Project Report

on

Intelligent Customer Helpdesk with Smart Document Understanding

in

Artificial Intelligence

by

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Intelligent Customer Help Desk with Smart Document Understanding

1. Introduction

1.1 Overview

We will build a chatbot that uses various Watson AI Services (Watson Discovery, Watson Assistant, Watson Cloud Functions and Node-Red) to deliver an effective Web based UI through which we can chat with the assistant.

We will integrate the Watson Discovery service with Watson Assistant using webhooks.

- Project Requirements : Node-RED, IBM Cloud, IBM Watson, Node JS
- Functional Requirements : IBM Cloud
- Technical Requirements : AI, ML, Watson AI, Node JS
- Software Requirements : Watson Assistant, Watson Discovery,

  Watson Cloud Functions, Node-RED
- Project Deliverables : Intelligent Chatbot with Smart Document Understanding
- Project Team : Glenita Shareen Furtado
-
- Project Duration : 19 Days

1.2 Purpose

The typical customer care chatbot can answer simple questions, such as store locations and hours, directions, and maybe even making appointments. When a question falls outside of the scope of the pre- determined question set, the option is typically to tell the customer the question isn't valid or offer to speak to a real person.

In this project, there will be another option. If the customer question is about the operation of a device, the application shall pass the question onto Watson Discovery Service, which has been pre-loaded with the device's owners manual. So now, instead of "Would you like to speak to a customer representative?" we can return relevant sections of the owners manual to help solve our customers' problems. So unless and until customer specifically asks for a customer representative the bot will try to solve all your queries.

To take it a step further, the project shall use the Smart Document Understanding feature of Watson Discovery to train it on what text in the owners manual is important and what is not. This will improve the answers returned from the queries. Then using Watson actions as webhook, Watson Discovery can be integrated with Watson assistant. Finally using Node-Red, Watson assistant can be integrated with a web UI. This UI can then be used to connect with Watson assistant and chat with it.

Scope of Work

- Create a customer care dialog skill in Watson Assistant
- Use Smart Document Understanding to build an enhanced Watson Discovery collection
- Create an IBM Cloud Functions web action that allows Watson Assistant to post queries to Watson Discovery
- Build a web application with integration to all these services & deploy the same on IBM Cloud Platform

2.Literature Survey

2.1 Existing Problem

The typical customer care chatbot can answer simple questions, such as store locations and hours, directions, and maybe even making appointments. When a question falls outside of the scope of the pre- determined question set, the option is typically to tell the customer the question isn’t valid or offer to speak to a real person.

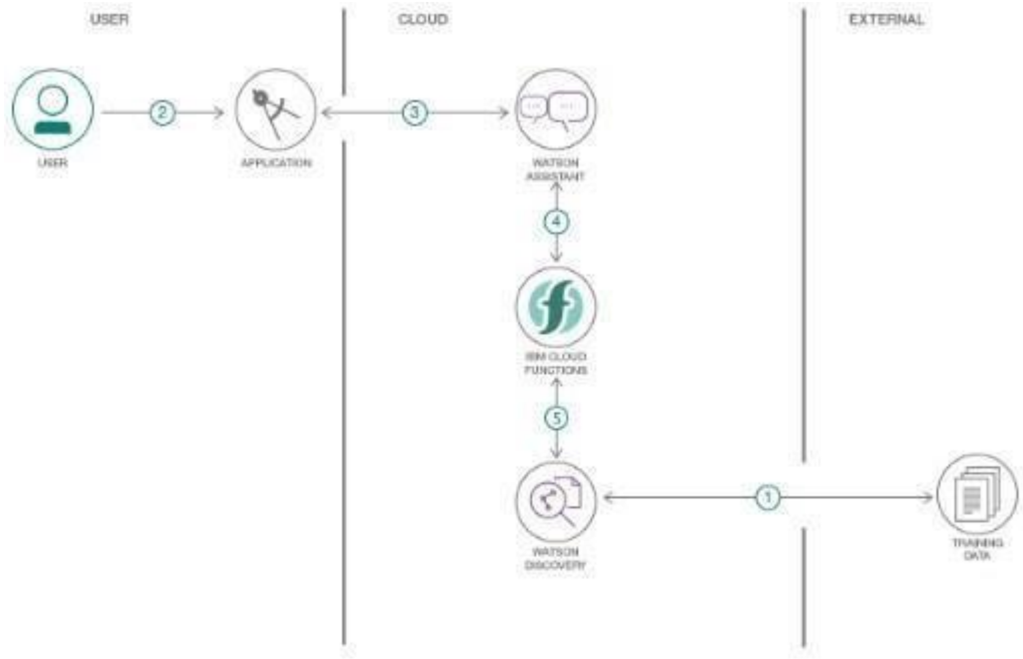
2.2 Proposed Solution

In this project, there will be another option. If the customer question is about the operation of a device, the application shall pass the question onto Watson Discovery Service, which has been pre-loaded with the device’s owners manual. So now, instead of “Would you like to speak to a customer representative?” we can return relevant sections of the owners manual to help solve our customers’ problems. So unless and until customer specifically asks for a customer representative the bot will try to solve all your queries.

To take it a step further, the project shall use the Smart Document Understanding feature of Watson Discovery to train it on what text in the owners manual is important and what is not. This will improve the answers returned from the queries. Then using Watson actions as webhook, Watson Discovery can be integrated with Watson assistant. Finally using Node-Red, Watson assistant can be integrated with a web UI. This UI can then be used to connect with Watson assistant and chat with it.

