**DIGIBP – Feta: Chatbot Script – Draft**

|  |  |
| --- | --- |
| **Goal:** | PoC for a Chatbot that can do incident handling for bakery catering orders |
| **Scope:** | * Happy Path * 1 -2 Exception handlers |

**Happy Path**

|  |  |  |
| --- | --- | --- |
| User | Chatbot | Data Needs |
| Hi |  |  |
|  | Hello and thanks for visiting. It seems like something went wrong with your order but we can solve this together. Can you give me your order ID? |  |
| 123456578 |  |  |
|  | Ah, yes! I found your Order “Max”. We encountered the following issue: “The order quantity exceeds the production capacity”. We can resolve this as follows:   1. “Reduce the Order to 100 Croissants” 2. “Move the Delivery Date to XX.XX.XXXX”   You can select a solution by typing its number or cancel your order if nothing suits you. | * Retrieve order from DB * Customer Name * Incident Reason from Decision Table * List of Proposed Resolutions |
| Number 1 sounds good! |  |  |
|  | Ok I’ll reduce the croissants to 100 and send the order back to DigiBakery. Did this help? | * POST / PUT / DELETE Message to activate the needed mini process in integromat |
| Yes |  |  |
|  | GG EZ |  |

**Generic Error Handling whenever the chatbot doesn’t understand something**

|  |  |  |
| --- | --- | --- |
| User | Chatbot | Data Needs |
| ‘sup bratan? |  |  |
|  | Holy guacamole! I did not understand you. You can restart the conversation by typing “hello” or select your need from this list:   * Xyz * Asdf * Uuuuu | List of available intents |
| lakdsjf |  |  |
|  | Dang, I still cannot understand what you. But my nice humanoid DigiBakery colleagues surely will. You can reach them under 062 123 45 67 |  |