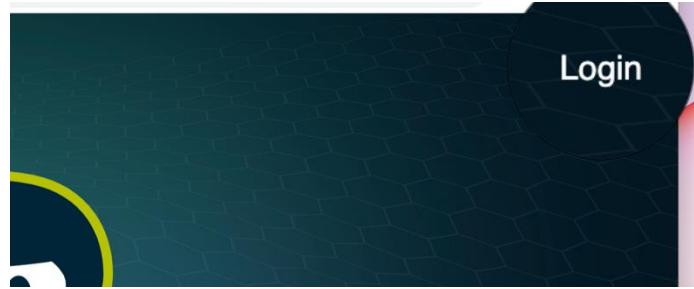- log in to the platform
- create an account

Accessing the platform

To access the Chatbot4Vet platform, copy this address to your internet browser:
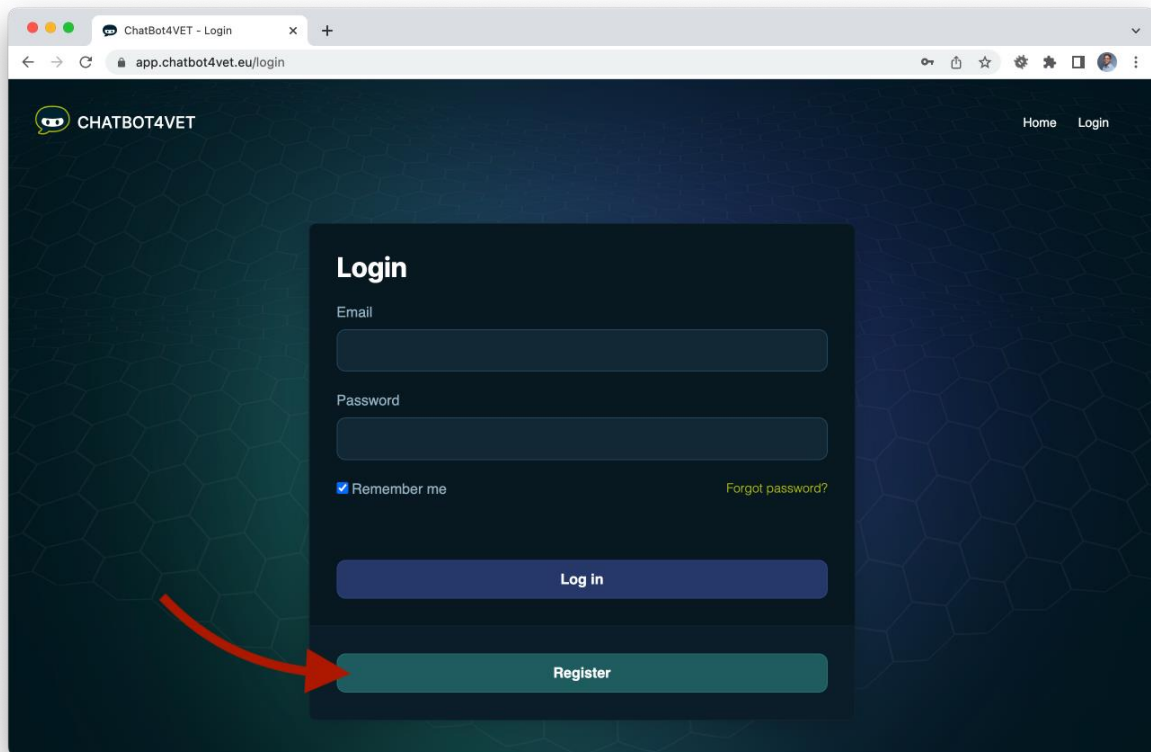https://app.chatbot4vet.eu/

Log in to the platform

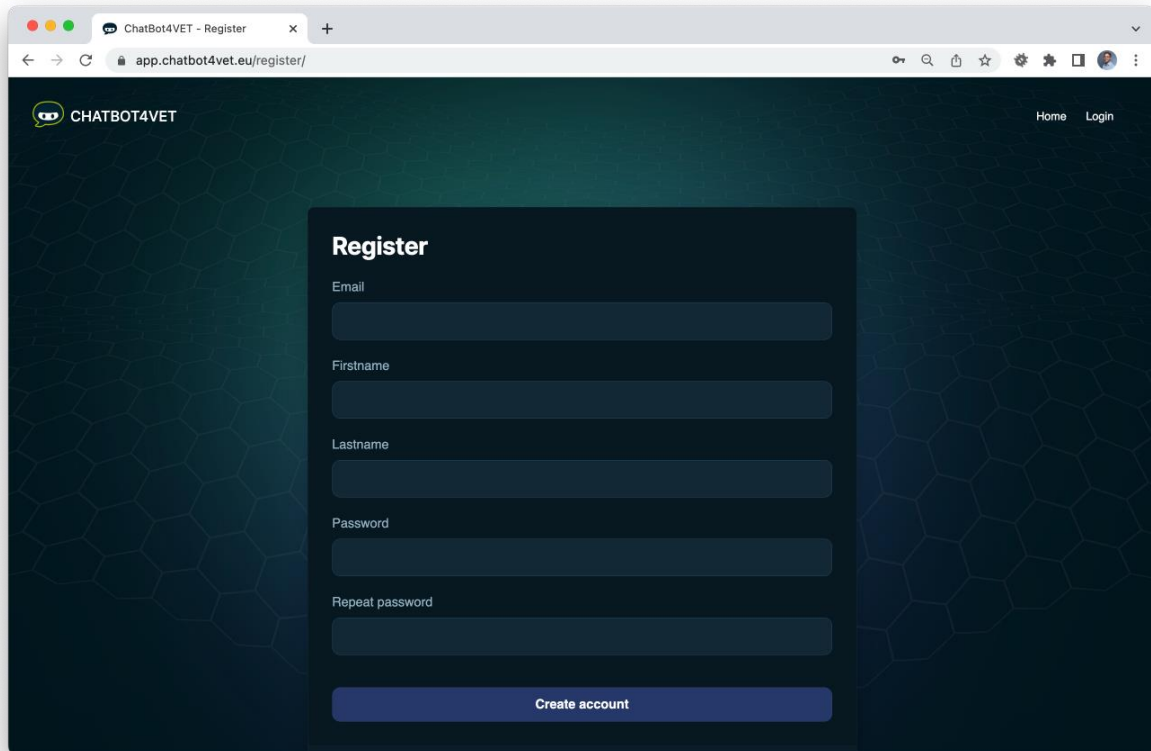Click on a play button of any of the displayed chatbots or on the "login" link in the right top corner.

You will be transferred to a page where you can login.

Create an account

If you do not have an account yet, you can register to Chatbot4Vet by clicking on "Register".
You will be transferred to a page where you can create an account :

A confirmation e-mail will be sent to you, allowing you to confirm the creation of your account. Once this is done, you will be able to access all the chatbots and start practicing.
Welcome to Chatbot4Vet!

![CHATBOT4VET - CHATBOT TUTORING SYSTEM FOR VET]

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Activity Sheet 2

What can I find on a chatbot ?

Chatbots are full of useful resources and tools to help you develop specific knowledge, whether it is theoretical or practical. In this activity, we will cover some of the basic features that you can find on a chatbot.

There are two main types of information that you can get from the chatbot, **resources** in various formats and **definitions**. Let's take a look.

In Activity Sheet 1, you have seen how to enter a chatbot. It has welcomed you, so before anything else, don't forget to say hi!
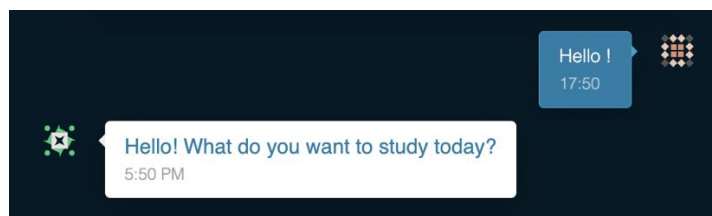
Resources and materials

First and foremost, if you are unsure as to what exactly the chatbot is trained to teach you, ask him **'What can I study?'**. This key will tell the bot that you want to know all the sequences available in his system. He will give you a list of all the subjects he can cover. You can click on the icon **"Show more"** to see all the material.
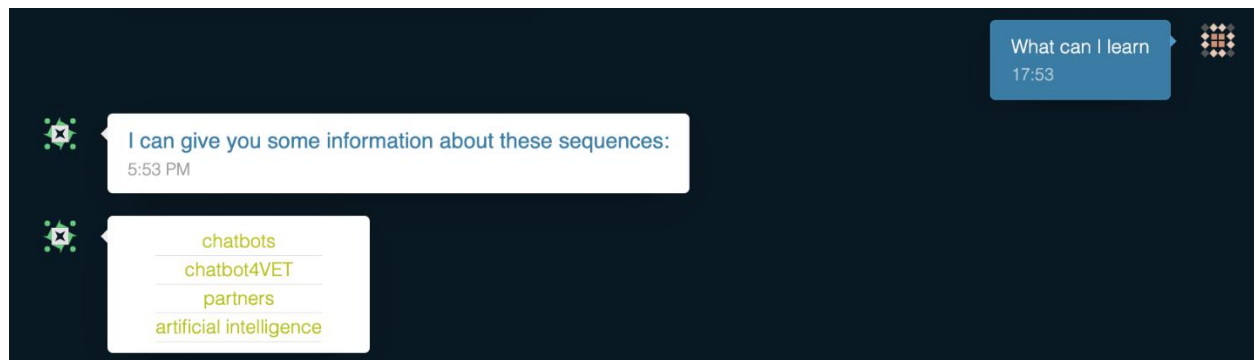
To receive a list of all the subjects, the chatbot is trained to answer to a few different sentences such as:
- What can I learn ?
- Show me all sequences
- All sequences
- Show me everything

For more information about training the chatbot for intents, see Activity Sheet 9.

Type of resources

Once you have clicked on a specific subject, the bot will give you all the resources available in the sequence. There is a wide range of resource types, ranging from videos, to PDFs and exercices.

These resources appear after the command **"I want to learn more about..."** and other commands such as:
- I want to learn about...
- I want to know more about...
- Can you explain... ?
- I want information about...