3. Theoretical Analysis

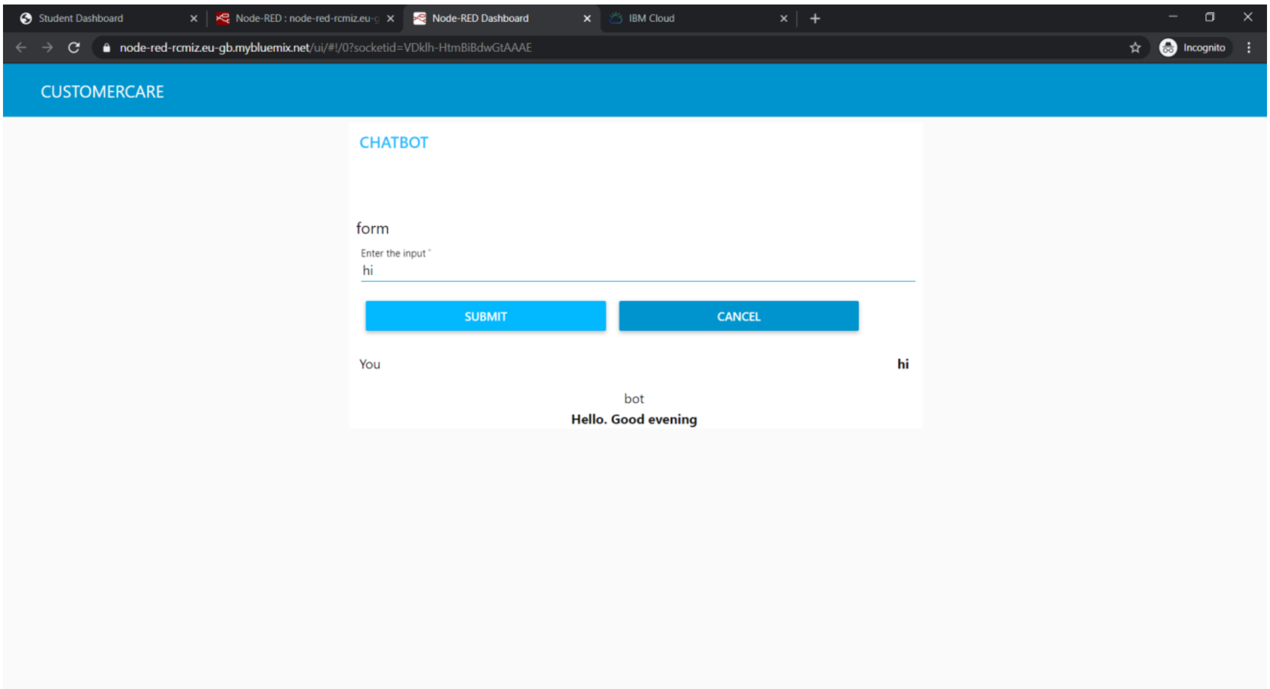
3.1 Block / Flow Diagram



3.2 Hardware /Software Designing

1. Create necessary Watson Services.
2. Configure Watson Discovery.
3. Create Watson Cloud Functions Action.
4. Configure Watson Assistant.
5. Integrate Watson Discovery with Watson Assistant using webhook.
6. Build Node-RED flow to integrate Watson Assistant and Web Dashboard.

