

More Sophisticated Behaviour

Technical Support System V3.0



Produced Dr. Siobhán Drohan
by: Mr. Colm Dunphy
 Mr. Diarmuid O'Connor
 Dr. Frank Walsh



Waterford Institute of Technology
INSTITIÚID TEICNEOLAÍOCHTA PHORT LÁIRGE

Department of Computing and Mathematics
<http://www.wit.ie/>

Topic List

1. Recap: Technical Support System V2

2. Technical Support System V3

– Overview

- 3 classes:
 - **Responder**
 - **InputReader**
 - **SupportSystem**

3. Class Development

– Responder class

- Generating a related response
- ArrayList
- Map and **HashMap**

– InputReader class

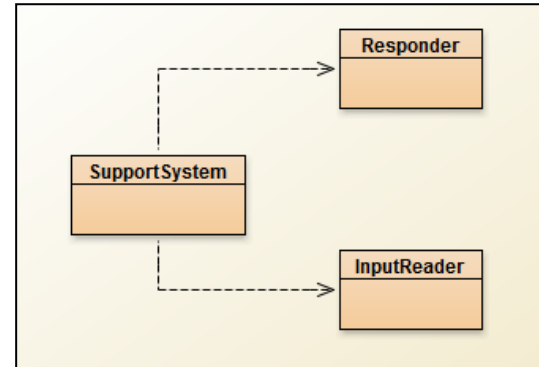
- Tokenizing Strings
- Set and **HashSet**

– Responder class

- Finishing the class

– SupportSystem class

- A small change.



Recap: Technical Support System V2



- A console based, textual dialog system.
- In this version, the system provides a **random** response from a list of pre-defined responses e.g.:
 - "That sounds interesting. Tell me more..."
 - "I need a bit more information on that."
 - "Have you checked that you do not have a dll conflict?"
 - "That is explained in the manual. Have you read the manual?"
 - " That's not a bug, it's a feature!"
 - "Could you elaborate on that?"
 - etc.

Technical Support System V2

```
Welcome to the DodgySoft Technical Support System.
```

```
Please tell us about your problem. We will assist you  
with any problem you might have. Please type 'bye'  
to exit our system.
```

```
> my computer is broken
```

```
No other customer has ever complained about this before.  
What is your system configuration?
```

```
> windows
```

```
That sounds odd. Could you describe that problem in more detail?
```

```
> it won't boot up
```

```
That sounds odd. Could you describe that problem in more detail?
```

```
> I get the blue screen of death
```

```
I need a bit more information on that.
```

```
> it's blue
```

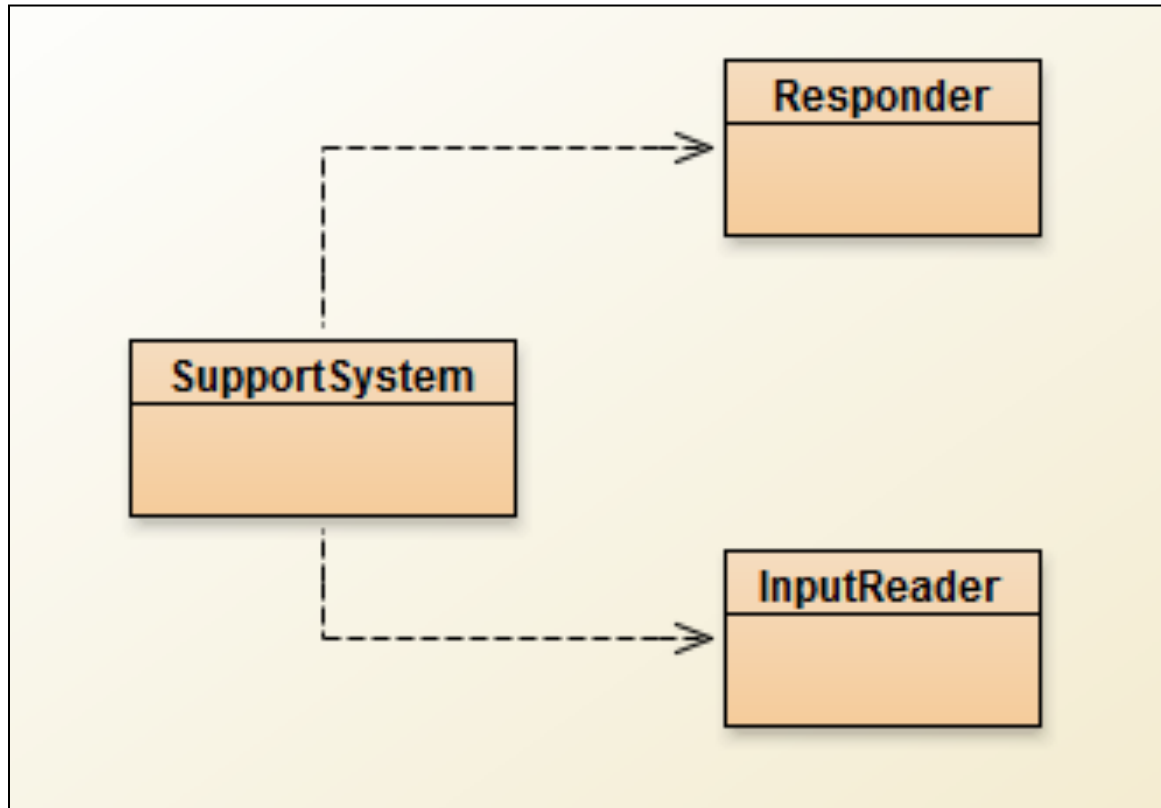
```
That sounds interesting. Tell me more...
```

```
> really blue
```

```
That's not a bug, it's a feature!
```

```
>
```

