**FLOW OF CONVERSATION WITH THE BOT!**

**Yellow – bot**

**Blue – customer**

**Case 1: Simple Straightforward**

Hi! Welcome to CFD! How can I help you?

Hi! I would like to order something.

From where would you like to order?

1. Hillside Restaurant
2. Young’s Kitchen
3. Lake Side Café
4. Starbucks
5. Pizzaman
6. Souvlaki by
7. The Hideout
8. Wates House

Please write the name or give the number against the above option. 😊

Wates House! / 8

Would you like to see the menu for Wates House?

Yes

(Display the menu here)

If No

What would you like to order?

Oreo Milkshake

Quantity?

1

Take Away or Home Delivery?

If Home Delivery

Your Name, Address and Phone Number Please

Shweta Negi, SH-43-H, Stag Hill Court, GU27JG, 07824365761

If Take Away

Your Name and Phone Number Please

Shweta Negi, 07824365761

Thank you, Shweta!

Here are your Order Details:

1 Oreo Milkshake

Home Delivery / Take Away

Shweta Negi

SH-43-H, Stag Hill Court, GU27JG

07824365761

Total Amount – 3.56 (Add delivery or service charge) (or something like order below this will have extra charges)

Is the above information, correct?

Yes/No

Would you like to proceed with this order?

Yes/No

Would you like to pay with debit/credit card or do cash on delivery?

CREDIT/DEBIT OR COD – whatever the customer chooses

Your order has been processed and will be ready in \_\_\_ minutes.

Would you like to order anything else?

IF YES – REPEAT THE WHOLE PROCESS

IF NO – Thank You for ordering with CFD! Enjoy your meal! 😊

IF THE CUSTOMER HAS CHOSEN BURGER OR FRIES OR ANYTHING THAT INCLUDES SAUCES:

What sauces would you like to add?

What are the options?

*GIVE THE SAUCE OPTION*

I’d like to add \_\_\_\_\_\_\_\_\_\_\_\_\_ …...

**Case 2: Customer has questions**

What are the ingredients of a \_\_\_\_\_\_\_\_\_\_\_\_ dish?

Do you have any vegan options?

What are the vegan options in your menu?

How long will it take to prepare my order?

Are you going to provide cutlery with my order? / Can I add cutlery with my order?

Till when can I place my order?

What are the opening time of the restaurant/cafe?

Do you give Student Discount?

Are there any meal packages?

Are there any lunchtime deals? (Pizzaman has)