Each type of resource has a specific icon that you can easily recognize. Here are some of the icon that you will encounter most often:

🖼️	Images – These are directly available and clickable on the chatbot. No need to download anything.
🔗	Links – Click, and another page opens!
📄	Documents – These files are downloadable
🎥	Videos – You can play the video directly or go to the site (youtube, vimeo...)
🏆	Interactive exercices – get exercices on the spot about the topic you want to discover!
	And more!

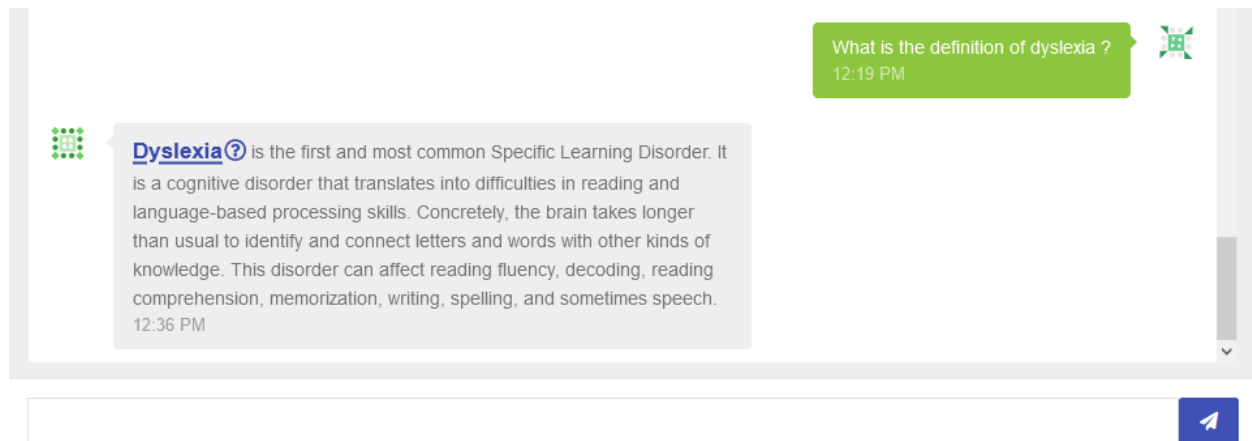Tip: you can exit each resource by just clicking outside of it.

Definitions

In addition to resources, you can ask for definitions of key words on each chatbot.
Type **'what is the definition of...?'** and the bot will give you a clear definition of the subject you asked for.

These commands answer to:
- Definition of...
- What is/are...

Asking for help

If you ever need help, or to go back to the basics, the bot is trained to answer the key 'Help!'. When you input the word, the bot will take you back to the main menu, and give you some information that you can explore.

Content

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You are, however, not allowed to use these resources for commercial use of any kind.
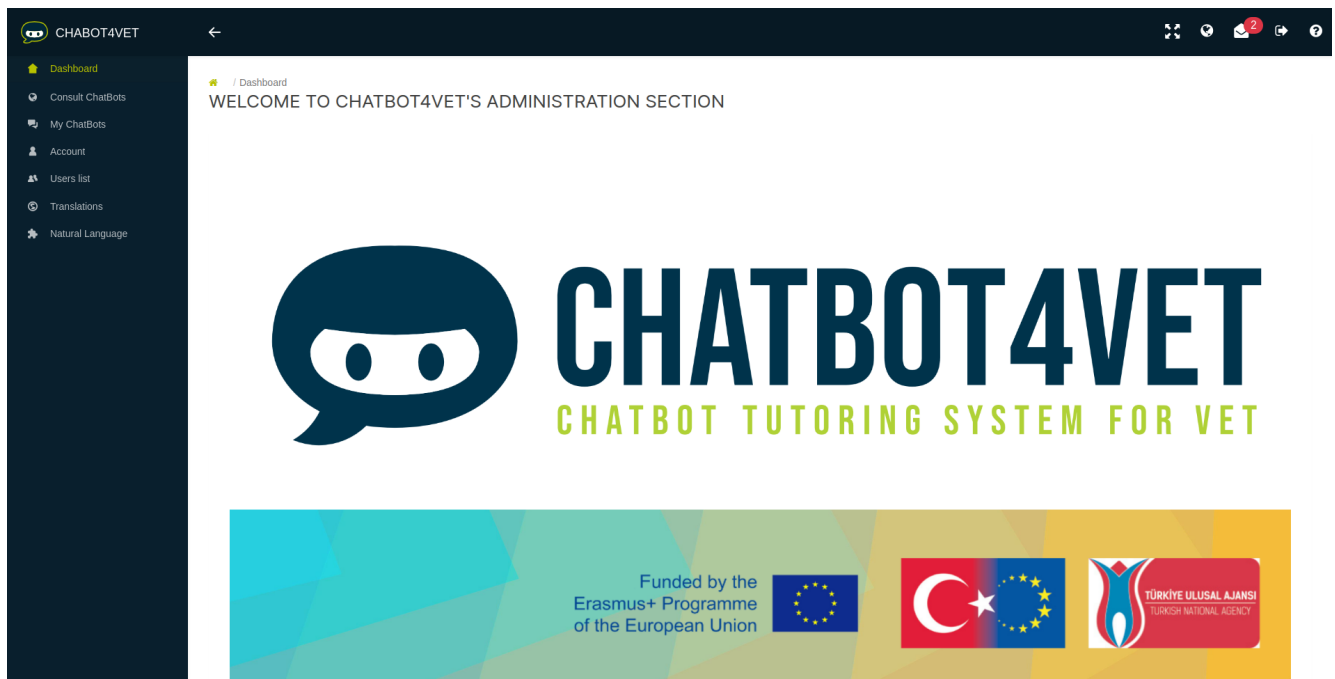
Activity Sheet 3
Create my first chatbot

In this activity sheet you will learn:
- how to navigate the administration section,
- how to add your first chatbot,
- how to duplicate a chatbot.

Administration section

In Activity sheet 1, you learned how to access the platform. This is how the interface where you can create and manage your chatbots looks like.

On the left, a menu allows you to access the main pages:
- Dashboard: homepage
- Consult Chatbots: access to the interface with the public and enabled chatbots
- My Chatbots/ChatBots list: managing existing chatbots and creating new ones
- Account: changing password
-

In the top right corner, you find several icons with the following functions:

- Full-screen display of the platform

- Access to the interface with the public and enabled chatbots

- Notifications

- Log out

How to create a chatbot

One user can create one chatbot and upload 350 Mb of resources.
To create a new chatbot, go to the ChatBots list in the menu.
Click on "Create a new chatbot" Button.

Fill in the following information:
- The name of your chatbot
- The language
- Check "Enabled" if you want to active it for use.
- Check "Public" if you want every User of the platform to chat with your chatbot

💡 The language setting is final. In case of error, you will need to create a new chatbot.

💡 When you "enable" your chatbot, you can check how it works by clicking on the "globe" button in the top right corner.

The "action" buttons allow you to manage your chatbot:

- ⚙️ Configuration: general chatbot configuration to create sequences, expected levels and resource types,

- 👤 User access: list of users allowed to access the chatbot,

- 💬 Response customization: personalized chatbot responses and introductory messages,

- 📔 Lexicon: personalized glossary of definitions with key words

- 📊 Statistics: different statistic metrics are displayed here for every sequence.

- ✉️ Subjects: "subjects" are terms that relate to the sequences discussed in the chatbot,

- 📄 Manage resources: tree structure of resources that can be made available to students via the chatbot,

- ✏️ Update chatbot: the name of your chatbot can be changed, "enable" and "public" can be activated,

- 📑 Copy chatbot: the chatbot will be copied with all its resources as a new one,

- ❌ Delete chatbot.

Duplication

In the 'chatbot list' page, before entering the admin interface, you will see this icon: on the right of each chatbot. The duplication button will allow you to copy the entire structure, content, lexicon, subjects and resources included, while changing the language. You will be able to pick a new title, and most importantly, change the language reference. This can be especially relevant if your target audience is composed of speakers of different languages, or if you wish to share your bot's content in multiple languages.
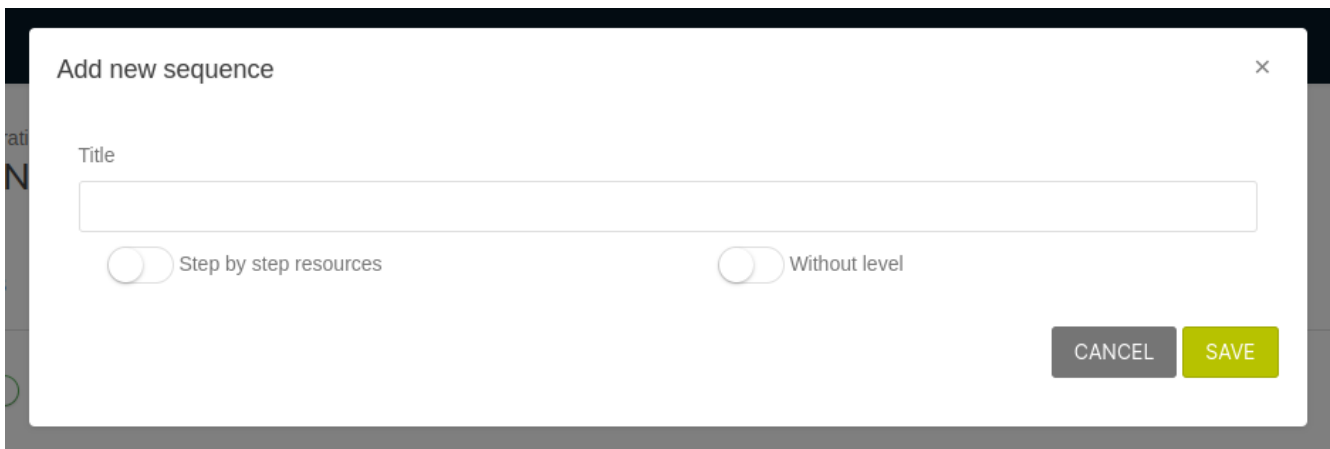
Activity Sheet 4
Adding resources to my chatbot

In the previous activity sheet, you got familiar with the interface and the admin page of the plateform. Now it is time to add your sequences and resources!
Sequences are the topics or themes, that you want your students to discover and study. They can be broad topics with various resources. Resources are written supports, materials, videos, exercises and more that your bot can access and share when it is interacting with the learners. These resources should be carefully planned, organized and distributed. Do not hesitate to use levels when needed, and vary as much as possible the different types of resources for a given sequence.