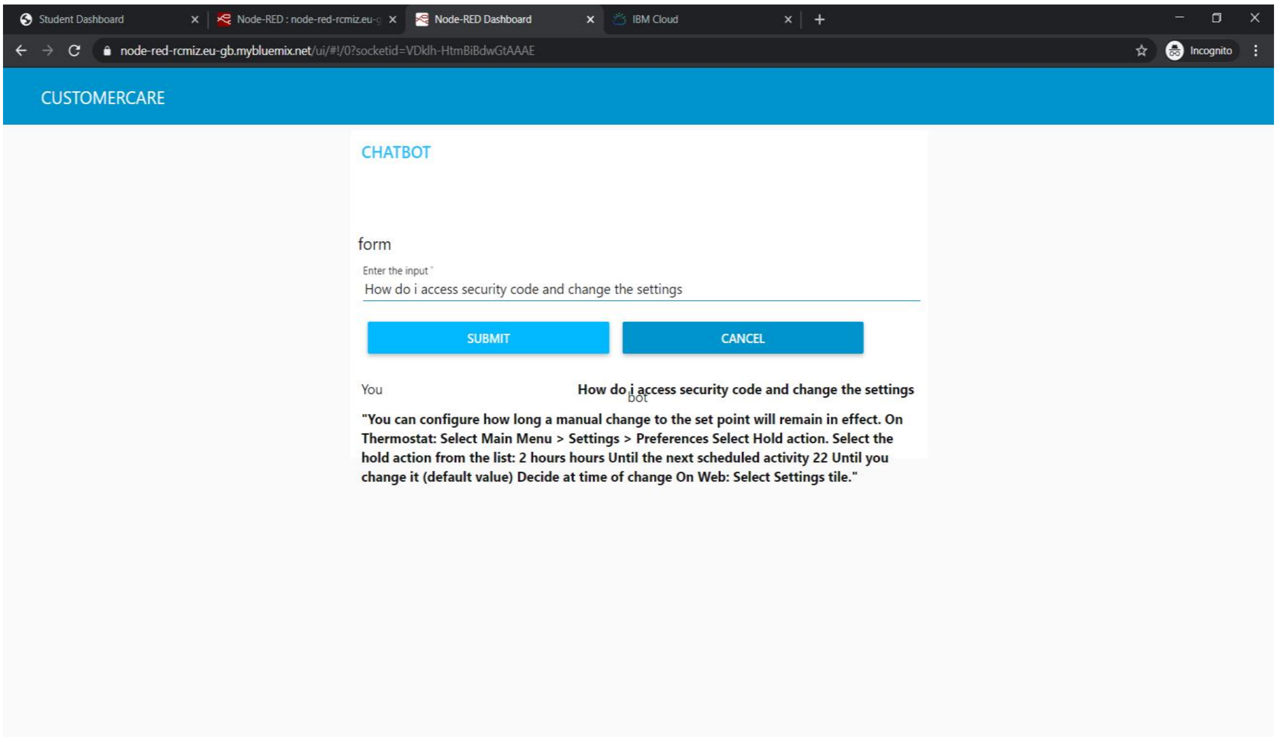
4. Experimental Investigation


Student Dashboard
Node-RED : node-red-rcmiz.eu-
Node-RED Dashboard
IBM Cloud
node-red-rcmiz.eu-gb.mybluemix.net/ui/#!/0?socketid=VDklh-HtmBiBdwGtAAAE
Incognito
CUSTOMERCARE
CHATBOT
form
SUBMIT
CANCEL

Enter the input *
hi

You hi

bot
Hello. Good evening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Node-RED Dashboard
IBM Cloud
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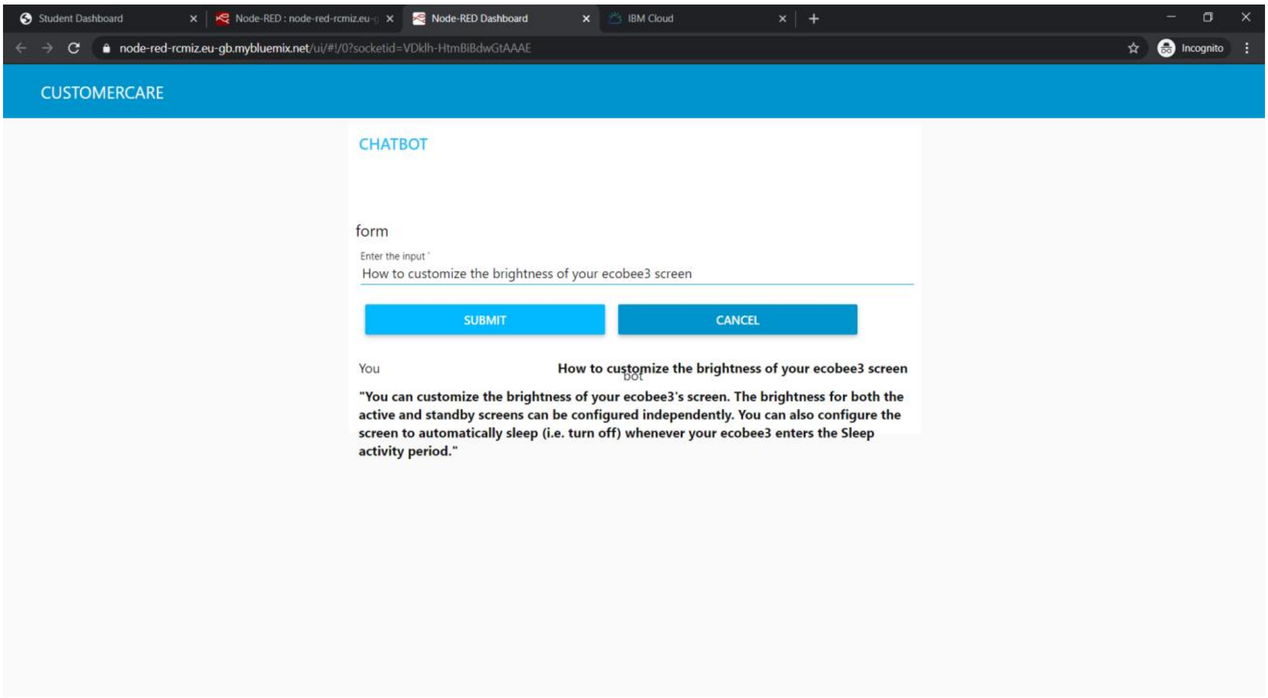
Incognito
CUSTOMERCARE
CHATBOT
form
SUBMIT
CANCEL

Enter the input *
How do i access security code and change the settings

You How do i access security code and change the settings

bot
"You can configure how long a manual change to the set point will remain in effect. On Thermostat: Select Main Menu > Settings > Preferences Select Hold action. Select the hold action from the list: 2 hours hours Until the next scheduled activity 22 Until you change it (default value) Decide at time of change On Web: Select Settings tile."

