

MINING BUSINESS DATA

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March 12, 2018

What if the exact text in the user phrase does not fire the intent?

I got a comment recently on my post about intents which don't match like you might expect.



abhishek
March 12, 2018

What could be wrong even if exact text in user phrase doesn't fire the intent. I have seen that case couple of times.

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This is an *extremely unlikely* scenario. But here are some troubleshooting tips.

Make sure the input context matches

In a previous article, I shared an example of an intent in my SupportBot where people express interest in coaching.

The intent definition for the "Coaching" intent looks like this:

The screenshot shows a configuration interface for an intent named "EOC_UserInterestedInCoaching". At the top right, there is a blue "SAVE" button and a three-dot menu icon. Below the title, there are three main sections: "Contexts", "Events", and "Training phrases".

- Contexts:** A search bar contains the text "awaiting_service_choice" with a close icon (⊗) and the label "Add input context". Below this is a warning message: "Contexts will be reset" with an information icon (i) and a close icon (✕).
- Events:** A section with a question mark icon and a downward arrow.
- Training phrases:** A section with a question mark icon and a search bar labeled "Search training phrases" with a magnifying glass icon and an upward arrow. Below the search bar is a list of phrases, each preceded by a quote icon (”):
 - Add user expression
 - how much do you charge for coaching?
 - coaching
 - what is your coaching rate?

For this intent to fire, the context must already be set to *awaiting_service_choice*. If you have a wrong context set, the intent will not fire even if the words are an exact match.

Make sure the previous intent was mapped correctly

When you set contexts in this fashion, in fact, usually it is quite likely something went wrong in the *previous* intent itself.

For the example I have shown above, the user needs to have first seen a list of menu options on the page before choosing coaching. When the menu intent fires, it sets the output context to *awaiting_service_choice* which in turn allows the next input to match the correct intent.

If the menu intent never fired, then the output context `awaiting_service_choice` was never set. This means you cannot map the "Coaching" intent in the next step.

Make sure you have Reset Contexts if you are working inside the Dialogflow console

If you are doing your testing inside the Dialogflow console, remember to "Reset contexts" when you go from one conversation to the start of the next one. (This is especially true if you are in the habit of setting large context lifespans - yet another reason why you should choose a context lifespan of 1).

Try it now

Set-up Google Assistant integration.

Agent Domains

USER SAYS COPY CURL

enquire services

DEFAULT RESPONSE PLAY

Which service are you interested in?

CONTEXTS RESET CONTEXTS

awaiting_service_choice

INTENT

UserWantsToEnquireAboutServices

If all else fails, log out, log back in and try again one more time

If you are testing with the Dialogflow console, try to log out and log back in. I remember exactly once when this helped. 😊

But it didn't happen again, so I am not sure why it helped.

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