1. Admin interface - Configuration

The first step in content creation is to define the sequences, or the main subjects that your bot is going to respond to. Adding a sequence is done by clicking on the icon in the configuration page.
This pop up will appear, where you can enter the title of the sequence:

- Step by step resources: means that your resources will be distributed one after another, when the student specifically asks for more resources. If you don't check that button, all the resources under the sequence will be given at once.
- Without level: this switch means that the student can access the sequence and its resources regardless of his level.

Your list of sequences will create itself in order. Use to move the sequence up and down the list. You can also decide to edit, delete or add subjects (key words) to the sequence (see Activity 5 Subjects)

with these icons: .

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Sequences

	Title	Levels	Stepped	Actions
☰	chatbots	✔	✔	✏ ✖ ＋
☰	chatbot4VET	✖		✏ ✖ ＋
☰	artificial intelligence	✔	✔	✏ ✖ ＋
☰	partners	✖		✏ ✖ ＋

Remember, a sequence is similar to a main theme or main topic. Under each theme, you will want to add your resources, depending on the type of bot that you are creating.

In "Resources Types" section, you can define and edit the list of different resource types that you are going to use in your bot. Here are some options:

Resources Types

	Title	Actions
☰	Lesson	✏ ✖
☰	Practice sheet	✏ ✖
☰	Exercise	✏ ✖
☰	Additional resources	✏ ✖

You can also choose the different levels that your bot will have depending on your students' level. The levels can be organized by strength; beginner/advanced but also for example by period; before the course/during/after.

Levels			

<table>
<tr><th></th><th>Title</th><th>Code</th><th>Actions</th></tr>
<tr><td>≡</td><td>Basic</td><td>B</td><td>✏️ ❌</td></tr>
<tr><td>≡</td><td>Advanced</td><td>A</td><td>✏️ ❌</td></tr>
</table>

2. Manage Resources

To add resources, click on the "Manage Rescources" button at the bottom of the page. This link takes you to the 'Manage Resources' page, which is where you will add all of your resources.

You can also find the button [icon] at the top of the page.

On that page, you will find on your left all the sequences you have created in the beginning.

FIRST CHATBOT : MANAGE RESOURCES

Sequences
+ 📁 chatbots
+ 📁 chatbot4VET
+ 📁 artificial intelligence
+ 📁 partners

Resource file quota : 1Mo /350Mo

Sequences

	Name	Filed on	Actions
📁	chatbots	11 months ago	
📁	chatbot4VET	10 months ago	
📁	artificial intelligence	10 months ago	
📁	partners	10 months ago	

⚙ CONFIGURATION 👤 USER ACCESS 💬 CUSTOM ANSWERS 📖 LEXICON 📊 STATISTICS 📧 SUBJECTS 📄 MANAGE RESOURCES

By clicking on the name of a sequence, you will see if there are specific levels associated with it. Select a level or 'Without Level' if your sequence is not categorized by level. Until then, you will be able to view and add various types of resources to your sequence.

FIRST CHATBOT : MANAGE RESOURCES

Resource file quota : 1Mo /350Mo

Sequences / chatbot4VET / Without level **8**

Name	Filed on	Nb downloads	Actions
Project partners	10 months ago	3	
Background	10 months ago	4	
Problem and hypothesis	10 months ago	2	
Objectives	10 months ago	3	
Intellectual outputs	10 months ago	1	
Activities	10 months ago	2	
Project Timeline	10 months ago	2	
A few questions about the project	10 months ago	2	

Sequences
- − Sequences
  - ➕ 📁 chatbots
  - − 📁 chatbot4VET
    - 📁 Basic **0**
    - 📁 Advanced **0**
    - 📁 Without level **8**
  - ➕ 📁 artificial intelligence
  - ➕ 📁 partners

⚙ CONFIGURATION 👤 USER ACCESS 💬 CUSTOM ANSWERS 📖 LEXICON 📊 STATISTICS 💬 SUBJECTS 📄 MANAGE RESOURCES

In the top right corner, you will find three icons 🏆 🔗 📄 , These three buttons are used for adding different types of resources to your sequences. Here is the meaning of each type.

🏆 **Exercises**

Clicking on the trophy will allow you to create new exercices. How?

1. Click on the trophy

Add a new Exercise ✕

Resource type

EXERCISE ▼

Name

cool exercise

CANCEL   SAVE

2. Select the resource type. This should be 'Exercice' from your resource list
3. Name the exercices. Example: Present tense
4. Click on "Save"

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Create an exercise for the quizz cool exercise ✕

Statement ✕

what is a chatbot ?

Description

Select the good answer

Responses

◉ A computer program that simulates human conversation.

○ A type of smartphone app.

○ A social media platform.

○

○

○

✓ Great! You're absolutely correct. A chatbot is i ✗ Actually, that's not quite right. A chatbot is a co

➕

CANCEL   SAVE

5. Then, fill in the question form. Add a statement, a description, and the multiple choice answers. Note, the blue dot indicates the right answer! You can add as many exercices as needed by clicking on ➕ , and don't forget to explain the answers!
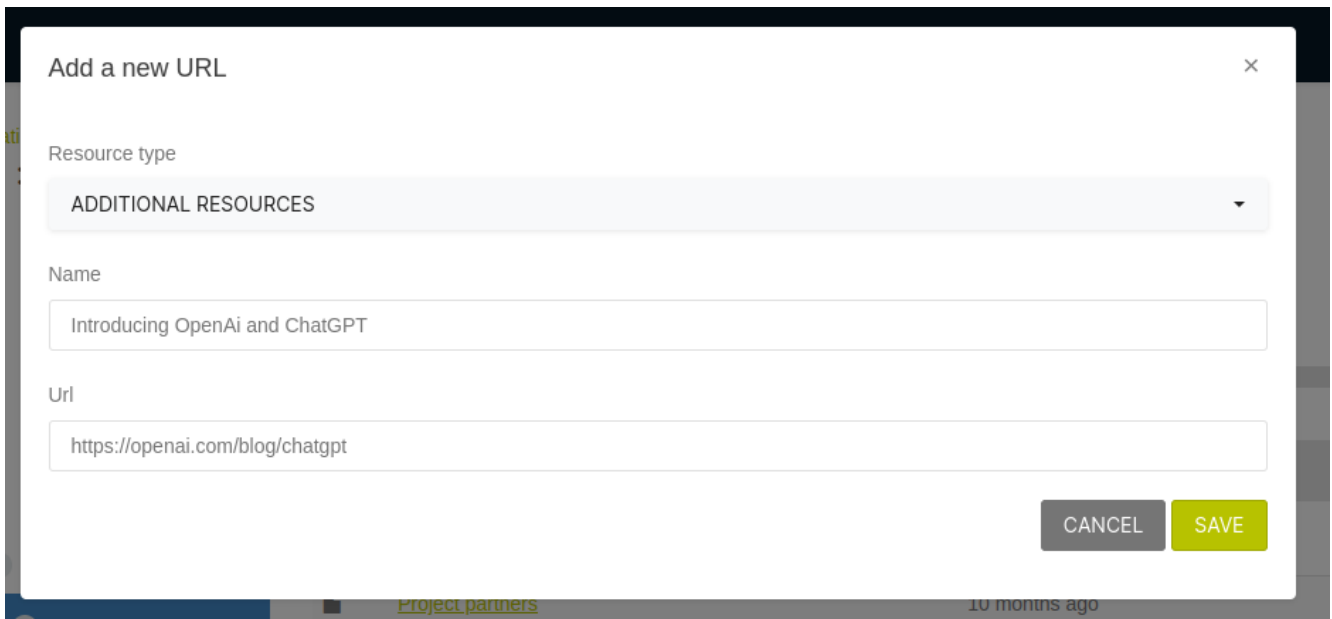
🔗 **Links**

This link will allow you to add links to exernal sources.
Think of videos, podcasts, online tutorials, news articles, etc.

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Add a new URL   ✕

Resource type

ADDITIONAL RESOURCES   ▼

Name

Introducing OpenAi and ChatGPT

Url

https://openai.com/blog/chatgpt

CANCEL   SAVE

Project partners   10 months ago

1. Choose the resource type,
2. Name the resource,
3. Add the link.

Video from YouTube can be loaded directly on the chatbot discussion interface

File

New files can be anything from PDFs, Images, Powerpoint presentations, Practical sheets, and any other resource that is not an exercice or a link.

Add a new file

Resource type

LESSON ▼

Name

Chatbot Lesson

File

[Choose File] chatbot_lesson.pdf

[CANCEL] [SAVE]

📄 Project partners   10 months ago

💡 Unlike any other files types, images can be viewed directly in the chatbot's discussion interface

Resources maintenance

On the left of each resource you uploaded, you will find a serie of icons. Each has a specific purpose:

ⓘ Information about the resource

⬇ Download

✏ Edit resource

⧉ Copy Resource

❌ Delete Resource

These can be very useful when you are drafting and creating resources. Editing will allow you to rework your exercices, for example if you notice some mistakes, and the copying button will allow you to use the same resource structure in multiple sequences!

Activity Sheet 5
My chatbot needs to understand the user

This activity sheet covers:
- why subjects are important,
- how subjects influence the conversation with the chatbot.

What is a "subject"?

There are several ways the students can ask for more information about the sequences created in the "configuration" panel. "Subjects" are keywords and their synonyms that can be used by the learners to access one or several sequences.