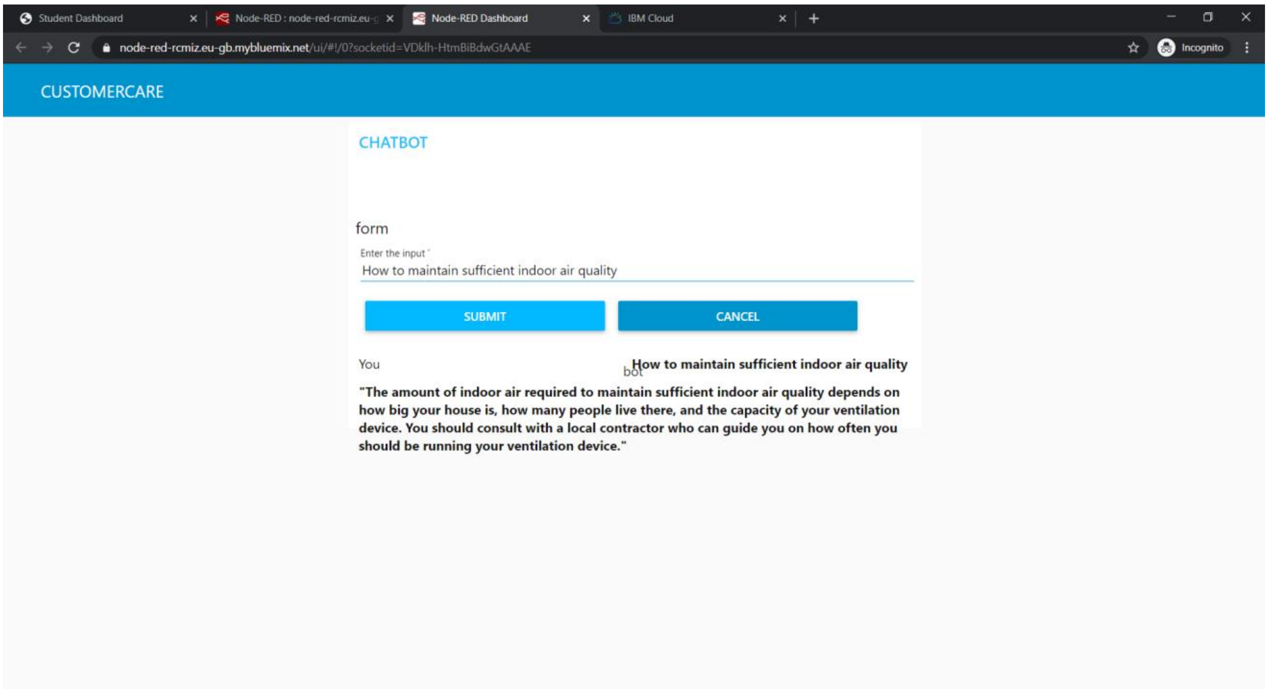


How to customize the brightness of your ecobee3 screen

You How to customize the brightness of your ecobee3 screen

bot

"You can customize the brightness of your ecobee3's screen. The brightness for both the active and standby screens can be configured independently. You can also configure the screen to automatically sleep (i.e. turn off) whenever your ecobee3 enters the Sleep activity period."

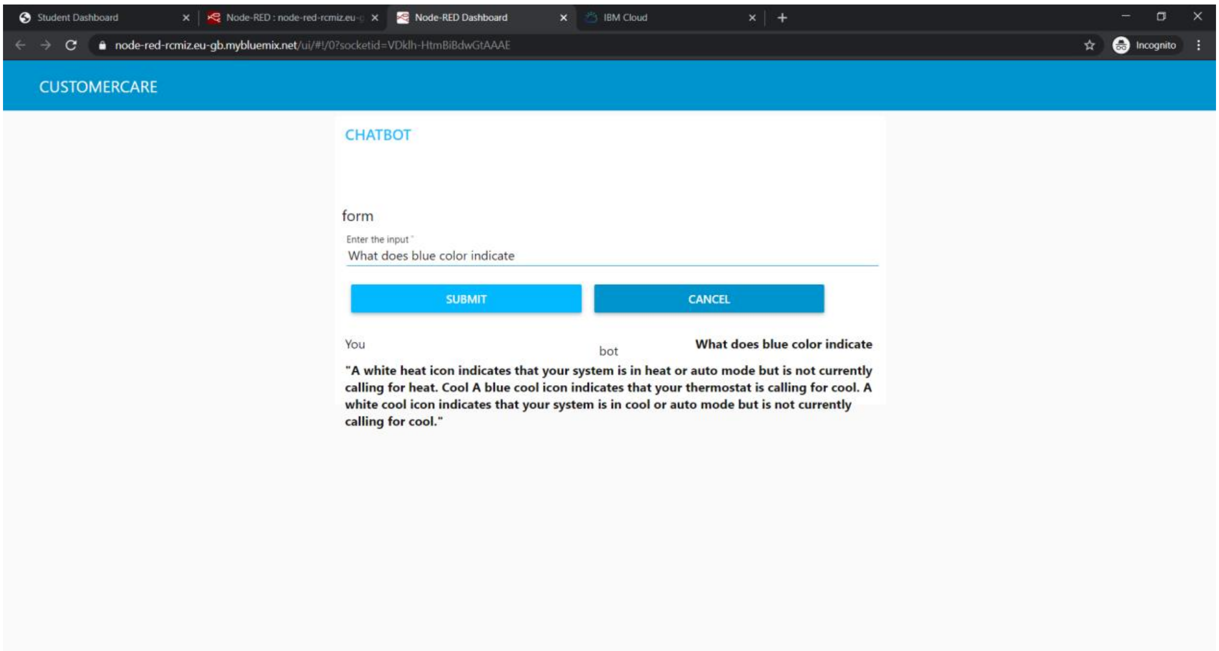


How to maintain sufficient indoor air quality

You How to maintain sufficient indoor air quality

bot

"The amount of indoor air required to maintain sufficient indoor air quality depends on how big your house is, how many people live there, and the capacity of your ventilation device. You should consult with a local contractor who can guide you on how often you should be running your ventilation device."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Node-RED Dashboard
IBM Cloud
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Incognito
CUSTOMERCARE
CHATBOT
SUBMIT
CANCEL

