



Randomizing Responses from your Bot with Oracle Intelligent Bots

Grant Ronald, April 2018

One element to the success of your bot is the tone and voice your bots uses. Informal and “chatty” response may be a more engaging and better fit with your brand. In line with this approach, you would probably want to ensure your bot replies are not formulaic and predictable. In this article I demonstrate how you can easily randomize the responses from your bot.

Randomizing the responses from your bot

There are many different ways you can achieve this functionality but to keep the implementation as simple as possible I’ve done so by defining an array within the BotML and then using a simple pseudo random number generator (based on date/time) which picks one of your messages defined within the array.

Furthermore, it’s quite simple to extend the array to include different message for different points in the conversation: welcome, goodbye, not understanding a response etc.

The sample is simple and self-documenting. Import the bot and run it you will get three random messages for welcome, unresolved and goodbye.

The only limitation with the code shown below is that since it takes the last digit of a time then it would expect 10 (0-9) possible messages within the message array

```

setArray:
  component: "System.SetVariable"
  properties:
    variable: "messages"
    value:
      - welcome: "Hey, what's up"
        goodbye: "See you later"
        confused: "I'm sorry I didn't understand"
      - welcome: "Hi there, ready to help!"
        goodbye: "Thanks for trying me out"
        confused: "Oops, I'm only a bot and I didn't quite get that"
      - welcome: "How can I help you"
        goodbye: "Thanks, see you soon"
      - welcome: "Barry the bot ready to help you!"
        goodbye: "Bye!"
        confused: "Sorry I'm not doing a great job today"
      - welcome: "Great to see you, how can I help"
        goodbye: "Thanks for checking out Barry the Bot"
        confused: "D'oh, I didn't quite understand you there"
      - welcome: "Great to see you"
        goodbye: "Good bye"
        confused: "So sorry, can you try asking a different way"
      - welcome: "How can I help"
        goodbye: "So long and thanks for all the fish!"
        confused: "I'm not doing a great job of understanding you today"
      - welcome: "Your wish is my command"
        goodbye: "Thanks for stopping bye"
        confused: "Mia Culpa! I'm having trouble understanding you today"
      - welcome: "All ready to help"
        goodbye: "Toodle Pip!"
        confused: "Can you ask in a different way please"
      - welcome: "Can I help?"
        goodbye: "Barry the bot signing out!"
        confused: "Urg, I'm not doing well today! Can you ask your question a different way"

```

Figure 1 - an array of possible messages

```

# Generate a random number
generateRandom:
  component: "System.SetVariable"
  properties:
    variable: "idvar"
    value: "${.now?long?string}"
setRandomNumber:
  component: "System.SetVariable"
  properties:
    variable: "idxs"
    value: "${idvar.value?substring(idvar?length-1, idvar?length)}"

#Say a Random Welcome Message
sayAWelcomeMessage:
  component: "System.Output"
  properties:
    text: "${messages.value[idxs.value?number].welcome}"
    keepTurn: true

#Say a Random Dont Understand Message
sayAUnresolvedMessage:
  component: "System.Output"
  properties:
    text: "${messages.value[idxs.value?number].confused}"
    keepTurn: true

#Say a Random Bye Message
sayAByeMessage:
  component: "System.Output"
  properties:
    text: "${messages.value[idxs.value?number].goodbye}"
  transitions:
    return: "done"

```

Figure 2 - a simple randomization and accessing of message