The subjects buttons **SUBJECTS** are amongs the "action" buttons that send you to this interface.
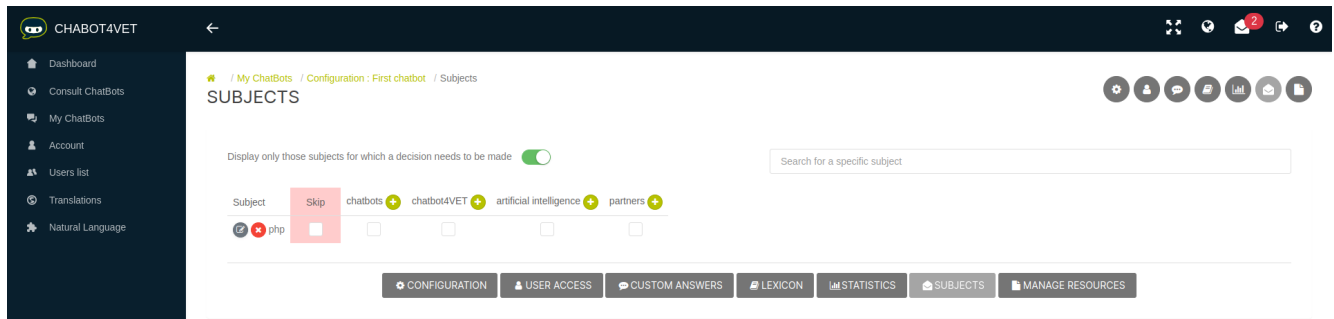
"Subjects" are the keywords recognized by the chatbot. Only when the chatbot knows to which sequence the keyword relates, can it choose the correct sequence and send resources to a user.

When the user writes:
"I want to learn about dyslexia."
The subject is "dyslexia".

"Tell me about managing a classroom."
The subject is "classroom management".
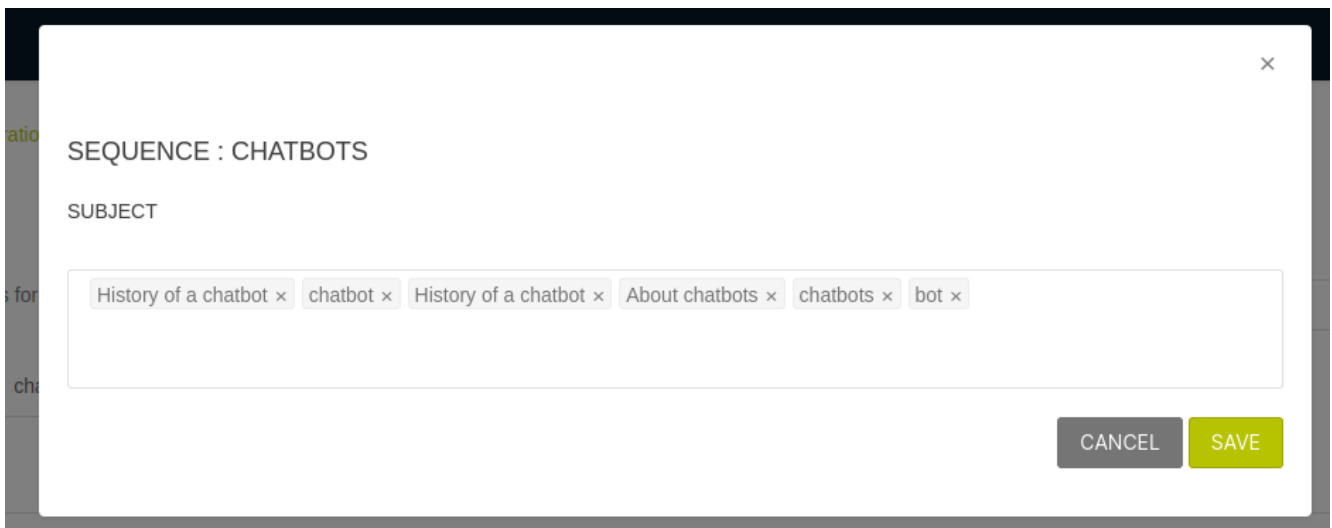
In the middle of the interface, you will see all the sequences in a row. Keywords or phrases need to be added there. Subjects can be added manually, but you will also be notified when a subject is not recognized.

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It is useful to add a few keywords and phrases already during the chatbot´s creation phase.

chatbots ➕   Click The Green plus button to add Subject to your Sequence

SEQUENCE : CHATBOTS

SUBJECT

History of a chatbot ×   chatbot ×   History of a chatbot ×   About chatbots ×   chatbots ×   bot ×

CANCEL   SAVE

Don´t forget to confirm each keyword by pressing "enter" on your keyboard.

What if the subject is not recognized?

You will be notified when a chatbot does not recognize a subject in a conversation. It appears as a notification in the right top corner of your interface.

You need to go to the "subjects" interface and manually choose the sequence the keyword belongs to. When it is done, the chatbot will be able to send the correct resources.

Keywords that were not associated with any of the sequences will be displayed when this button is switched on.

Activity Sheet 6
Personalize my Chatbot

Naming your bot

Your chatbot is your own, meaning that you are free to develop your own subjects and themes, your own information and definitions, and your own messages and interactions.

As mentioned in the previous Activity Sheets, the first step in personalizing your chatbot is in the name. What is going to be the name of your Bot? Its name is going to be displayed on the front page of the website, therefore it is quite important!
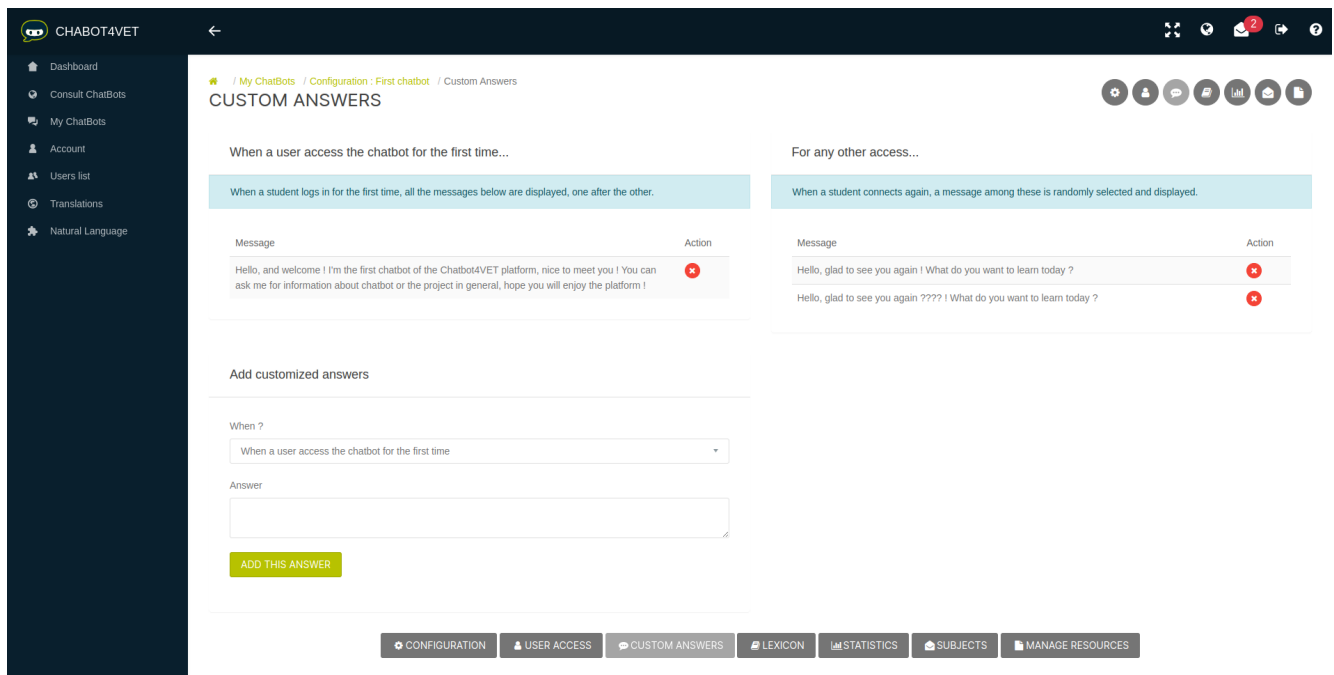
Then, there is the question of interaction with your learners.

Custom Greetings

There are two instances in which a learner will log in to the chatbot; the first time, and every other times. To create a welcoming and opening message, you can click on the button "Custom Answers" at the bottom of the page.

This button will take you to the area where you can create custom messages for your learners.

You will be asked to choose when the customized answer will be displayed, for the first time or any other access (see below).

Below are some examples of welcoming messages that you can use for your own bot. Again, these are just templates, you are free to create whatever greeting message you want!

When a user access the chatbot for the first time...

When a student logs in for the first time, all the messages below are displayed, one after the other.

Message	Action
Hello! It's good to meet you! My name is .... and I am here to tell you more about .... ! Together, we are going to learn about different ways to address .... , so whether you are a parent or a professional, here are some tips!	✖
Here are some of my functions, Ask me "What can I learn?" to discover every subject we can discuss together! If you need a definition, say: "What is ...?", and if you want to discover and receive more resources, say: "I want to learn more about...". Finally, if you need help, type "Help!" and I will do my best! Now, let's practice!	✖

For any other access...

When a student connects again, a message among these is randomly selected and displayed.