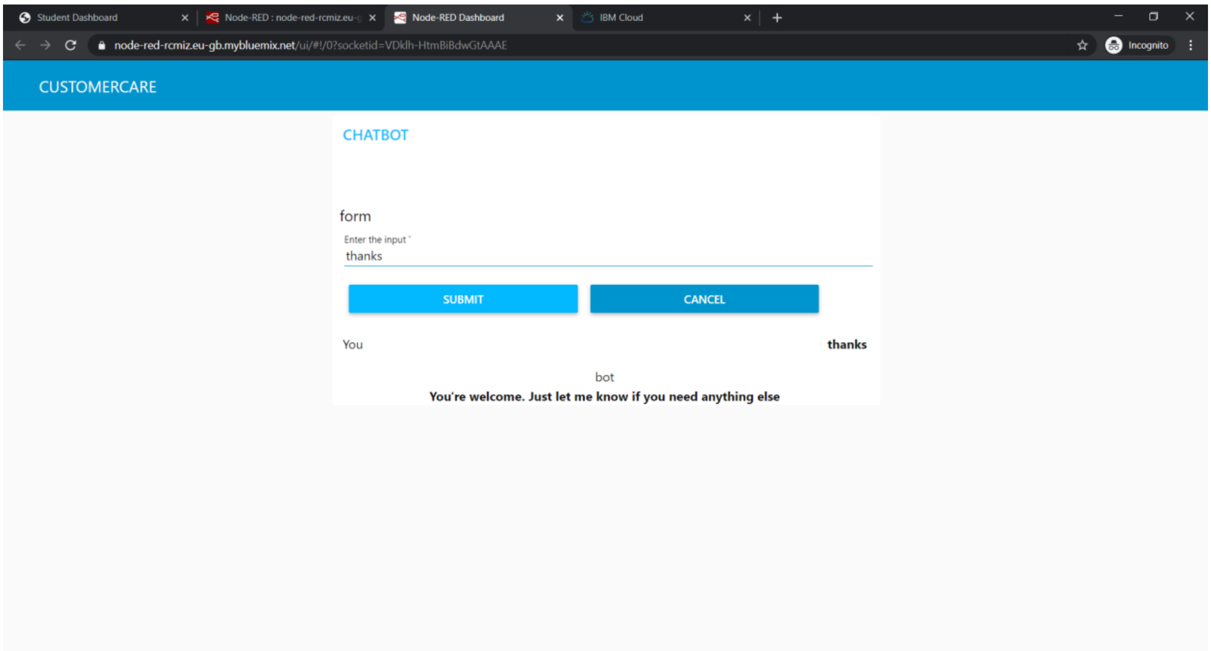
form

Enter the input *
What does blue color indicate

You **What does blue color indicate**

bot

"A white heat icon indicates that your system is in heat or auto mode but is not currently calling for heat. Cool A blue cool icon indicates that your thermostat is calling for cool. A white cool icon indicates that your system is in cool or auto mode but is not currently calling for cool."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Node-RED Dashboard
IBM Cloud
node-red-rcmiz.eu-gb.mybluemix.net/ui/#!/0?socketid=VDklh-HtmBiBdwGtAAAE
Incognito
CUSTOMERCARE
CHATBOT
SUBMIT
CANCEL

form

Enter the input *
thanks

You **thanks**

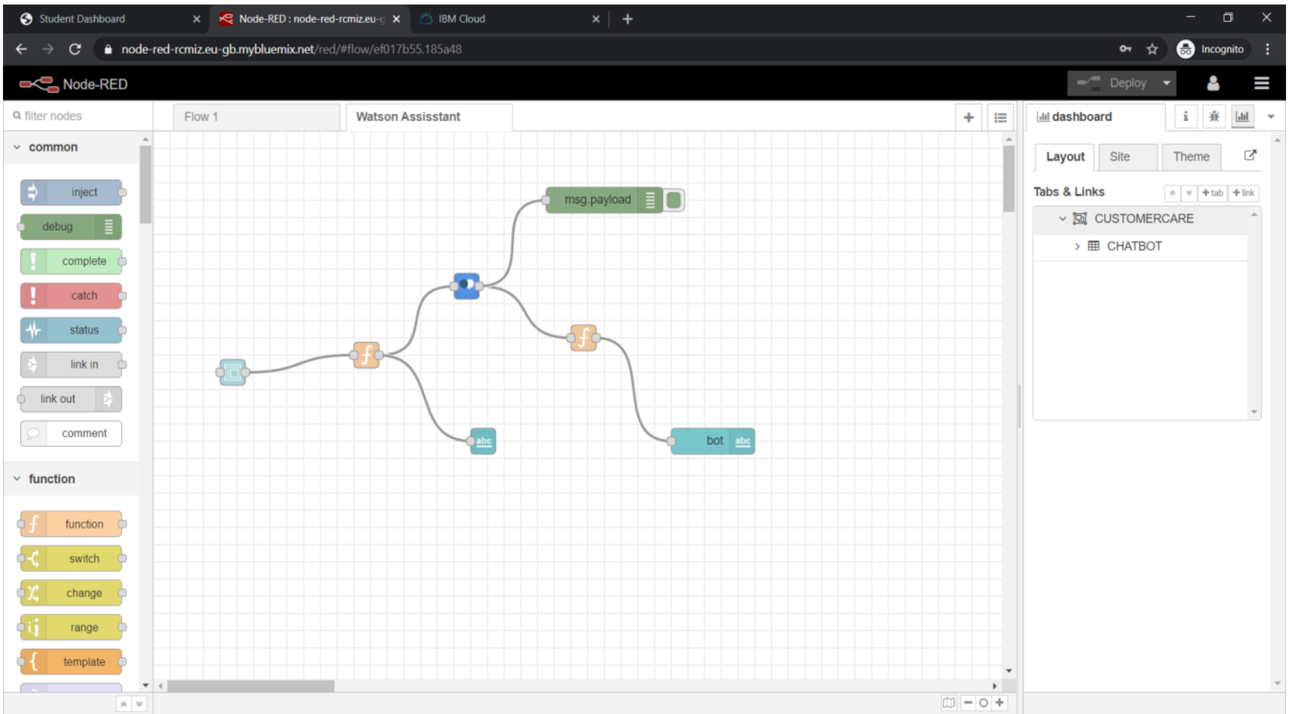
bot

You're welcome. Just let me know if you need anything else

5. Flowchart

Insert the following nodes into the flow in Node-RED.

