**Features to show**

|  |  |
| --- | --- |
| Feature | Description |
| Chatbot engine | * Agent based which allows input of required information at different pace until completion   + Inputting values one by one   + Inputting all values at once * Exiting current task * Handling spelling mistakes for stations * Training for uncertain sentences * Clock at the corner of the chat window |
| Train booking | * Booking different ticket types * Link to page -- Trainline |
| Delay prediction | * Predicts delays |
| Contingencies | * Retrieves contingencies |
| Weather | * Gets weather for a given location |
| Help | * Returns list features |
| Conversations | * General conversations supported |

**Plan**

1. Getting ticket by inputting values all at once
   1. “I want to book 2 single tickets from Norwich to London Liverpool Street at 14:00 on the 20th of January”
2. Getting return ticket by inputting all values at once
   1. “I want to book 2 return tickets from Norwich to London Liverpool Street at 14:00 on the 24th of January and returning on 15:00 on the 30th of January”
   2. Open the link in a new tab
3. Getting delay predictions with no values with spelling mistakes
   1. “My train was delayed”
   2. Origin 🡪 “Nowrich”
   3. Destination 🡪 “Colchester”
   4. Departure time and arrival time 🡪 “Departing at 12:00 and arriving at 12:17”
   5. Departure delay 🡪 1 minute
4. Getting contingencies with partial values
   1. “I need the schedule from Norwich to Diss”
   2. “partial blockage”
5. Help
   1. “Help”
6. Weather
   1. “How’s the weather in Norwich”
7. Training and normal conversation
   1. “Who created you?”
   2. “Casual”
   3. “I was created by a group of students in UEA!”
   4. “Who created you?”