Message	Action
Hello! It's good to see you again! Are you ready to learn more about .... ? Let's continue! And remember, Ask me "What can I learn?" to discover every subject we can discuss together, say: "What is ...?" for definitions, and if you want more resources, say: "I want to learn more about...". And don't forget, if you need help, type "Help!" and I will do my best!	✖

When loging in for the first time, all messages will be displayed one after another. You can write up to 5 messages. When loging in for any other access, only one message will be displayed at a time. You can create up to 5, but they will randomly be selected. It is best to have a variety of message if you intend to work often with the bot, in order to prevent your learners from getting bored!
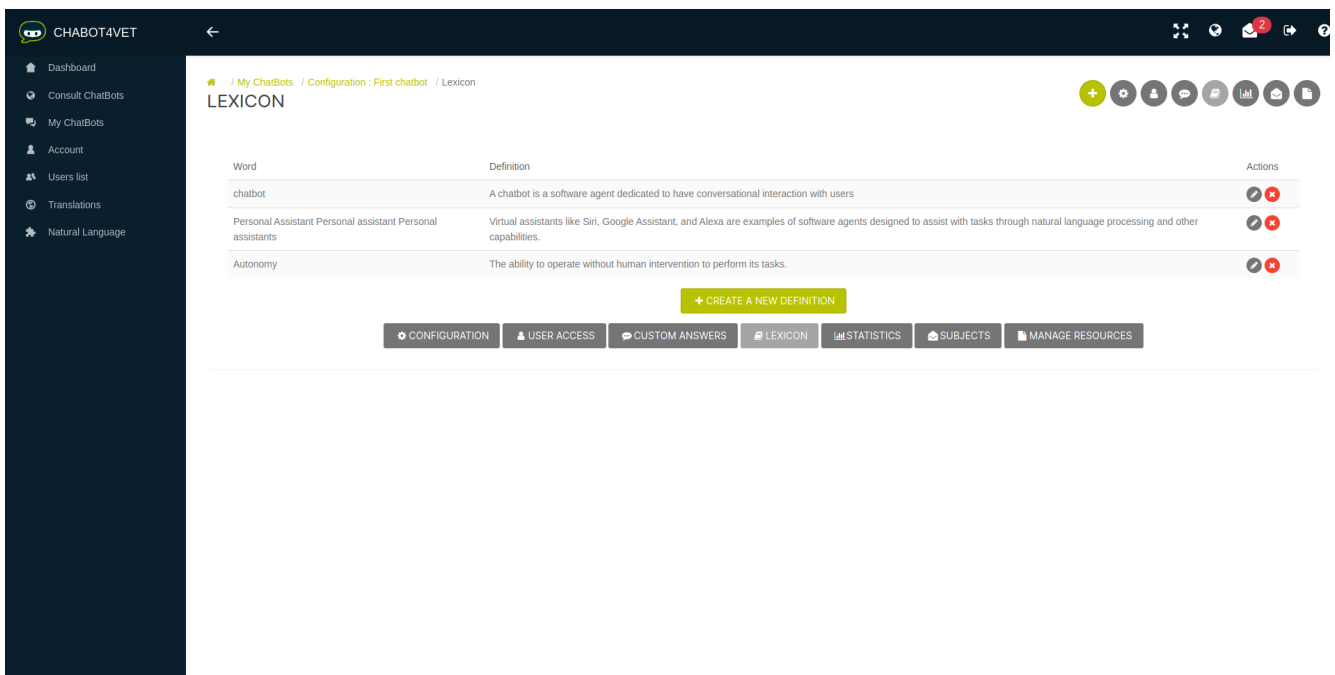
Writing your own lexicon

Another useful tool in customizing your chatbot, is shaping the way the information is provided to your learners. In Activity Sheet 4, you have seen how to add custom resources to your bot.
This next useful tool is the Lexicon. You can find it by clicking on The Lexicon Button at the bottom of the main page.

The lexicon is basically a giant dictionary or glossary of definitions with keywords and subjects. Remember in Activity 2, when we briefly explained the definition component? Well, the lexicon is where the definitions are located.
Here is an example of what it can look like:

On the left, you will find the subject you are trying to explain. Note, the same word is typed multiple times in different ways, acronyms, plural forms, with or without hyphen, etc. That is, because when a learner types in a word, we want to make sure that the bot recognizes it right away.

On the right, are the definitions/explanations. You can decide to write them however it is best suited for the students. There is no rule as to the structure of this section. In our example, the sentences are quite long because the chatbot is very technical, but it does not necessarily have to be.

Simply click on 'Add a new definition' to add a section. When you want to confirm a key-word, press Enter after every word to make sure it is saved.

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Activity Sheet 7
Disseminate my chatbot

This activity sheet covers the following topics:
- how to allow students to use the chatbot you created,
- what statistics Tutorbot provides.

How to provide access to your students

If you want to add a user to a specific chatbot, enter the user's interface of the chatbot you want the student to work with. To get there, click on "User access" button at the bottom of the screen.
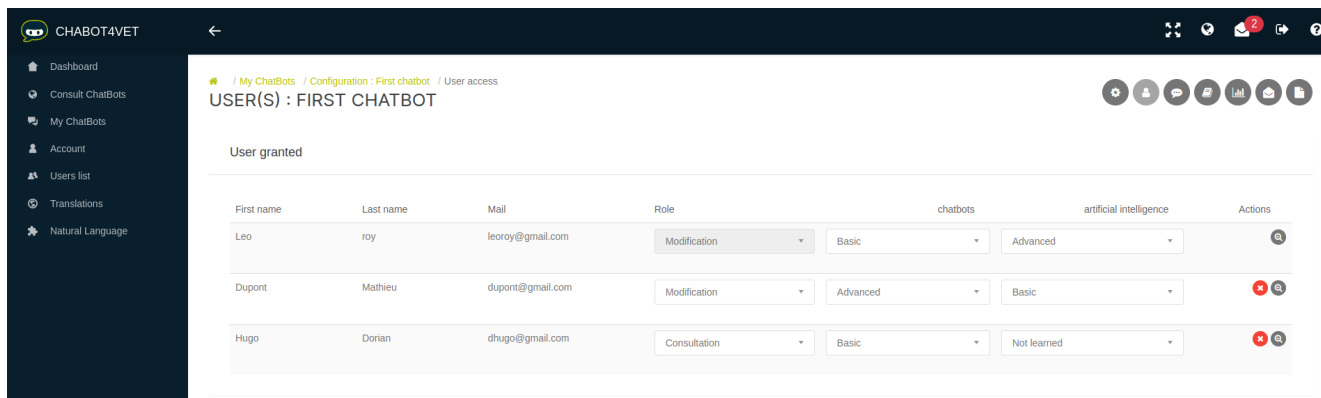
The user's interface consists of two parts:
- "user granted"
- "add user"

User Granted part

In this part, you can see the list of users that have access to the chatbot. User's details consist of:
- what role the users have in your chatbot,
- when was the last time they logged in,

- button to display the user's profile,

- button to restrict the user's access to the chatbot.
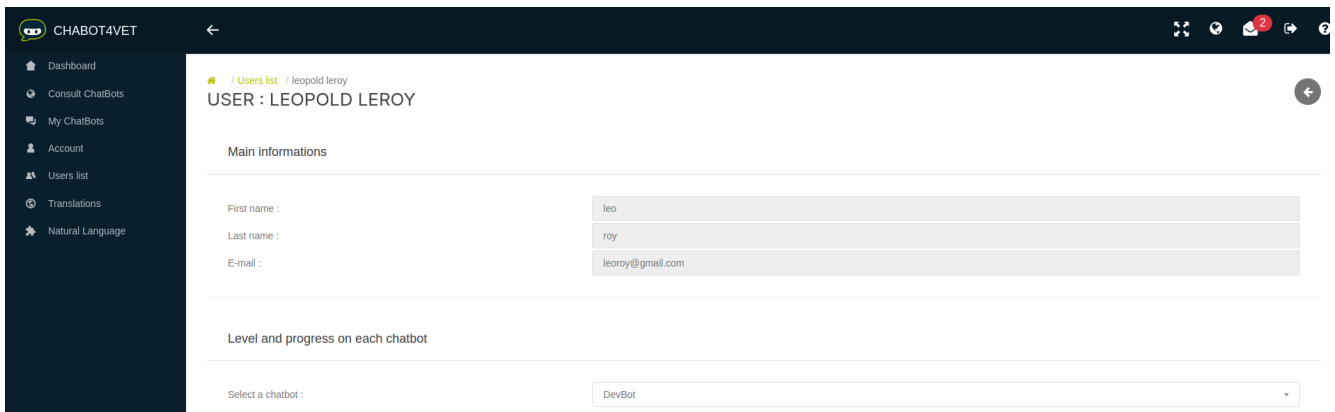
Roles

The "modification" role enables the user to enter the chatbot´s setting and modify it just as the user who created it.

A new user always has a "consultation" role. The "consultation" role means the user can only learn with a chatbot.

User profile

The action button 🔍 "user's profile" allows you to see the student's activity in all chatbots the student has access to.

In each chatbot you can find out student's:
- Overall progress in all of the sequences,
- how many sequences the student asked for,
- how many resources the student downloaded and
- which resources did the student open.
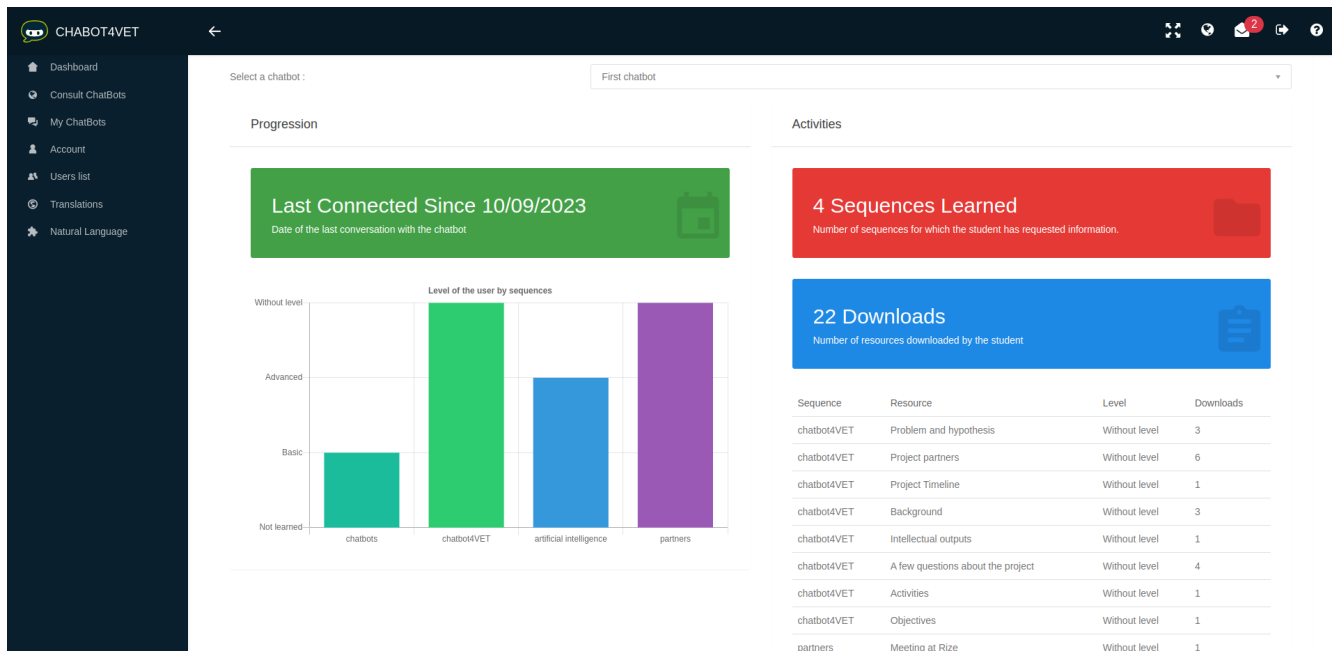
Add user part

New students can be invited to a chatbot in the "add user" part. You can register each student by filling in the following details: e-mail address, first or last name. The student will receive an e-mail with his login information.