Class Diagram V2



Topic List

1. Recap: Technical Support System V2

2. Technical Support System V3

– Overview

- 3 classes:
 - Responder
 - InputReader
 - SupportSystem

3. Class Development

– Responder class

- Generating a related response
- ArrayList
- Map and **HashMap**

– InputReader class

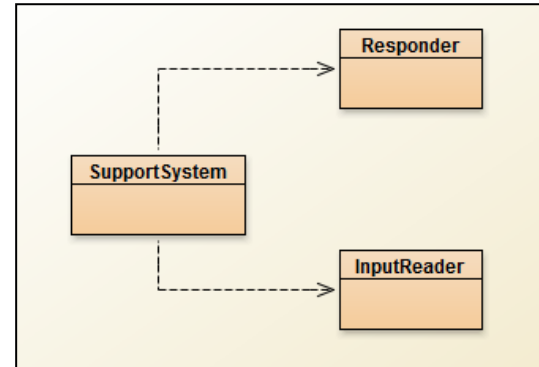
- Tokenizing Strings
- Set and **HashSet**

– Responder class

- Finishing the class

– SupportSystem class

- A small change.



Technical Support System V3



-
- A console based, textual dialog system.
 - Based on the user input,
 - the system provides a **context-sensitive**, generated response from a list of pre-defined responses.
 - If the system cannot find a suitable generated response, it returns a **random** one.

Technical Support System V3



Welcome to the DodgySoft Technical Support System.

Please tell us about your problem. We will assist you with any problem you might have. Please type 'bye' to exit our system.

> My computer **crashes** when I boot it up

Well, it never crashes on our system. It must have something to do with your system. Tell me more about your configuration.

> It is also very **slow**

I think this has to do with your hardware. Upgrading your processor should solve all performance problems. Have you got a problem with our software?

> It is running **windows 10**

This is a known bug to do with the Windows operating system. Please report it to Microsoft. There is nothing we can do about this.

> **HELP!**

That's not a bug, it's a feature!

> **HELP!**

Have you checked that you do not have a dll conflict?

> **HELP!**

Your description is a bit wishy-washy. Have you got an expert there with you who could describe this more precisely?

>

Context
Sensitive

Random

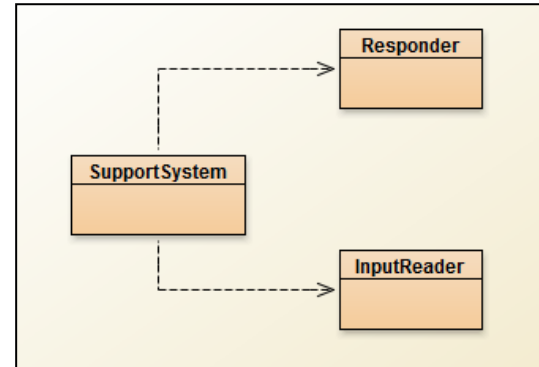
Topic List

1. Recap: Technical Support System **V2**

2. Technical Support System **V3**

– Overview

- 3 classes:
 - **Responder**
 - **InputReader**
 - **SupportSystem**



3. Class Development

– Responder class

- Generating a related response
- ArrayList
- Map and **HashMap**

– InputReader class

- Tokenizing Strings
- Set and **HashSet**

– Responder class

- Finishing the class

– SupportSystem class

- A small change.

How do we influence the generated response?

- What if we had a **set of words**
 - that are likely to occur in a typical question?
- What if we then **associated** these words
 - with particular **responses**?
- Then, if the user input contains a known word,
 - generate a related response!

Key	Value
Word	Response

ArrayList



Q: Can we use an **ArrayList** for this purpose?
i.e. Will it let us store “**key=value**” pairs?

