



**ANSWERS**

**Task**

Hello and welcome to the Toto|Frank\_Frankie Task! This is a tutorial to help you create your own chatbot named Frankie. There are 5 steps to follow, and each step has a video to guide you. If you need help, you can watch the video for that step.

On the 3rd page of the tutorial, you will find extra materials to help you create your Frankie chatbot more quickly. If you want to copy and paste text or ideas, there are Word documents you can download.

Good luck and have fun creating your own Frankie chatbot! 😊

## STEP 1

1. Create Toto|Frank\_Frankie chatbot from the scratch and configure everything in the Settings panel.
  - a. Chatbot name: Toto|Frank\_Frankie
  - b. Channel: WhatsApp
  - c. Sender: choose one that is available
  - d. Language: English
  - e. Chatbot description: Toto|Frank\_Frankie, is the retail chatbot created for Toto|Frank pet shop.
  - f. Escape phrase: exit
  - g. Session timeout: 5 min

## STEP 2

1. Build the Default dialog that will greet users and offer options for 3 dialogs: Delivery status, Refund status & Returning order
  - a. Use "Text element" to greet end-users
  - b. Use the "User input" element and offer 3 keywords
  - c. Configure 3 keywords in the "Keywords" panel
  - d. Enable the Intent Engine to process user input
  - e. In the Fallback action choose "Default dialog" – Use this one every time
  - f. Create another group of dialogs: "Retail Frankie"
  - g. Create 3 new dialogs: (1) Delivery status, (2) Refund status, (3) Returning order
  - h. Connect dialogs by using the "To dialog" element
2. Build the Delivery status dialog that can: (1) Check delivery status, (2) Track the package, (3) Change delivery information
  - a. Create the "Intent" "DELIVERY", and add at least 10 training phrases and 2 important words (use "Intents" Word document for faster setup)
  - b. Create Attribute "Delivery\_Number"
  - c. Use "Text" & "User input" to give the information about the options listed above (delivery status, tracking the package & delivery information)
3. Create a "Something else- Retail" dialog and connect the previous 3 options (delivery status, tracking the package & delivery information) with that dialog using the "To Dialog" element.

## STEP 3

1. Build the "Something else – Retail" dialog
  - a. Use the "Delay" element and choose 2 seconds of delay
  - b. Check if you can help end-users with anything else
  - c. Use the "User input" element and create 2 more keywords (yes & no), and configure them in the "Keywords" panel.
  - d. For the keyword Yes – send text, for keyword no – Create a new dialog, "Exit", for response No, and connect it by using the "To dialog" element
2. Build the "Exit" dialog

- a. Create the “**Intent**” “GOODBYE”, and add at least 12 training phrases and 2 important words (use “Intents” Word document for faster setup)
  - b. Use the “**Text element**” and send 4 variations of text for greeting the end-user.
  - c. Use the “**Image element**” and upload Toto|Frank image.
  - d. Use the “**Close session**” element
3. Build the “Refund dialog”
  - a. Create the “**Intent**” “REFUND”, and add at least 10 training phrases and 2 important words (use “Intents” Word document for faster setup)
  - b. Create the “**Attribute**” “Order\_Number” to check the details of the order
  - c. Use the “**Text**” element to send the information about the refund total
  - d. Use the “**Delay element**” – 4 seconds
  - e. Use the “**User input**” element to find out if users want to know more about refund policy (if yes – send text and then “Something else- Retail dialog, if no – go to “Something else – Retail dialog”)

#### STEP 4

1. Build the “Returning order” dialog
  - a. Create the “**Intent**” “RETURNS”, and add at least 10 training phrases and 2 important words (use “Intents” Word document for faster setup)
  - b. Use the “**Attribute**” element to check the Order number
  - c. Use the “**To dialog**” element, create a new dialog: “Returning order 2”, and drag and drop it under the “Returning order dialog”
2. Build the “Returning order 2” dialog
  - a. Create the “**Attribute**” “Returns” and ask users if they want to know more about what the return process looks like, or check if they need to pay their return shipping costs
  - b. Use the “**Conditions**” element that will evaluate the Returns attribute.
    - i. Condition 1: Returns – contains – costs
    - ii. Condition 2: Returns – contains – shipping
    - iii. Condition 3: Returns – contains – process
    - iv. Condition 4: Returns – contains - no
  - c. Under each of those conditions, send the “**Text**” with information and connect it with the “Something else dialog” by using “**To dialog**”
  - d. For condition “no” use the “**To dialog**” element
  - e. For condition Else send “Text” element explaining that chatbot can’t understand the user, and connect with “Returning order 2” by using the “**To dialog**” element
3. Add session expire dialog and send “**Text**” element.

#### STEP 5

1. Go to Simulator panel and test your chatbot. Send “Hi” to start the conversation.

## ADDITIONAL MATERIALS

If needed, you can access **Intents & Text here**, or you can open a Word document attached in the course and copy-paste Text & Intent directly to the Portal.

### INTENTS

DELIVERY:		
Important words	1	Delivery
	2	Shipment
<b>Training Phrases</b> <ul style="list-style-type: none"><li>• Minimum: 10</li><li>• For this demo purposes: 12</li><li>• Recommended: 50&lt;</li><li>• Ideally: 200-400</li></ul>	1	Change my delivery
	2	Didn't receive my order yet
	3	Order tracking
	4	Delivery address change
	5	My order didn't arrive
	6	Help me with my delivery status
	7	Can you share with me my delivery status?
	8	Where is my delivery?
	9	I want to know more about delivery
	10	When is my item going to be delivered?
	11	Track my shipment
	12	Shipment tracking

REFUND:		
Important words	1	Refund
	2	Refunded
<b>Training Phrases</b> <ul style="list-style-type: none"><li>• Minimum: 10</li></ul>	1	How do I get a refund?
	2	Will I be refunded the full value of my order?
	3	Can you share with me your refund policy?