If you don´t want to register your students one by one, create an excel file with students´ details and

⊞ IMPORT USERS USING EXCEL FILE

upload it to the platform. Just click on this button at the bottom of the page and choose your file.

The excel file must be in ".xls" format (no .xlsx or other formats). The excel file must be filled with the following information according to this example:

	A	B	C
1	last name	first name	e-mail address
2	David	Corul	corul.d@gmail.com
3	Ana	Zima	zima.a@gmail.com
4	Tomas	Hanes	hanes.t@gmail.com
5			
6			
7			

- column A: last_name
- column B: first_name
- column C: e-mail address
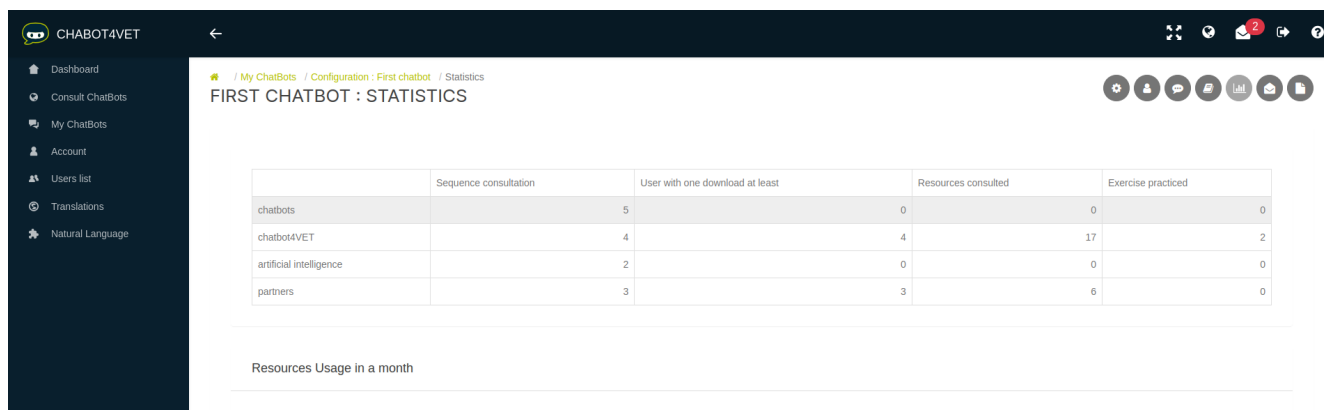
Once the students are registered, they can try all public chatbots!

Statistics on Tutorbot

The teacher can look at the statistics just by clicking on the "action" button in the ChatBots list or

by clicking on STATISTICS when working on it. This is what the interface looks like:

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There are data available for each of the sequences. Specifically:

- how many times a sequence was consulted (e.g. "I want more information on the Dys"),
- how many users consulted (either opened or downloaded) at least one resource,
- how many resources of each sequence were consulted in total,
- how many exercises the students did in total.

💡 You can see which topics are popular with your students, which are not and adjust the chatbot's content or your lectures accordingly!

At the bottom of the page, you find a graph illustrating how many resources were consulted per day in the last 30 days.
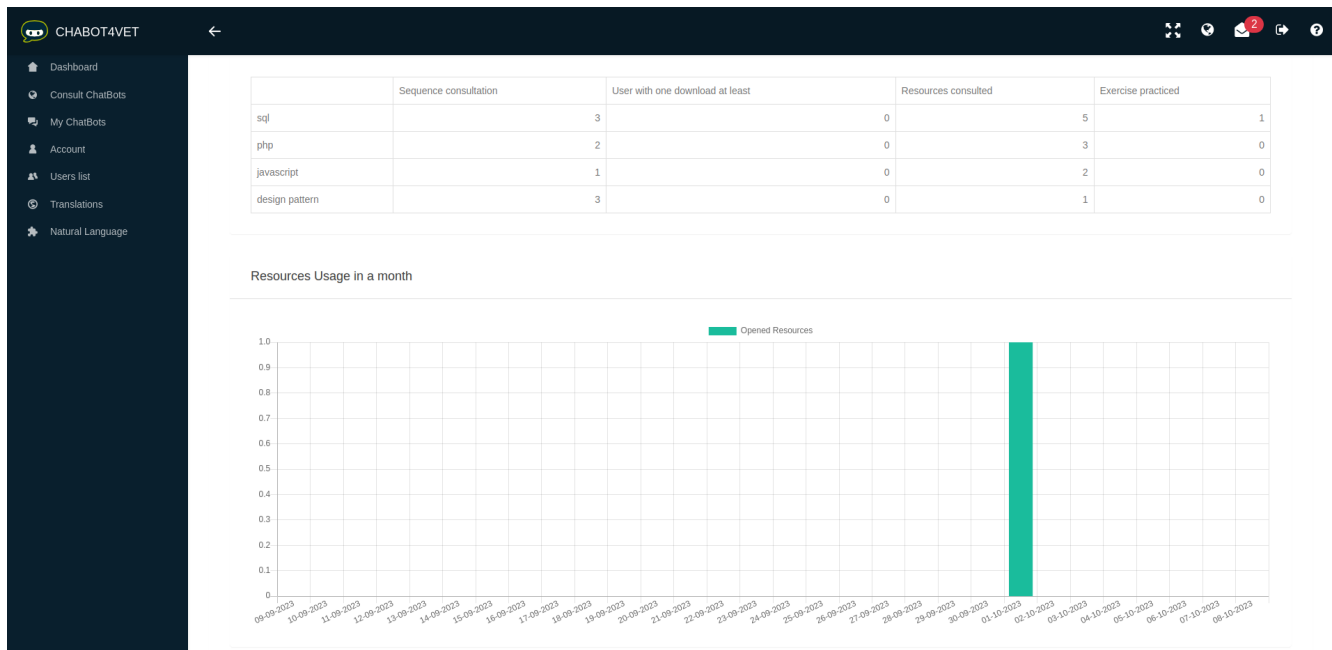
💡 The graph also displays when resources are most consulted. Are students studying before an exam, before a lecture or after? Find out!

Activity Sheet 8
Admin interface and user access

In this Activity Sheet we will describe admin's interface. Before the creation of the teachers' interface, the partners were developing the platform and chatbots in an interface with more functions. This interface was stripped of certain functions to make the platform easier to navigate and to upkeep ChatBot4VET's function. Nevertheless, we would like to present this interface and its additional functions, because they are essential to ChatBot4VET as whole.

Admin's interface

This is what the full admin interface looks like:
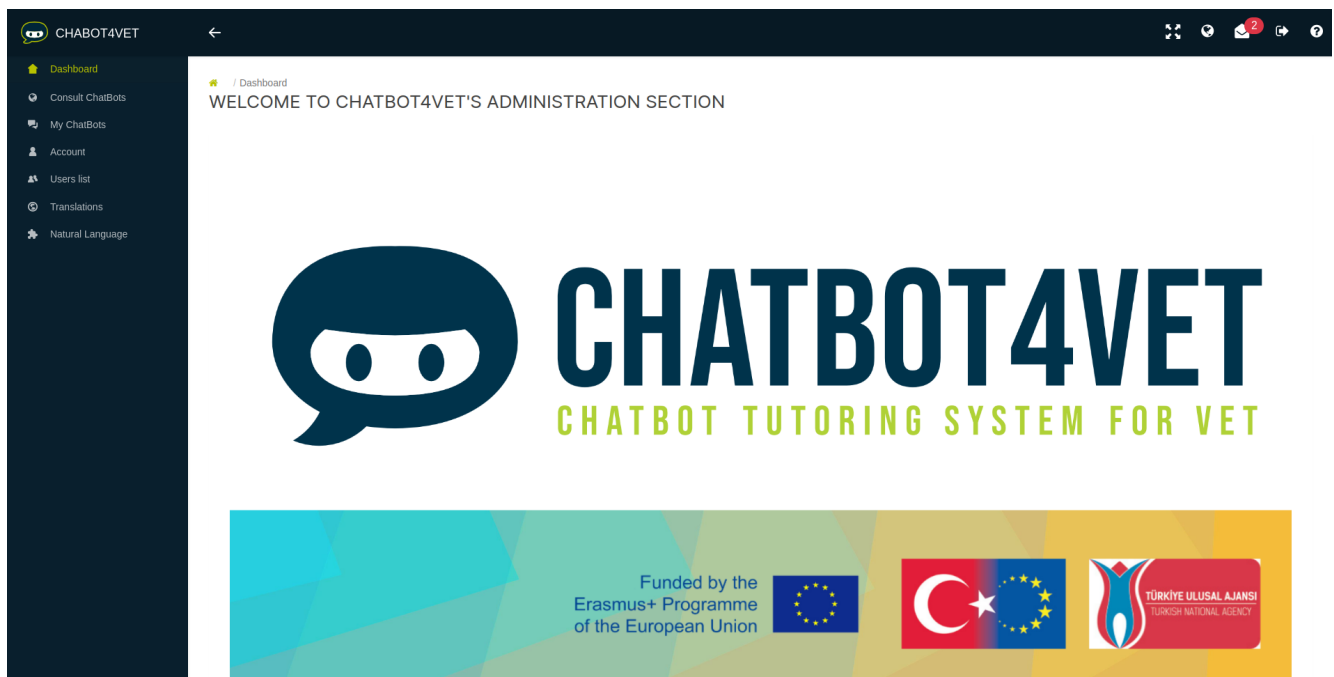
In the menu on the left there are three additional tabs:
- Users list: user management
- Natural Language: training the chatbot's understanding of natural language
- Translations: translating the automated answers of the chatbot