A: **No!**

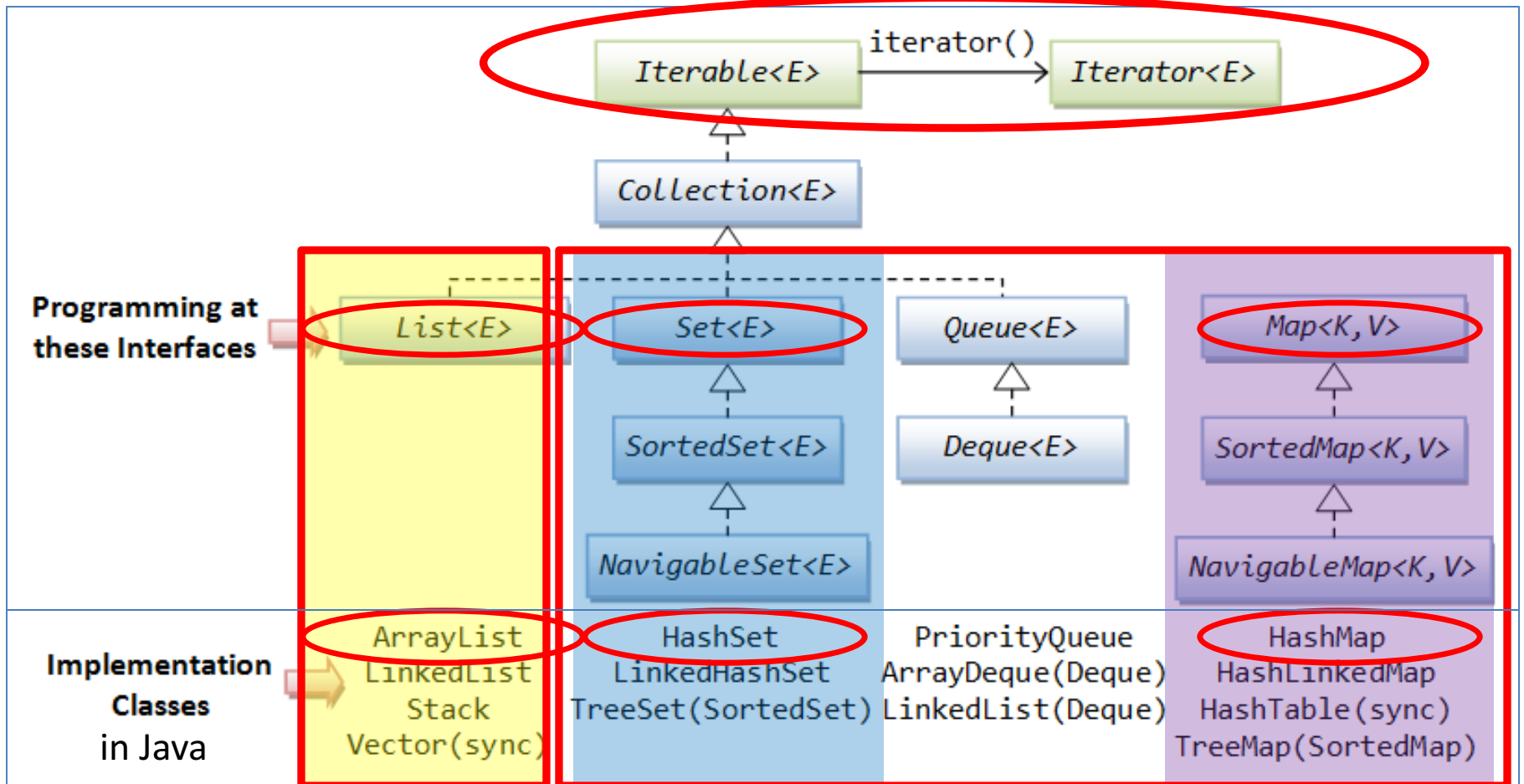
i.e. We need a different data structure.



A **Map** stores “**key=value**” pairs



RECAP: Java's Collections Framework



Talk 8

Talk 12

Collection Interface Concrete Implementation Classes

Class	Map	Set	List	Ordered	Sorted
HashMap	X			No	No
Hashtable	X			No	No
TreeMap	X			Sorted	By natural order or custom comparison rules
LinkedHashMap	X			By insertion order or last access order	NO
HashSet		X		No	No
TreeSet		X		Sorted	By natural order or custom comparison rules
LinkedHashSet		X		By insertion order	No
ArrayList			X	By index	No
Vector			X	By index	No
LinkedList			X	By index	No
PriorityQueue				Sorted	By to-do order

HashMap

X

No

No

Hashtable

X

No

No

TreeMap

X

Sorted

By natural order or custom comparison rules

LinkedHashMap

X

By insertion order or last access order

NO

HashSet

X

No

No

TreeSet

X

Sorted

By natural order or custom comparison rules

LinkedHashSet

X

By insertion order

No

ArrayList

X

By index

No

Vector

X

By index

No

LinkedList

X

By index

No

PriorityQueue

Sorted

By to-do order

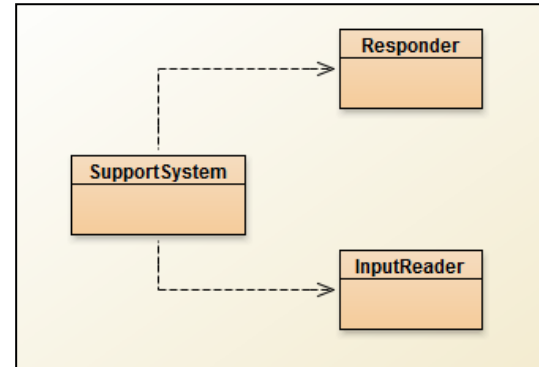
Topic List

1. Recap: Technical Support System V2

2. Technical Support System V3

– Overview

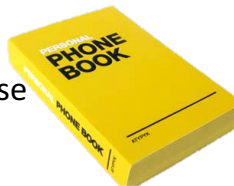
- 3 classes:
 - Responder
 - InputReader
 - SupportSystem



3. Class Development

– Responder class

- Generating a related response
- ArrayList
- Map and **HashMap**



– InputReader class

- Tokenizing Strings
- Set and **HashSet**

– Responder class

- Finishing the class

– SupportSystem class

- A small change.