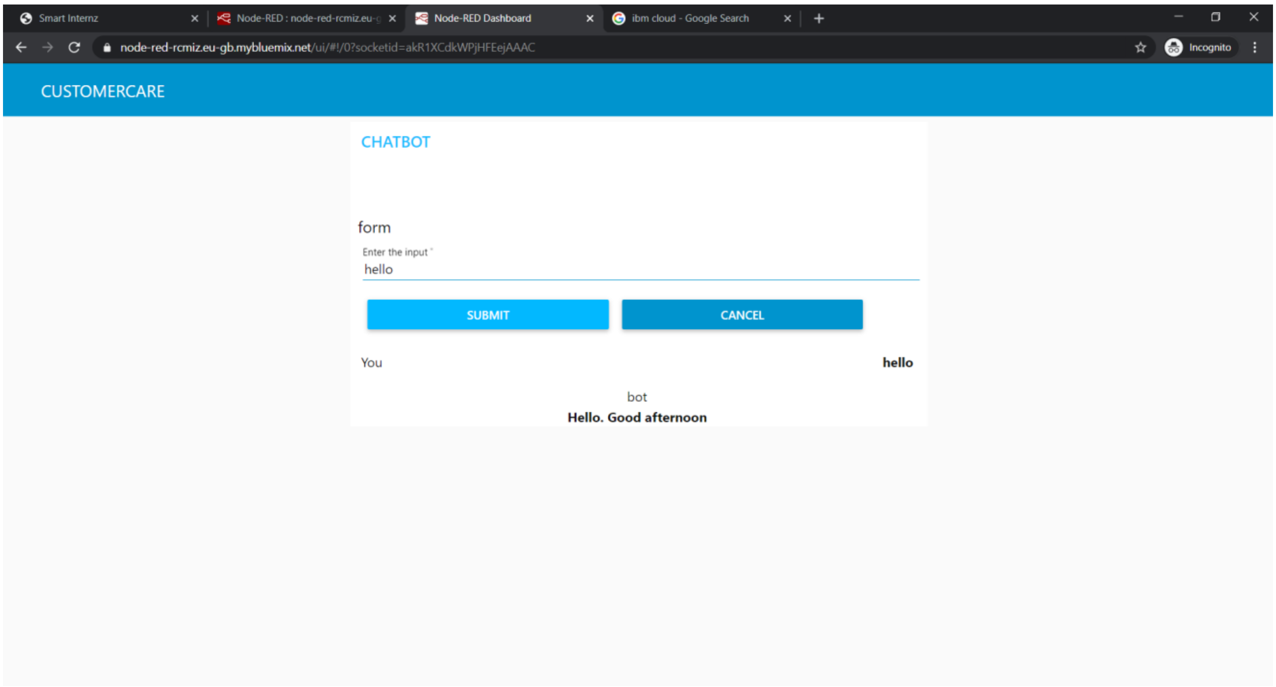
- Debug
- ui_Form
- ui_Text
- ui_Button
- Function
- Assistant



7. Result

Web based UI was developed by integrating all the services using NODE-RED.

