# Ontology

1a) **Domain:** Phone Helpdesk

**Domain Name:** PP (PossiblePhones) OR Po-OPS

1b) Assist customer to choose their desired phone.

1c**) Competency Questions** – I want to buy a phone, what phones are available? How much memory does product x have? When did the phone released? I want to compare product x and product y specification, I want to view phone contracts, what model is it? (An Apple phone). Can I make a review? What reviews are there on this product? Can I write a review?

**Including:** Cheapest phone, expensive, Show all the phones and quantity.

**Easter Eggs**: ARROW TO THE KNEE, Cake is a Lie, Shoryuken (SURE YOU CAN)! , Wubba Lubba Dub Dub

**Assumptions**: PHONES ONLY NO SIM, TABLET

* No sims since contracts make things too complicated
* Accessory is just a product
* Give the bot a personality

Product – Contains all ID

Tablet – Links to Product

Review – Links to Product, Customers writes a review

Customer – Customer Reviews a product