Maps

- Maps are collections
 - that contain pairs of values.

- Pairs consist of :

– **key** 

– **value.** 

 Key	 Value
Word	Response

- **Lookup** works by supplying a key, and retrieving a value.

– E.g. telephone book

- use the **name** to look up a **phone number**.



Using Maps

- A **MAP** with String keys & String values.

:HashMap

"Charles Nguyen"

"(531) 9392 4587"

"Lisa Jones"

"(402) 4536 4674"

"William H. Smith"

"(998) 5488 0123"

ArrayList Vs Map

ArrayList

1. each entry stores **one** object
2. you use an **integer index** to **lookup** the object

Map

1. each entry has a **pair** of objects (key=value).
2. you use the **key object** to **lookup** the value object

More on Map

- Maps are **ideal for one-way lookup using the key**.
- Using Maps to Look up a value associated with a key is easy!
 - However, **reverse lookup** (finding a key for a value) is not so easy.
 - E.g. looking up a number in the phonebook, to find the persons name
- A map cannot contain duplicate keys;
 - **A key** can map to **at most one value**.
- Java provides 4 Map classes:
 - HashMap, HashTable, TreeMap & Linked HashMap
 - We will use the **HashMap** class.

HashMap Methods

java.util

Class HashMap<K,V>

Method Summary

Methods

Modifier and Type	Method and Description
void	clear() Removes all of the mappings from this map.
Object	clone() Returns a shallow copy of this HashMap instance: the keys and values themselves are not cloned.
boolean	containsKey(Object key) Returns true if this map contains a mapping for the specified key.
boolean	containsValue(Object value) Returns true if this map maps one or more keys to the specified value.
Set<Map.Entry<K,V>>	entrySet() Returns a Set view of the mappings contained in this map.
V	get(Object key) Returns the value to which the specified key is mapped, or null if this map contains no mapping for the key.
boolean	isEmpty() Returns true if this map contains no key-value mappings.
Set<K>	keySet() Returns a Set view of the keys contained in this map.
V	put(K key, V value) Associates the specified value with the specified key in this map.
void	putAll(Map<? extends K,? extends V> m) Copies all of the mappings from the specified map to this map.
V	remove(Object key) Removes the mapping for the specified key from this map if present.
int	size() Returns the number of key-value mappings in this map.
Collection<V>	values() Returns a Collection view of the values contained in this map.

Using HashMap

```
HashMap <String, String> phoneBook = new HashMap<String, String>();  
  
phoneBook.put("Charles Nguyen", "(531) 9392 4587");  
phoneBook.put("Lisa Jones", "(402) 4536 4674");  
phoneBook.put("William H. Smith", "(998) 5488 0123");  
  
String phoneNumber = phoneBook.get("Lisa Jones");  
System.out.println(phoneNumber);
```

Lookup

Console Output:

(402) 4536 4674



:HashMap

"Charles Nguyen"

"(531) 9392 4587"

"Lisa Jones"

"(402) 4536 4674"

"William H. Smith"

"(998) 5488 0123"

HashMap in Tech Support System V3



In the **Responder** class,

we will now use **HashMap** to store “**Key-Value**” pairs for context-sensitive responses e.g.

Key	Value
windows	This is a known bug to do with the Windows operating system. Please report it to Microsoft. There is nothing we can do about this.
slow	I think this has to do with your hardware. Upgrading your processor should solve all performance problems. Have you got a problem with our software?
bug	Well, you know, all software has some bugs. But our software engineers are working very hard to fix them. Can you describe the problem a bit further?
performance	Performance was quite adequate in all our tests. Are you running any other processes in the background?

