AUTOCATOR CHATBOT QUESTIONS/USE CASES

The following are the questions included in the chatbot actions:

1. Confirm an appointment.
2. Cancel an appointment.
3. Answer "What can you do?"
4. Report car breakdown.
5. Request a car checkup.
6. "What is Autocator?"
7. "What are some services offered by Autocator?"

LOGIC FLOW FOR EACH QUESTION/USE CASE

1. **CONFIRM AN APPOINTMENT:** Customer starts with the preceding phrase. The chatbot asks the customer to respond with an email to confirm the appointment.
   Scenario 1: If an appointment exists, the chatbot informs the customer and then asks if the date is fine. If '**Yes**', it is confirmed and the chat ended. If '**no**', the chatbot prompts the user to reschedule to a time that is most convenient and then the chat is ended.
   Scenario 2: If an appointment doesn't exist, the chatbot prompts the customer to schedule one. If '**yes**', the chatbot guides the customer to set one up. If '**no**', the chat is ended.

2. **CANCEL AN APPOINTMENT**: Customer starts with the preceding phrase.The chatbot asks the customer to respond with an email to confirm the appointment.
   Scenario 1: If an appointment exists, the chatbot informs the customer and then asks if it should be cancelled. If '**Yes**', it is confirmed and the chat ended. If '**no**', the chatbot gives a response in acknowledgement and the chat is ended.
   Scenario 2: If an appointment doesn't exist, the chatbot informs the customer..

3. **Answer "What can you do?":** Customer starts with the preceding phrase. The chatbot responds with a short sentence.

4. **Report car breakdown:** Customer starts with the preceding phrase. The chatbot asks the customer for a location. The customer responds then the chatbot asks for an email while ensuring the customer that an agent will be with them soon.

5. **Request a car checkup:** Customer starts with the preceding phrase. The chatbot asks the customer what the problem looks like. The customer responds and the chatbot request for their email while ensuring them that an agent will be with them soon.

6. **"What is Autocator?":** Customer starts with the preceding phrase. The chatbot asks replies with, "Autocator is a web app that solves the problem of accessing credible repair persons by providing you with a platform of certified and qualified repair persons, regardless of your location."

7. **"What are some services offered by Autocator?":** Customer starts with the preceding phrase. The chatbot replies with a list, ("Autocator provides you with a range of services including:
- Access to quality repair persons wherever you are.
- Regular car checkup.")