

Dialogue management example

Hi, tell me how much \$\$\$ I owe on my card this month and when is it due?

Sure thing Janice. First, for which card would you like your balance?

LiquidCash

Your LiquidCash card ending in 5459 has a balance of \$1003.23. The next payment for this card is due 04/11/21, would you like to make a payment?

Sure, \$300 from my Vault acct. but on the due date!!!! bye

Ok, I've scheduled a payment of \$300.00 from Vault checking to your LiquidCash account on April 11th, 2021. Have a great day!

```
{
  "identity": "janice-beverly-123",
  "utterance": "Hi, tell me how much $$$ I owe on my card this month and when it is due?",
  "entities": [
    {
      "name": "amount",
      "span": "how much $$$",
      "resolvedValue": null
    },
    {
      "name": "account",
      "span": "my card",
      "resolvedValue": null
    },
    {
      "name": "date",
      "span": "this month",
      "resolvedValue": "04/07/2021"
    },
    {
      "name": "date",
      "span": "when it is due",
      "resolvedValue": null
    }
  ],
  "intents": [
    {
      "name": "retrieveBalance",
      "slots": {
        "accountType": "credit",
        "accountNumber": null,
        "productName": null,
        "date": "04/07/2021"
      },
      "slotRequests": [
        "amount"
      ]
    },
    {
      "name": "retrievePaymentDueDate",
      "slots": {
        "accountType": "credit",
        "accountNumber": null,
        "productName": null
      },
      "slotRequests": [
        "date"
      ]
    }
  ]
},
```

Dialogue management example cont...

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```
{
  "identity": "agent-v1.0.3",
  "utterance": "Sure thing Janice. First, for which card would you like your balance?",
  "tasks": [
    {
      "type": "promptUserInfo",
      "slots": [
        "accountNumber",
        "productName"
      ]
    }
  ]
},
```

```
{
  "identity": "janice-beverly-123",
  "utterance": "LiquidCash",
  "entities": [
    {
      "name": "productName",
      "resolvedValue": "liquidcash"
    }
  ],
  "intents": [
    {
      "name": "answerPrompt",
      "slots": {
        "accountType": null,
        "accountNumber": null,
        "productName": "liquidcash"
      }
    }
  ]
},
```