V3.0 Responder changes (in red)

```
private HashMap<String, String> responseMap;
```

```
private void fillResponseMap()
{
    responseMap.put("crash",
        "Well, it never crashes on our system. It must have something\n" +
        "to do with your system. Tell me more about your configuration.");

    responseMap.put("crashes",
        "Well, it never crashes on our system. It must have something\n" +
        "to do with your system. Tell me more about your configuration.");
    responseMap.put("slow",
        "I think this has to do with your hardware. Upgrading your processor\n" +
        "should solve all performance problems. Have you got a problem with\n" +
        "our software?");
    responseMap.put("performance",
        "Performance was quite adequate in all our tests. Are you running\n" +
        "any other processes in the background?");
    responseMap.put("bug",
        "Well, you know, all software has some bugs. But our software engineers\n" +
        "are working very hard to fix them. Can you describe the problem a bit\n" +
        "further?");
    responseMap.put("buggy",
        "Well, you know, all software has some bugs. But our software engineers\n" +
        "are working very hard to fix them. Can you describe the problem a bit\n" +
        "further?");
    responseMap.put("windows",
        "This is a known bug to do with the Windows operating system. Please\n" +
        "report it to Microsoft. There is nothing we can do about this.");
    // and so on...
}
```

fillResponseMap()

```
responseMap.put (  
    "crashes",  
  
    "Well, it never crashes on our system. It must have something\n"  
    + "to do with your system. Tell me more about your configuration.");
```

- Whenever someone enters the word “**crashes**”,
 - we can do a **lookup** and print the attached **response**.

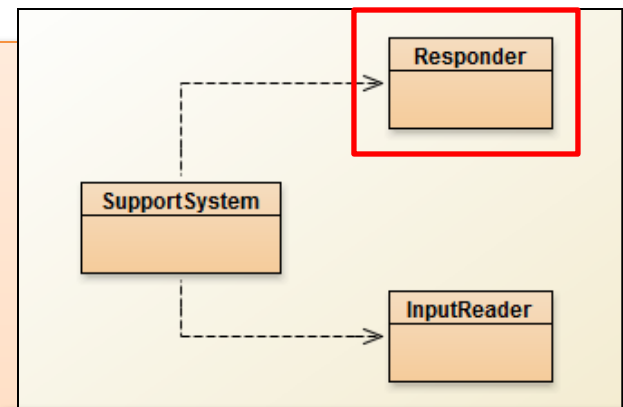
```
import java.util.HashMap;
import java.util.ArrayList;
import java.util.Random;

public class Responder
{
    // Used to map key words to responses.
    private HashMap<String, String> responseMap;

    // Default responses to use if we don't recognise a word.
    private ArrayList<String> defaultResponses;

    // For random responses
    private Random randomGenerator;

    public Responder()
    {
        responseMap = new HashMap<String, String>();
        fillResponseMap();
        defaultResponses = new ArrayList<String>();
        fillDefaultResponses();
        randomGenerator = new Random();
    }
}
```



V3.0 Responder
changes (in red)

V3.0 Responder changes (in red)

```
private HashMap<String, String> responseMap;
```

```
private void fillResponseMap()
{
    responseMap.put("crash",
        "Well, it never crashes on our system. It must have something\n" +
        "to do with your system. Tell me more about your configuration.");

    responseMap.put("crashes",
        "Well, it never crashes on our system. It must have something\n" +
        "to do with your system. Tell me more about your configuration.");
    responseMap.put("slow",
        "I think this has to do with your hardware. Upgrading your processor\n" +
        "should solve all performance problems. Have you got a problem with\n" +
        "our software?");
    responseMap.put("performance",
        "Performance was quite adequate in all our tests. Are you running\n" +
        "any other processes in the background?");
    responseMap.put("bug",
        "Well, you know, all software has some bugs. But our software engineers\n" +
        "are working very hard to fix them. Can you describe the problem a bit\n" +
        "further?");
    responseMap.put("buggy",
        "Well, you know, all software has some bugs. But our software engineers\n" +
        "are working very hard to fix them. Can you describe the problem a bit\n" +
        "further?");
    responseMap.put("windows",
        "This is a known bug to do with the Windows operating system. Please\n" +
        "report it to Microsoft. There is nothing we can do about this.");
    // and so on...
}
```

V3.0 Responder changes (in red)

```
private void fillDefaultResponses() {  
  
    defaultResponses.add("That sounds odd. Could you describe that problem in more detail?");  
    defaultResponses.add("No other customer has ever complained about this before. \n" +  
        "What is your system configuration?");  
    defaultResponses.add("That sounds interesting. Tell me more...");  
    defaultResponses.add("I need a bit more information on that.");  
    defaultResponses.add("Have you checked that you do not have a dll conflict?");  
    defaultResponses.add("That is explained in the manual. Have you read the manual?");  
    defaultResponses.add("Your description is a bit wishy-washy. Have you got an expert\n" +  
        "there with you who could describe this more precisely?");  
    defaultResponses.add("That's not a bug, it's a feature!");  
    defaultResponses.add("Could you elaborate on that?");  
}
```

```
private String pickDefaultResponse()  
{  
    // Pick a random number for the index in the default response list.  
    // The number will be between 0 (inclusive) and the size of the list (exclusive).  
    int index = randomGenerator.nextInt( defaultResponses.size() );  
    return defaultResponses.get(index);  
}
```

