

B

LLM Prompts

B.1. NLU Prompt

Figure B.1 shows a visual summary of the NLU prompt. Shown below is the final prompt used to identify intents from input messages in the NLU component of our integrated system.

```
1 Classify the intent of the utterance: '{utterance}'. The possible intents and examples are:
2   - {intent} (e.g., '{example}')
3   - {intent} (e.g., '{example}')
4   - {intent} (e.g., '{example}')
5   - {intent} (e.g., '{example}')
6 If none of the options closely match the input utterance. return 'unknown'.
7 Return ONLY the identified intent. No added notes, no explanations.
```

B.2. Bypass Prompt

Figure B.2 shows a visual summary of the bypass prompt. Shown below is the final prompt used to generate messages in response to input messages where the identified intent is not within the knowledge base of the BDI model.

```
1 You must play the character of {name}, a 9 year old child being bullied {location}.
2 Your current goal is - {goal}.
3 You are talking to a child helpline counsellor.
4 You will receive as input:
5 - The counsellor's message
6
7 Counsellor's message: {utterance}
8
9 Generate a response to the counsellor's message given the context provided.
10 Return only the generated response. No added notes, no explanations.
```

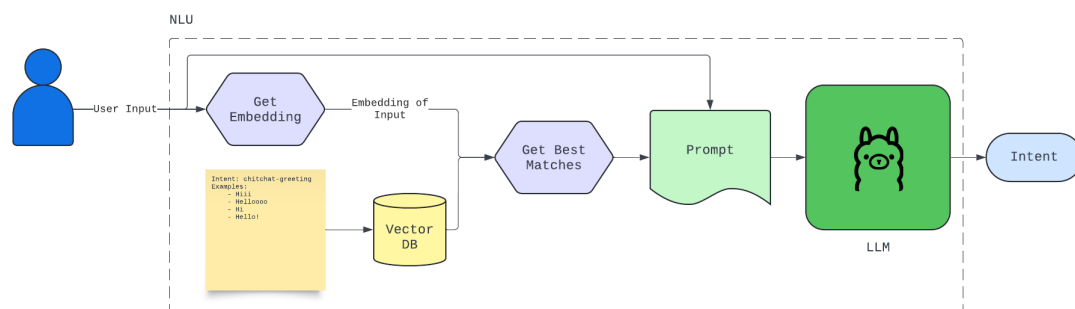


Figure B.1: The design of the NLU component.

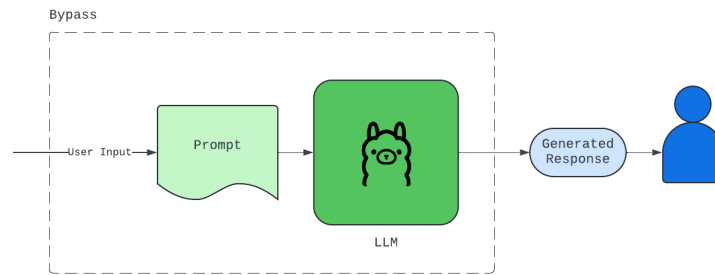


Figure B.2: The design of the Bypass component.

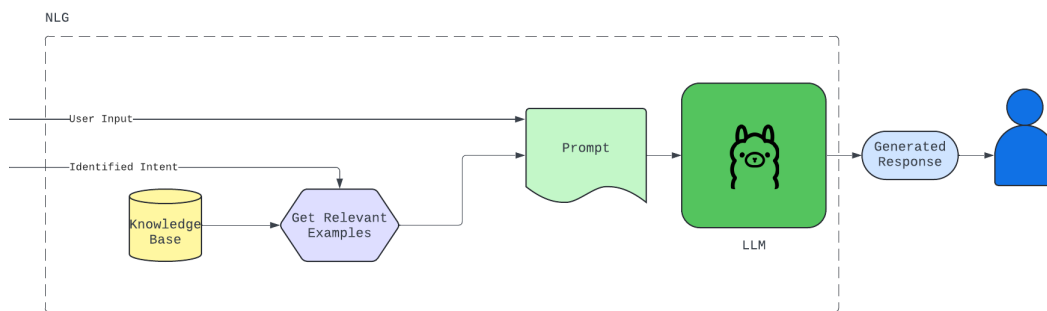


Figure B.3: The design of the NLG component.

B.3. NLG Prompt

Figure B.3 shows a visual summary of the bypass prompt. Shown below is the final prompt used to generate messages in response to input messages when the identified intent is within the knowledge base of the BDI model, thus giving us access to a set of appropriate example responses.

```

1 You must play the character of {name}, a 9 year old child being bullied {location}.
2 Your current goal is - {goal}.
3 You are talking to a child helpline counsellor.
4 You will receive as input:
5 - The counsellor's message
6 - A set of example messages to respond with
7
8 Counsellor's message: {utterance}
9 Examples:
10 - {example}
11 - {example}
12 - {example}
13 - {example}
14
15 Generate a response to the counsellor's message similar to the given examples.
16 Return only the generated response. No added notes, no explanations.

```