URL for UI Dashboard: https://node-red-rcmiz.eu-gb.mybluemix.net/ui/

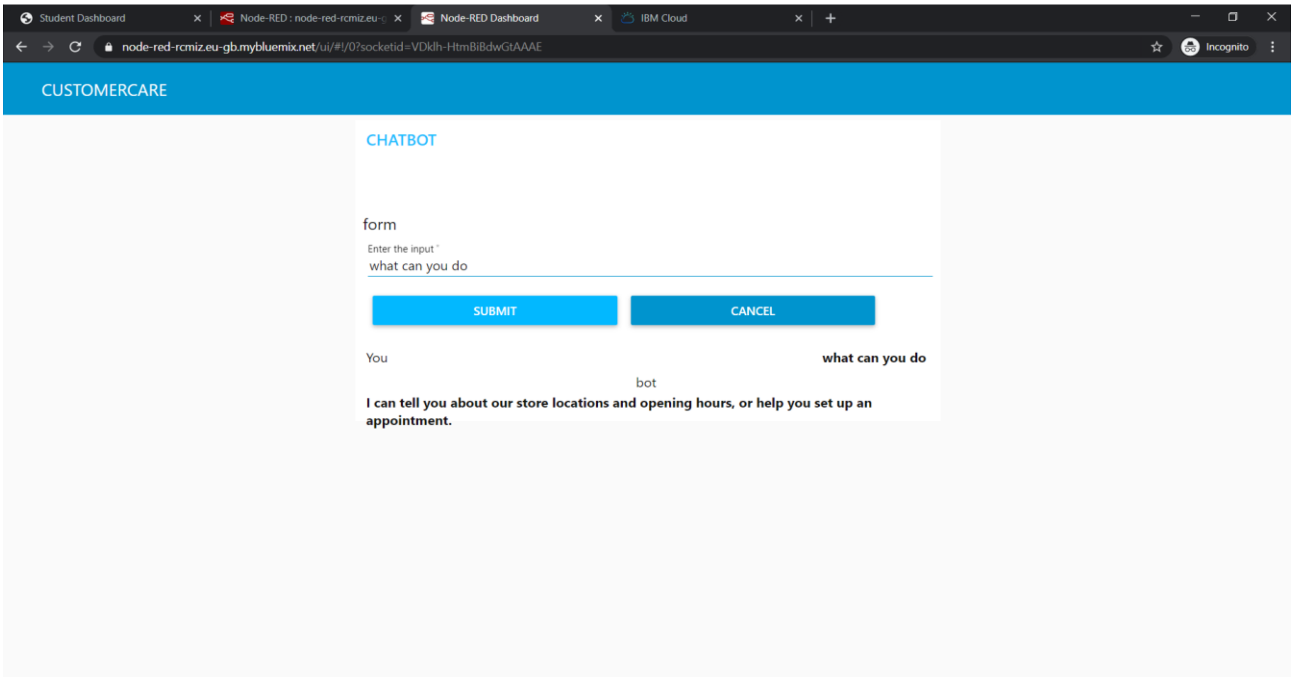

Smart Internz
Node-RED : node-red-rcmiz.eu-g
Node-RED Dashboard
ibm cloud - Google Search
node-red-rcmiz.eu-gb.mybluemix.net/ui/#!/0?socketid=akR1XCdkWPjHFEejAAAC
Incognito
CUSTOMERCARE
CHATBOT
form
Enter the input *
SUBMIT
CANCEL