Users list
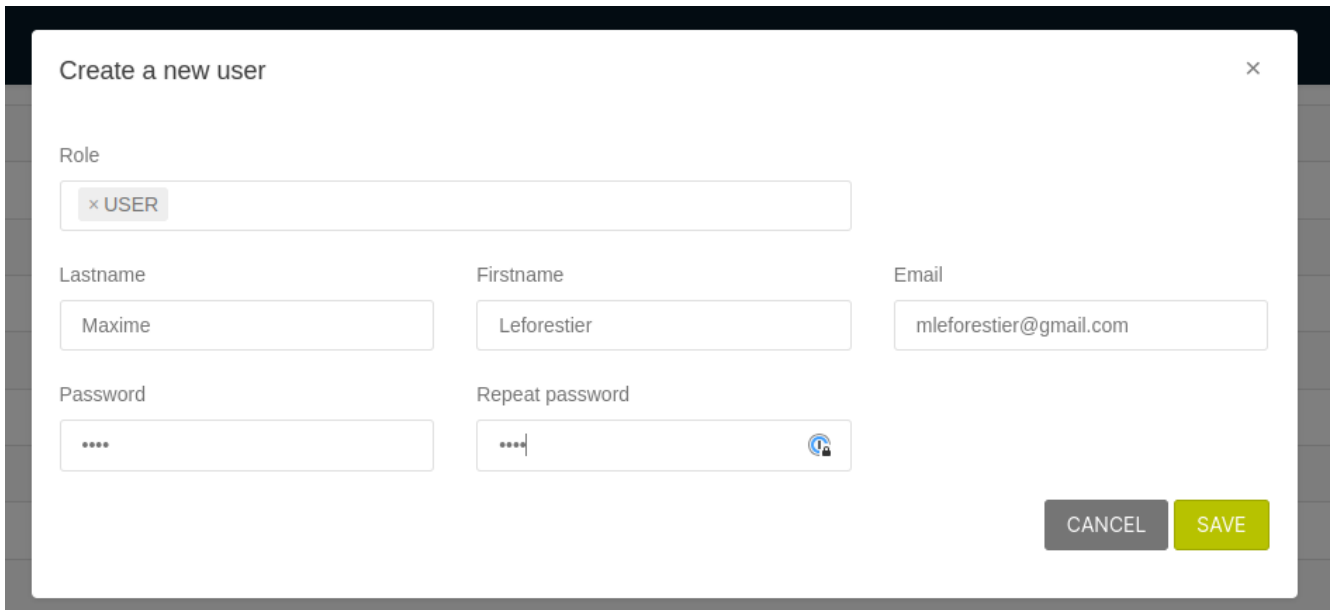
To access this interface, you need to click on the 'Users List' button in the global menu on the left.

Admins can register new users also through this page. After clicking on or

 button, the information in the pop-up window needs to be filled.
- first name
- last name
- e-mail address
- password

The "user" role is the commonly assigned role to all new users. The "admin" role can be added any time when a new admin account is necessary.

Once saved, the new user appears in the list of registered users. Further information and setting are available for each registered user.

- The last time the user logged in is displayed.
- The "enabled" button gives the admin an opportunity to register users in advance and enable them to start using the platform later.

- With the action button the user's role, name or e-mail address can be edited.

- The action button 🔍 "show user" allows the admin to see the user's activity in all the chatbots the user has an access to.

💡 The action button 🔍 "show user" is an analogue to "show user profile" button in

👤 USER ACCESS of a particular chatbot. Check "Activity Sheet 7 - Disseminate my chatbot" to explore "user access" of your chatbot.

Admin can see the user's:
- overall progress in all of the sequences,
- how many sequences the user asked for,
- how many resources the use downloaded and
- which resources the user opened.
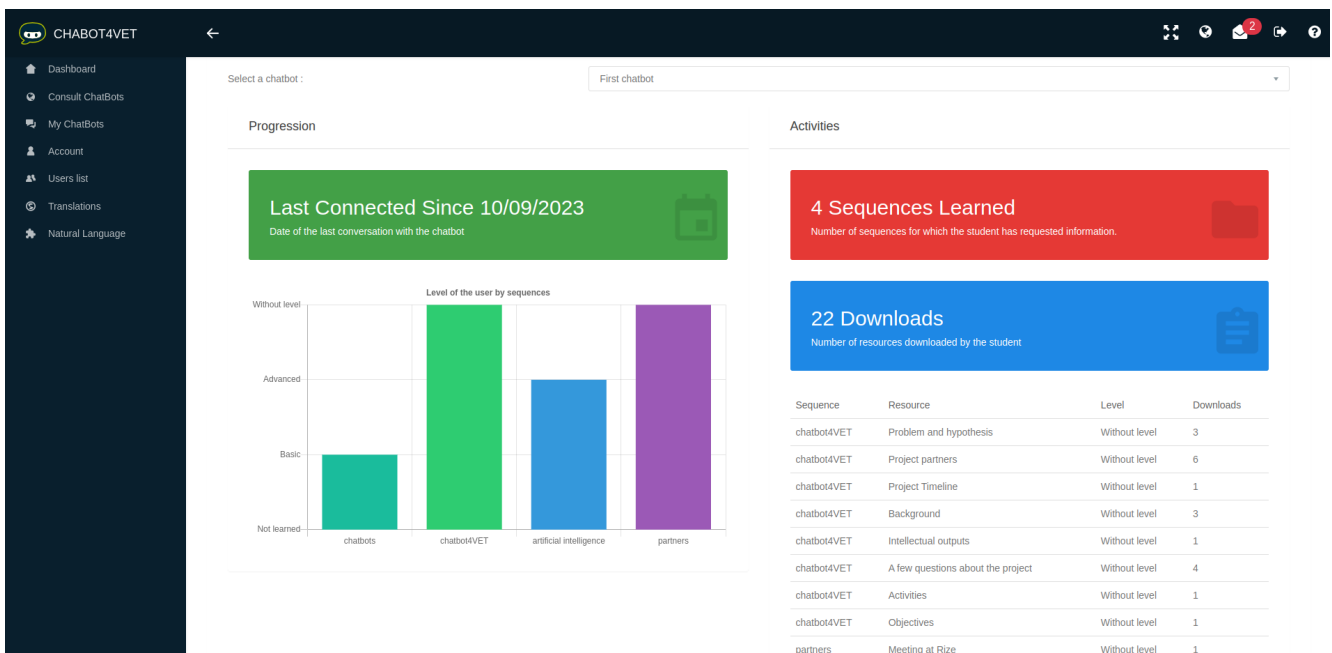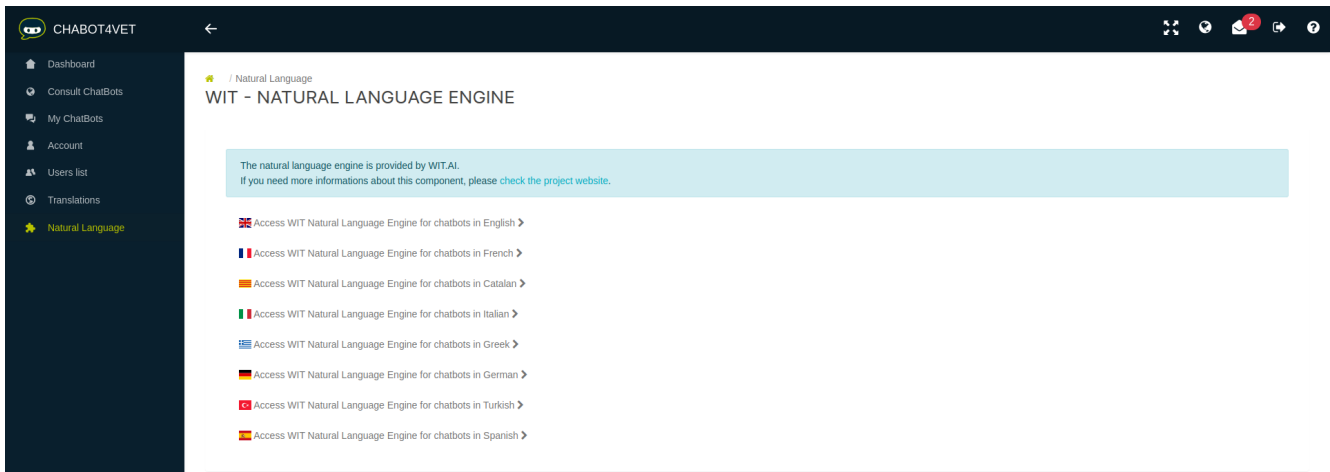
Activity Sheet 9
Training the chatbot

Why does a chatbot need to be trained?

A chatbot needs to recognize many different sentences. In the ChatBot4VET project, the partners decided to use the Natural Language Engine to train the chatbots. You can learn more about the functions of the Natural Language Engine in Activity Sheet 8.

To access the learning function of the chatbot, click on "Natural Language" in the menu on the left and select the language of your chatbot.

Each language needs to be trained separately. If you have one chatbot in English and another one in Italian, you should focus on training the chatbot in both languages.

In the box "If a user says... ", you can type or select a sentence to check how the chatbot understands it by clicking on "analyze".

The box entitled "... the natural language engine understands: " details the information that the chatbot extracts from the sentence. It also allows you to correct them if they are wrong.