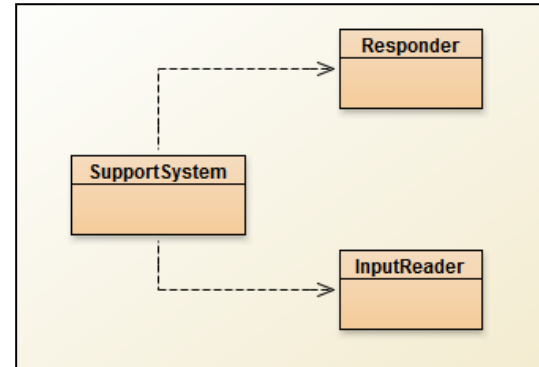
Topic List

1. Recap: Technical Support System V2

2. Technical Support System V3

– Overview

- 3 classes:
 - Responder
 - InputReader
 - SupportSystem



3. Class Development

– Responder class

- Generating a related response
- ArrayList
- Map and **HashMap**

– InputReader class

- Tokenizing Strings
- Set and **HashSet**



– Responder class

- Finishing the class

– SupportSystem class

- A small change.

Tokenizing Strings

- We have a HashMap
 - containing a series of words with appropriate responses.
- Now we need to search the String of words the user entered on the console
 - to see if they typed in any of the words stored in the HashMap.
- We need to “split” the String of words entered by the user
 - into individual words
 - and store them in a collection (e.g. Array)
 - **Tokenizing Strings.**
- We need a new data structure to store these words just once

A Set stores unique values

Set

- A **Set** is a collection
 - that stores each individual element at most once
 - (i.e. unique elements).
- It does not maintain any specific order.
- The coding for **Set** is very similar to **ArrayList** coding.

Using sets

```
import java.util.HashSet;  
import java.util.Iterator;  
...  
HashSet<String> mySet = new HashSet<String>();
```

```
mySet.add("one");  
mySet.add("two");  
mySet.add("three");
```

```
Iterator<String> it = mySet.iterator();  
while(it.hasNext()) {  
    call it.next() to get the next object  
    do something with that object  
}
```

Compare this
to ArrayList
code!

What is the **Difference** between **Set** and **List**?

List (e.g. ArrayList):

- keeps all elements entered in the desired **order**,
- provides access to elements by **index**
- can contain the **same element multiple times**.

Set (e.g. HashSet):

- **No specific order**
- ensures each element is in the set **at most once**
 - (entering an element a second time has no effect).

Returning to Tokenizing Strings



InputReader class



V2 Code

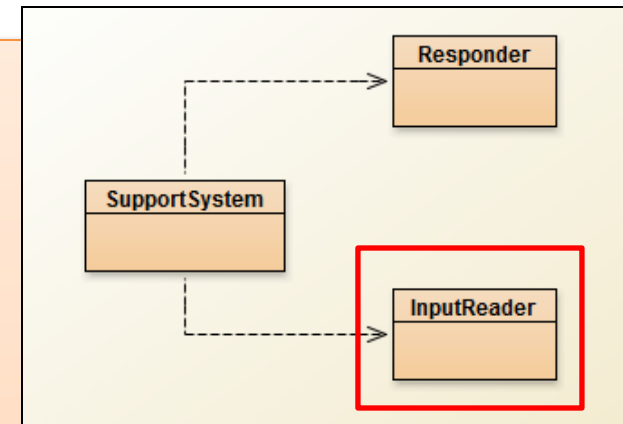
```
// V2 Code
import java.util.Scanner;

public class InputReader{

    Scanner input;

    public InputReader(){
        input = new Scanner(System.in);
    }

    /**
     * Read a line of text from standard input (the text terminal),
     * and return it as a String.
     *
     * @return A String typed by the user.
     */
    public String getInput() {
        System.out.print("> ");           // print prompt
        String inputLine = input.nextLine().trim().toLowerCase();
        return inputLine;
    }
}
```



In V3, we modify this code to split out the input (stored in **inputLine**) into a primitive array of Strings >>>

Changes for V3

```
// V3 Code
```

```
import java.util.Scanner;
```

```
public class InputReader{
```

```
    Scanner input;
```

```
    public InputReader(){
```

```
        input = new Scanner(System.in);
```

```
    }
```

```
    public HashSet<String> getInput()
```

```
    {
```

```
        System.out.print("> ");           // print prompt
```

```
        String inputLine = input.nextLine().trim().toLowerCase();
```

```
        String[] wordArray = inputLine.split(" "); // split at spaces
```

```
        // add words from array into hashset
```

```
        HashSet<String> words = new HashSet<String>();
```

```
        for (String word : wordArray) {
```

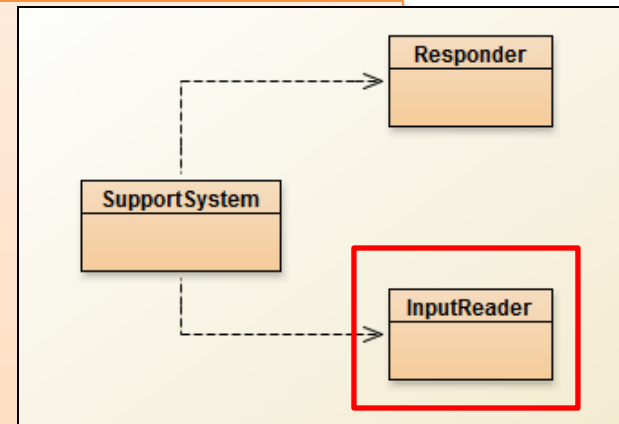
```
            words.add(word);
```

```
        }
```

```
        return words;
```

```
    }
```

```
}
```



