

1. Purpose

The chatbot aims to streamline inbound queries and booking requests for Barbeque Nation customers in Delhi and Bangalore. It handles FAQs, new bookings, and cancellations/modifications to enhance customer service and reduce manual workload.

2. Component Breakdown

Component	Definition	Objectives	Configuration Required
State Prompt	A context-based instruction at any point in a conversation. Each interaction is handled by a single active state.	Ensure conversation flow stays on track and only one state is active at any time.	State templates filled with entity variables, tools, and intent.
State Transition Prompt	Logic that moves the conversation from one state to the next, based on user input and task completion.	Smooth transitions between states after task completion.	Conditional logic (if/else) using intents or keywords.
Knowledge Base	Source of factual answers and content (FAQs, policies, booking rules).	Provide accurate answers to user queries.	Document with FAQs, cancellation rules, booking guidelines.
Post-Call Configuration (Bonus)	Analysis of conversation logs after chats to evaluate chatbot performance.	Help the business review performance and see if team action is needed post-chat.	Sentiment analysis, intent completion logs, fallback rate, etc.
Chatbot (Bonus)	Actual chatbot created using a platform (optional if no coding)	Final working prototype	Share chatbot prototype link (optional). You can write documentation only if you're not building it.

3. Sample State Prompts (Just Write, Use Template Style)

State: Booking_New

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Prompt: "Hi! I can help you with a new reservation at Barbeque Nation. Can you please tell me the city (Delhi/Bangalore), number of guests, date, and time?"

Entities: city, guest_count, date, time

Tool used: booking system API

Next State: Booking_Confirm

State: Booking_Update

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Prompt: "Sure! I can help you update your reservation. Please share your booking ID and what you'd like to change."

Entities: booking_id, new_date/time

Tool used: modify booking API

Next State: Booking_Confirm

State: FAQ

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Prompt: "What would you like to know? I can help you with buffet timing, prices, and other general questions."

Knowledge base: FAQ document

Next State: User_Resolved

4. Sample Knowledge Base Entries

Question	Answer
What is the buffet timing in Delhi?	12:00 PM to 3:30 PM (Lunch), 7:00 PM to 11:00 PM (Dinner)
Can I cancel my booking?	Yes, bookings can be cancelled up to 2 hours before the reserved time.

How much does the buffet cost? ₹899 for veg, ₹1099 for non-veg (approx.)

5. Post-Call Configuration (Bonus)

- **Metrics Tracked:**

- Intent Completion Rate
- Fallback Rate
- User Satisfaction (via thumbs up/down or feedback prompt)

- **Purpose:**

- Improve unresolved query handling.
- Spot frequently asked questions to expand the knowledge base.

- **Example Insight:**

30% of chats ended in fallback – retrain model on date/time inputs.