The new state is Comfort, namely, comforting or providing some emotional support to the user based on the user’s input.

The workflow is like the following:

1. The user only inputs some statements implying that the user is upset. A typical example of the statement would be some description about an unpleasant experience, such as losing a game in the afternoon.
2. Then the router would classify the conversation as Comfort, since the user is simply talking about an unpleasant experience and does not ask a question.
3. Finally, the chatbot will comfort the user with words like “I’m so sorry to hear that”.