1) Split up the **inputLine** object at spaces, storing each word in a **wordArray** of String[]

2) Declare & initialise **words** as a HashSet of String

3) For each **word** in the **wordArray**, add that **word** to the **words HashSet**

4) Return the HashSet of **words**

Topic List

1. Recap: Technical Support System **V2**

2. Technical Support System **V3**

– Overview

- 3 classes:
 - **Responder**
 - **InputReader**
 - **SupportSystem**

3. Class Development

– Responder class

- Generating a related response
- ArrayList
- Map and **HashMap**

– InputReader class

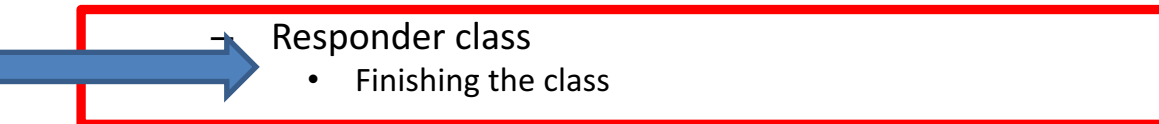
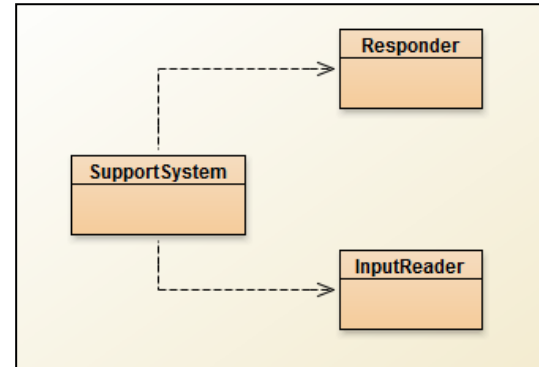
- Tokenizing Strings
- Set and **HashSet**

– Responder class

- Finishing the class

– SupportSystem class

- A small change.



```
import java.util.HashMap;
import java.util.HashSet;
import java.util.ArrayList;
import java.util.Iterator;
import java.util.Random;
```

```
public class Responder
```

```
{
```

```
    // Used to map key words to responses.
```

```
    private HashMap<String, String> responseMap;
```

```
    // Default responses to use if we don't recognise a word.
```

```
    private ArrayList<String> defaultResponses;
```

```
    private Random randomGenerator;
```

```
    public Responder()
```

```
    {
```

```
        responseMap = new HashMap<String, String>();
```

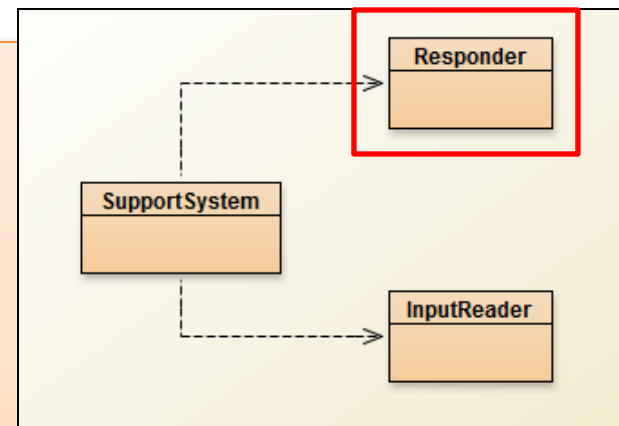
```
        fillResponseMap();
```

```
        defaultResponses = new ArrayList<String>();
```

```
        fillDefaultResponses();
```

```
        randomGenerator = new Random();
```

```
    }
```



V3.0 Responder Class

MORE changes (in red)
to handle a HashSet of Strings
passed into the **generateResponse()**
method.

```
public String generateResponse (HashSet<String> words)
```

```
{
```

```
    Iterator<String> it = words.iterator();
```

```
    while(it.hasNext()) {
```

```
        String word = it.next();
```

```
        String response = responseMap.get(word);
```

```
        if(response != null) {
```

```
            return response;
```

```
        }
```

```
    }
```

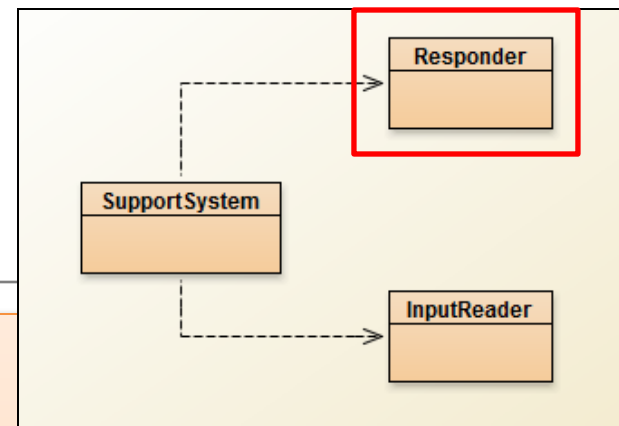
```
    // If we get here, none of the words from the input line were recognized.
```

```
    // In this case we pick one of our default responses (what we say when
```

```
    // we cannot think of anything else to say...)
```

```
    return pickDefaultResponse();
```

```
}
```



V3.0 Responder Class

MORE changes (in red)
to handle a HashSet of Strings
passed into the **generateResponse()**
method.