... the natural language engine understands :

Text :	Confidence :		Intent
I want to learn more about How to create a page?	70.79 %	Poor	ASK_FOR_INFOS ▾

Sample :	Type :	
How to create a page	subject ▾	✖

SEND UPDATE

We are mostly interested in this information:

- Confidence tells you how well a chatbot understands a specific sentence. It can be "good", "average" or "poor". In order to provide relevant information, the chatbot needs to understand the subject of the sentence properly. If the confidence is anything else than "good", you need to train the chatbot.
- The intent tells you what the chatbot understood. In the example above, the chatbot thinks that the student asked for information about something, therefore it will use the "ASK_FOR_INFOS" intent to answer. More "intents" were developed to help the chatbot to understand the user. Here are a few of them:
  - ○ ASK_FOR_INFOS: the user wants to receive resources about this subject.
    - ▪ (I want to learn {dyslexia → subject})
  - ○ ASK_FOR_DEFINITION: the user asks about the definition of a specific word or a phrase.
    - ▪ (What is {dyslexia → subject}?)
  - ○ A full list of intents can be found at the end of this Activity Sheet.
- "Sample" is a specific part of a sentence the chatbot recognizes. It is one of the following "types":
  - ○ a "subject" (e.g. specific learning disorders, dyslexia, etc.)
  - ○ a "level" (e.g. beginner, advanced, etc.)
  - ○ a "resource type" (e.g. exercise, infographics, etc.)

 A chatbot is always learning and can make a mistake in identifying the samples (as in the example above). In this case, the correct sample is "specific learning disorders". The "subject" is the

"type". If a mistake like this occurs, delete the sample by clicking on this button . Afterwards, the sample can be chosen manually by highlighting the part of the text in the text tab with your mouse. Don't forget to choose the correct "type" and click on the "send update" button.

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💡 It is normal if your changes do not appear immediately. It takes a few minutes for the system to integrate them. The more sentences you add and analyze, the more the "confidence" score improves. Don´t give up!

Frequent mistakes

Similar messages might appear when the chatbot does not understand something:

> Can you tell me that differently? It might help me to find what you are looking for.
> 5:08 PM

> Sorry, I'm just a bot. Sometimes, I don't understand perfectly what you mean. But with you being here I'm improving every day! Can you ask for something else?
> 5:08 PM

1. Make sure the subject of the sentence was added to its sequence in the subject interface.
2. Check how the chatbot understands the sentence in the Natural Language Engine. Maybe the chatbot has not been trained to understand this or a similar sentence. If the confidence is poor or average the chatbot needs to be trained.

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Tips

Think of different ways a student could ask for information or what synonyms they can use. When chatting with somebody on the Internet, we often leave out words, punctuation or make the sentences shorter. Train your chatbot for as many different phrases and sentences as possible.

Here is the list of the existing intents:
- ASK_FOR_DEFINITION: the user asks about the definition of a specific word or a phrase.
    - (What is the definition of {dyslexia → subject} ?)
- ASK_FOR_PROGRESS: the user asks for information on their level in all the sequences
    - (What is my progress?)
- ASK_FOR_RECAP: the user asks for a recap of what they last studied and the last resource they have seen.
    - (What is my history?)
- ASK_FOR_LEVEL: the user asks for their level in the sequence they are studying.
    - (What is my level?)
- ASK_FOR_LATEST_RESOURCE: the user asks for the latest resources they have seen.
    - (Show me my latest consulted resources.)
- ASK_FOR_ALL_SEQUENCES: The user asks for a list of all the sequences in the chatbot.
    - (Show me all the sequences.)
- ASK_FOR_HELP: the user is lost.
    - (What can I do?)
- ASK_FOR_MORE: the user asks for more information about the last consulted sequence.
    - (I want information about it.)
- ASK_FOR_DOWN_LEVEL: the user wants to lower their level.
    - (It's too difficult!)
- ASK_FOR_UP_LEVEL: the user wants to boost their level.
    - (It's too easy!)
- ASK_FOR_STOP: the user wants to stop receiving resources in a step by step sequence.
    - (I don't want any more resources.)
- ASK_FOR_CHANGE_LEVEL: the user asks to change their level, whether the level is specified or not.
    - (I want to change for {beginner → level} level.)
- ASK_FOR_INFOS: The user wants resources about this subject.
    - (I want to learn {dyslexia → subject}.)

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Activity Sheet 10
Translations of chatbots

Because this project is a European Partnership with stakeholders from various countries, there are a few different languages in which a bot can be created (English, French, Spanish, Italian, Greek, German). In this activity sheet, we will provide an overview of the translation section of the platform.

Translations

On the left of the main interface, you will find a section dedicated to translations. These translations are not related to the content, but to the structure of the bot. There are a few elements that need to be taken into account when thinking about translations.

- **Translation domains**

A translation domain is a situation in which the chatbot should answer something specific. A domain is not a single word, but an idea: it is a series of possible responses that the chatbot can answer to what the user typed.

Here are some of the domains that can be found on ChatBot4VET:
- Change level: what the chatbot answers when the user asks for a change in level
- Definition: what the chatbot answers when the user asks for the definition of a specific word
- dummies: standard answers the chatbot gives when it does not know what else to answer, or when he does not understand what the user is asking for
- FOSUserBundle: (interface translation) : these are the standard texts used by the platform on the login/logout/subscribe pages.
- global: (interface translation): general texts used in the administration section
- greetings: saying hello and goodbye
- infos: what the chatbot answers when the user asks for information on a topic (different from "definition" which only gives information about a specific word)
- LexikTranslationBundle: (interface translation) explanation texts on the "translation" administration section.
- moreinfo: what the chatbot answers when the user asks for complementary resources or information related to what they are studying
- personalinfo: what the answer is when the users asks about their own personal level
- security: (interface translation) warning messages when users try to access non authorized resources
- time: (interface translation) advanced date and time descriptions
- validators: (interface translation): error messages in the form of content (too short, too long...)
- VichUploaderBundle: (interface translation): message sent when a user uploads resources on the platform.
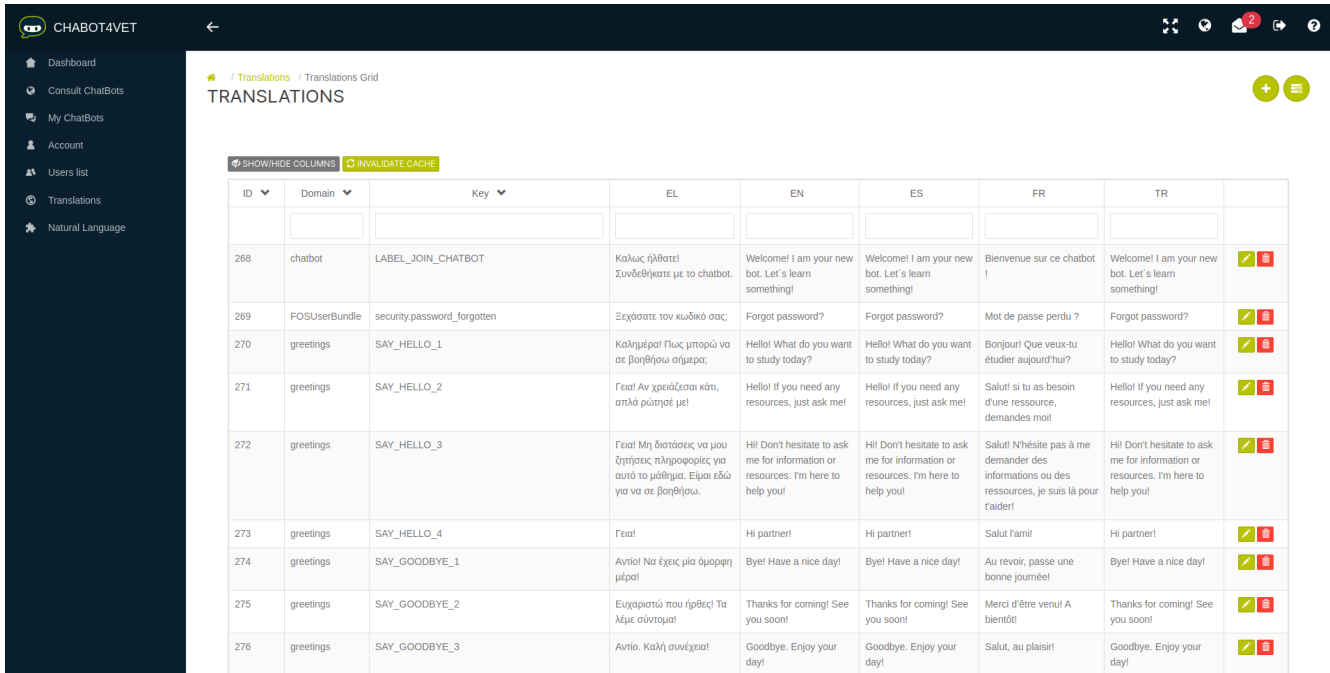
On the main 'translation page' of the platform, each of the domains is clickable, and contains the possible messages of the chatbots.

● **Adding a translation**

There are two ways in which you can add translations to the different domains.

1. Through the domains

You can click on the relevant domain, for example in this case 'change level' and access the translation page. You will find the ID number, domain name, the intent of the message (or key), and the different translations in each language.

Note, you can optimize your view by clicking on the grey icon, and selecting the relevant languages in which you are qualified to work, to not display all the languages and crowd your page.

2. Through the translation grid

On the main page, you can click on the translation grid, and directly access all the translations, regardless of their domain or intent. This will provide you a list of all translations, which is really useful if all the messages have already been created, and you wish to translate everything at once.

 Note, you can see the progression of each translation in every language by looking at the red and green progress bar on the main page!

Editing translations

Once you have selected an intent, you can add the sentence/translation you want. You will see this icon:

 on the right. Click on the pencil to edit. Once you have entered your translation, don't forget to

validate your edit by clicking on to confirm. If you wish to delete the translation, or cancel the editing, click on the red and orange buttons respectively.

Translation variables

When doing translation, you need to take into account the variables. A variable is an element of a sentence that the chatbot must be able to recognize. In order for the chatbot to be able to differentiate it, we will need to differentiate it from the rest of the sentence when we create the list of possible sentence patterns. To do this, we consider as a variable any word placed between two % signs.

Example : "Hello %name%"

The chatbot will then understand that it should mention the user's name after saying "Hello".

Two variables are available in Chatbot4VET:

- %sequence_name% : this displays the name of a sequence
- %level_name% : this displays the name of a level

Confirmation

For the chatbot to take your translations into account, you need to refresh it by clicking on "Invalidate cache" on the top left of the page. This will allow it to take all your modifications into account.