<ul style="list-style-type: none"> <li>For this demo purposes: 12</li> <li>Recommended: 50&lt;</li> <li>Ideally: 200-400</li> </ul>	4	Can you send me your refund policy?
	5	How long will my refund take?
	6	What is your refund policy?
	7	How do I request a refund?
	8	How long does a refund take?
	9	How do I begin the process of a refund?
	10	What is the refund timeline?
	11	When can I expect to be refunded for my canceled order?
	12	What do I need to do to claim my refund?

GOODBYE:		
Important words	1	Exit
	2	Bye
Training Phrases  <ul style="list-style-type: none"> <li>Minimum: 10</li> <li>For this demo purposes: 12</li> <li>Recommended: 50&lt;</li> <li>Ideally: 200-400</li> </ul>	1	I appreciate your help, thanks
	2	ok, tnx
	3	thank you
	4	until next time
	5	Exit this
	6	Great chatting with you
	7	thanks, goodbye
	8	Byee bot
	9	I want to stop
	10	Exit chat
	11	tnx bye
	12	take care, bye

RETURNS:		
Important words	1	Return
	2	Returns
Training Phrases <ul style="list-style-type: none"> <li>• Minimum: 10</li> <li>• For this demo purposes: 12</li> <li>• Recommended: 50&lt;</li> <li>• Ideally: 200-400</li> </ul>	1	How much does it cost to return an item?
	2	What about returns policy?
	3	What do I have to do to return an item?
	4	Return process
	5	I want to return my item
	6	Is it free to return an item?
	7	I'd like to return my order
	8	What to do if I want to return my order?
	9	Can I return my item at a store?
	10	Can I return in store?
	11	The process of returning an item
	12	What about my returns?

## TEXT

DEFAULT DIALOG	
1	<p>Hi, I'm Frankie, Toto Frank pet shop chatbot.</p> <p>*robot_emoji*</p> <p>I can share with you the information about your</p> <p>1 - delivery,</p> <p>2 - refund, or even</p> <p>3 - return!</p> <p>Feel free to pick one I can help you with *smile_emoji*</p>
DELIVERY STATUS	
1	<p>Thanks! *smile_emoji*</p> <p>Just to check more in detail, do you now want to:</p> <p>*1* Check your delivery status</p> <p>*2* Track your package</p> <p>*3* Change your delivery information? *package_emoji*"</p>
2	Your package {{Delivery_Number}} is in transit and on it's way.
3	To view {{Delivery_Number}} order's estimated date of arrival and tracking history, you can click here: <a href="https://trackyourparcel.eu/">https://trackyourparcel.eu/</a> *smile_emoji*
4	<p>„Before placing an order, you can change the shipping address directly at the top of your shopping cart.</p> <p>After placing an order, you can change your shipping address within the first 8 hours. After 8 hours have passed, our Customer Support team can update an address for you up until the item ships. Please contact us as soon as possible if you need your address changed. *smile_emoji*"</p>
SOMETHING ELSE - RETAIL	
1	Can I help you with anything else? *Smile_emoji*
2	<p>Glad to hear that *Smile_emoji*</p> <p>Feel free to ask me anything about your order, return or refund status. *dog_emoji*</p>
EXIT	
1	<p>Variation 1:</p> <p>Happy to have helped! If you want to know anything else, I'm here to help! *Smile_emoji*</p>
2	<p>Variation 2:</p> <p>I'm glad you found what you were looking for. If you'd like to know anything else, you know where to find me!</p> <p>*Smile_emoji*</p>

3	Variation 3: If you need anything else, you only need to ask... *Smile_emoji*
4	Variation 4: I hope I was able to help you today, if you have anything else you'd like to know, just remember to ask away! *Fingers_emoji*
<b>REFUND</b>	
1	[Attribute] Please provide me with your order number so I can check for details. *smile_emoji* Thanks!
2	For your order {{Order_Number}}, the refund total is \$50 with status Sent for payment.
3	Do you want to know more about our refund policy? *smile_emoji*
4	We offer a 30-day return and/or refund policy on all orders. *smile_emoji* Once the item is delivered and scanned at the return center, you will be automatically refunded for the item. Please allow up to 14 business days for your refund to process back to your original form of payment.
<b>RETURNING ORDER 1</b>	
1	[Attribute] Please provide me with your order number so I can check your details. *Smile_emoji* Thanks!
<b>RETURNING ORDER 2</b>	
1	Can you please specify what can I help you with? Do you want to return your order, know more about how the return process looks like, or check if you need to pay your return shipping costs? *smile_emoji*
2	[Costs] Return shipping costs depend on your location and the Toto Frank items purchased. Some items may include a prepaid return shipping label while others require you to pay any return shipping costs. *Smile_emoji*
3	[Shipping] Return shipping costs depend on your location and the Toto Frank items purchased. Some items may include a prepaid return shipping label while others require you to pay any return shipping costs. *Smile_emoji*
4	[Process] Toto Frank is happy to refund within 30 days for any unsuitable items, provided they are in resalable condition. Please note that our Return policy may differ for Special collections. Items purchased in store must be returned to the store.  For online purchases, all our parcels contain a return form to use when you send items back. Fill in the return form using the code that best explains the reason for your return, and place this, together with the item(s) you wish to return in the parcel.  You can return more than one order or parcel at once, providing that you include all relevant returns notes in the parcel. *smile_emoji*



5	[Else] Sorry, I didn't understand you! Let's try again *smile_emoji*"
<b>SESSION EXPIRE</b>	
1	Hi, I'm sorry but you've timed out. *Fingers_crossed_emoji* Please feel free to re-engage."