Topic List

1. Recap: Technical Support System **V2**

2. Technical Support System **V3**

– Overview

- 3 classes:
 - **Responder**
 - **InputReader**
 - **SupportSystem**

3. Class Development

– Responder class

- Generating a related response
- ArrayList
- Map and **HashMap**

– InputReader class

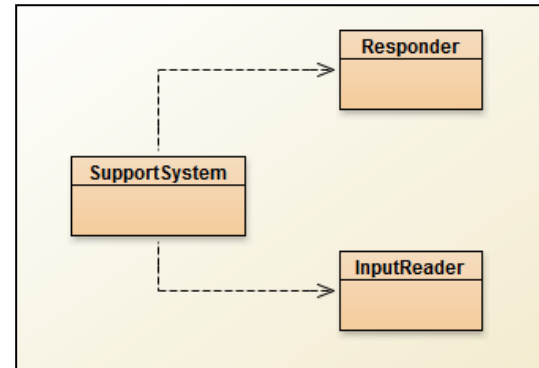
- Tokenizing Strings
- Set and **HashSet**

– Responder class

- Finishing the class

– **SupportSystem class**

- A small change.



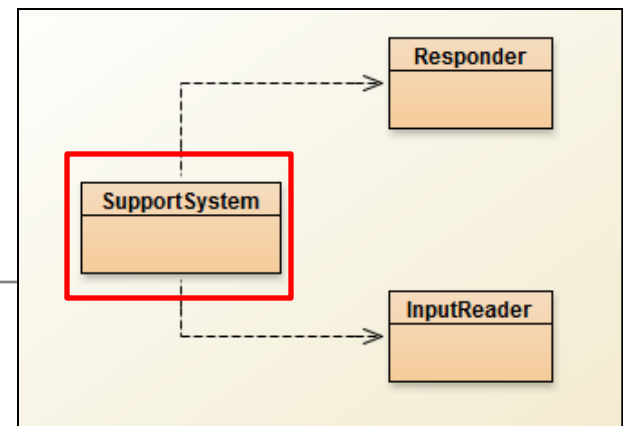
```
// V2 code
```

```
public class SupportSystem
{
    private InputReader reader;
    private Responder responder;

    public SupportSystem() {
        reader = new InputReader();
        responder = new Responder();
    }

    public static void main(String[] args){
        SupportSystem app = new SupportSystem();
        app.start();
    }

    public void start(){
        printWelcome();
        String input = reader.getInput();
        while(! input.startsWith("bye")) {
            String response = responder.generateResponse();
            System.out.println(response);
            input = reader.getInput();
        }
        printGoodbye();
    }
}
```

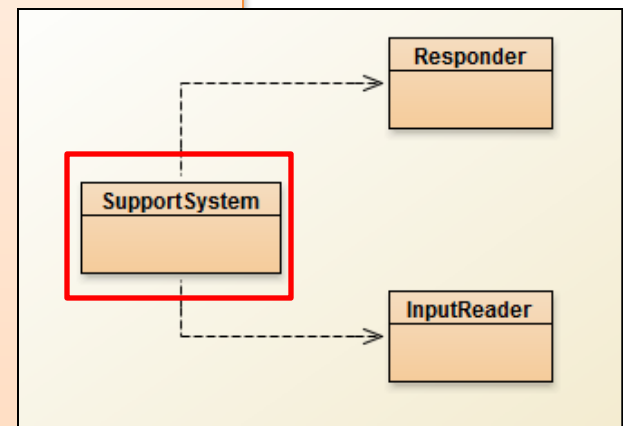


In V3
we change this class,
mainly in the start()
method >>>

V3 Code

```
import java.util.HashSet;  
public class SupportSystem  
{  
    private InputReader reader;  
    private Responder responder;  
  
    public SupportSystem() {  
        reader = new InputReader();  
        responder = new Responder();  
    }  
    public static void main(String[] args){  
        SupportSystem app = new SupportSystem();  
        app.startSupport();  
    }  
}
```

```
public void startSupport(){  
    printWelcome();  
    HashSet<String> input = reader.getInput();  
    while(!input.contains("bye")) {  
        String response = responder.generateResponse(input);  
        System.out.println(response);  
        input = reader.getInput();  
    }  
    printGoodbye();  
}
```



V3 Uses a **HashSet of Strings** called **input** which is passed to **generateResponse()**

startSupport()
replaces **start()**

**Any
Questions?**