hello

You hello

bot

Hello. Good afternoon

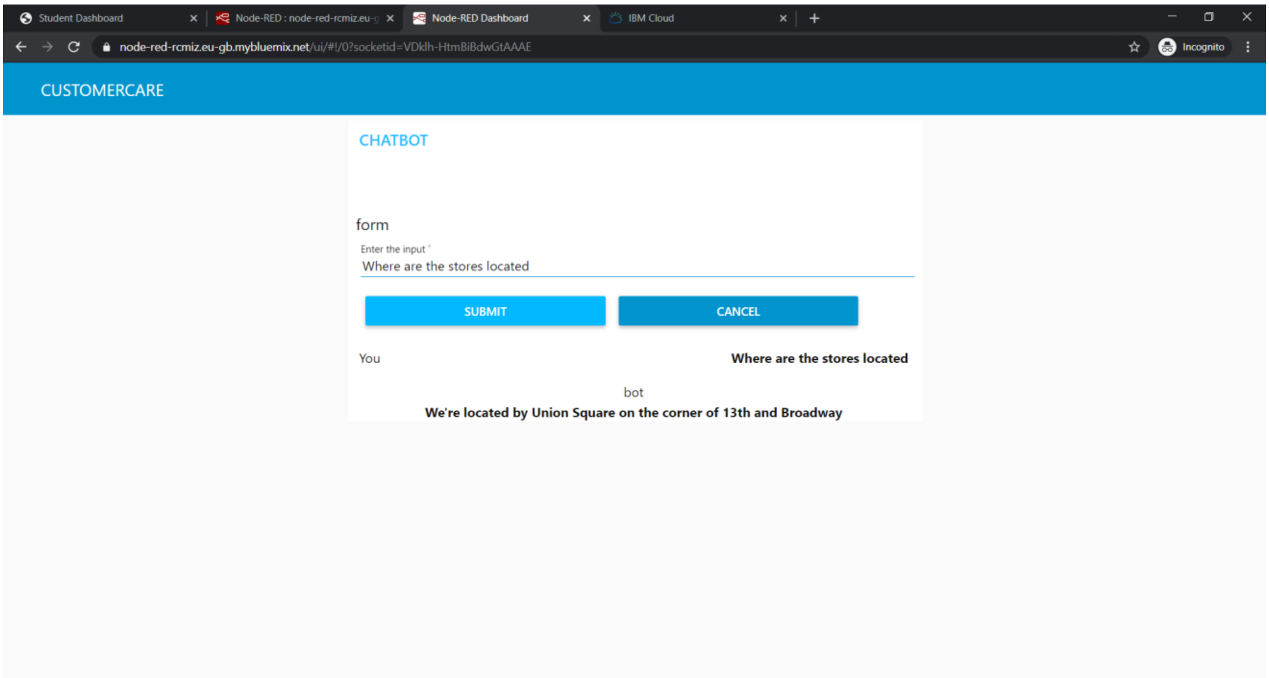


what can you do

You what can you do

bot

I can tell you about our store locations and opening hours, or help you set up an appointment.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Node-RED Dashboard
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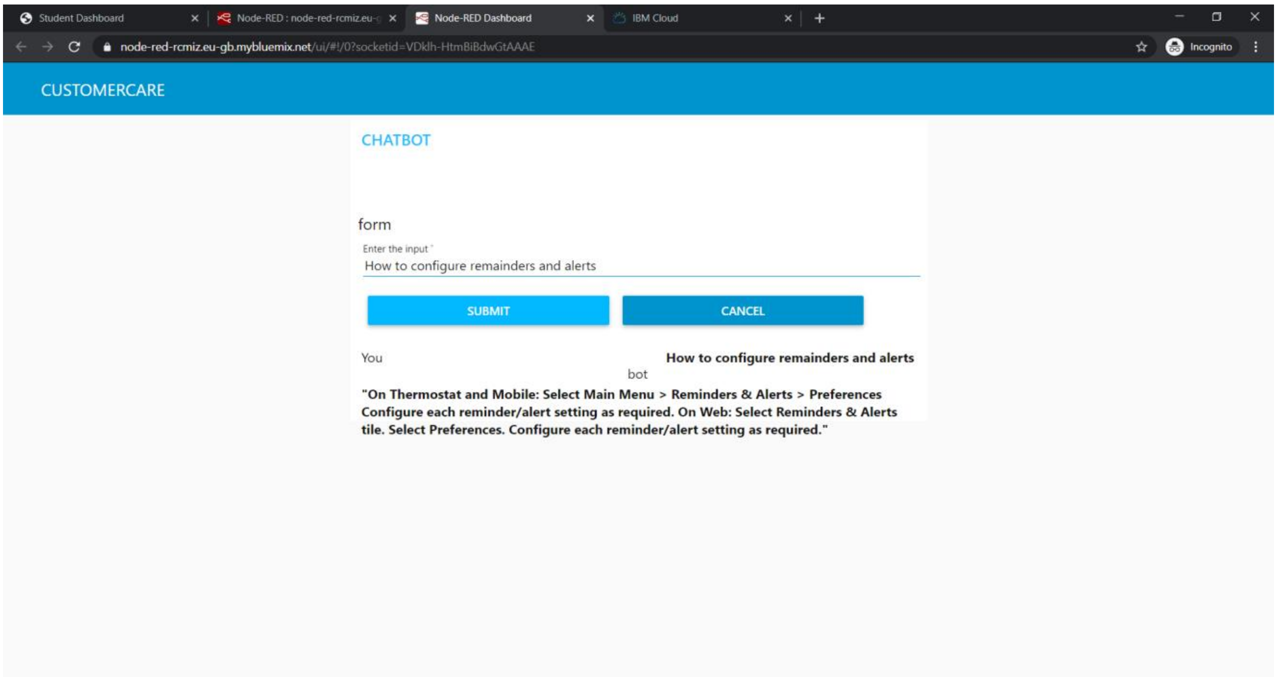
node-red-rcmiz.eu-gb.mybluemix.net/ui/#!/0?socketid=VDklh-HtmBiBdwGtAAAE
Incognito
CUSTOMERCARE
CHATBOT
SUBMIT
CANCEL

form

Enter the input *
Where are the stores located

You Where are the stores located

bot
We're located by Union Square on the corner of 13th and Broadway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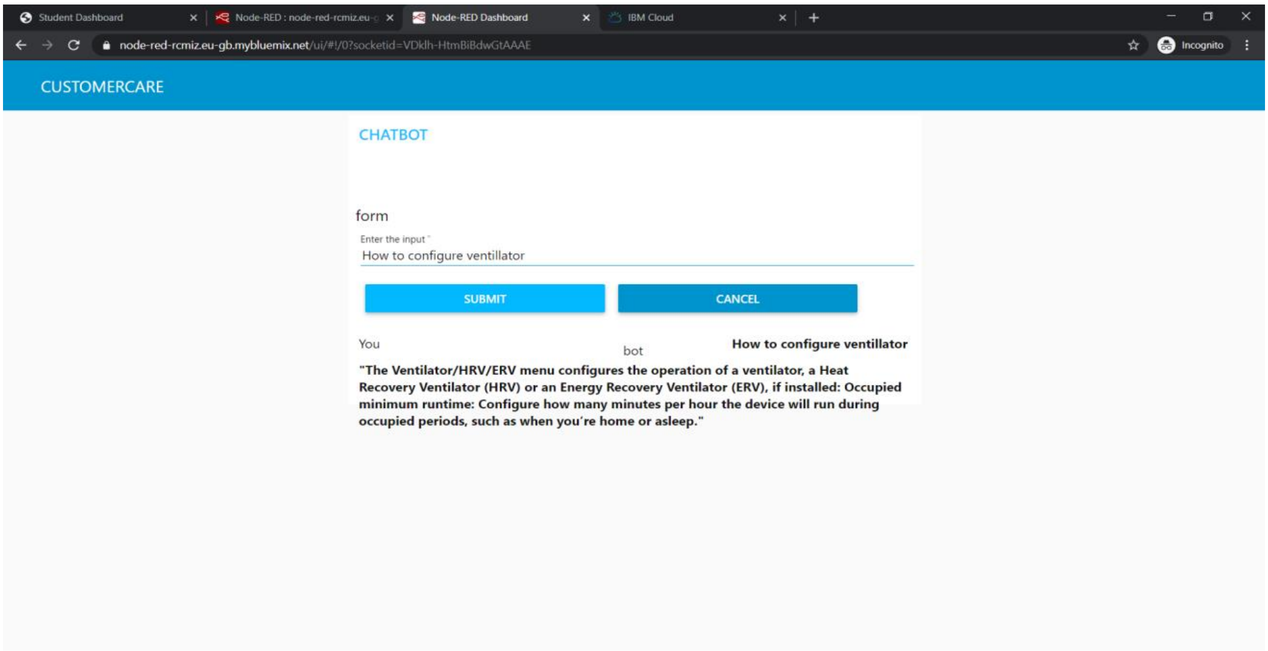
Node-RED Dashboard
IBM Cloud
node-red-rcmiz.eu-gb.mybluemix.net/ui/#!/0?socketid=VDklh-HtmBiBdwGtAAAE
Incognito
CUSTOMERCARE
CHATBOT
SUBMIT
CANCEL

form

Enter the input *
How to configure remainders and alerts

You How to configure remainders and alerts

bot
"On Thermostat and Mobile: Select Main Menu > Reminders & Alerts > Preferences Configure each reminder/alert setting as required. On Web: Select Reminders & Alerts tile. Select Preferences. Configure each reminder/alert setting as required."


Student Dashboard
Node-RED : node-red-rcmiz.eu-g
Node-RED Dashboard
IBM Cloud
node-red-rcmiz.eu-gb.mybluemix.net/ui/#!/0?socketid=VDklh-HtmBiBdwGtAAAE
Incognito

CUSTOMERCARE

CHATBOT

form

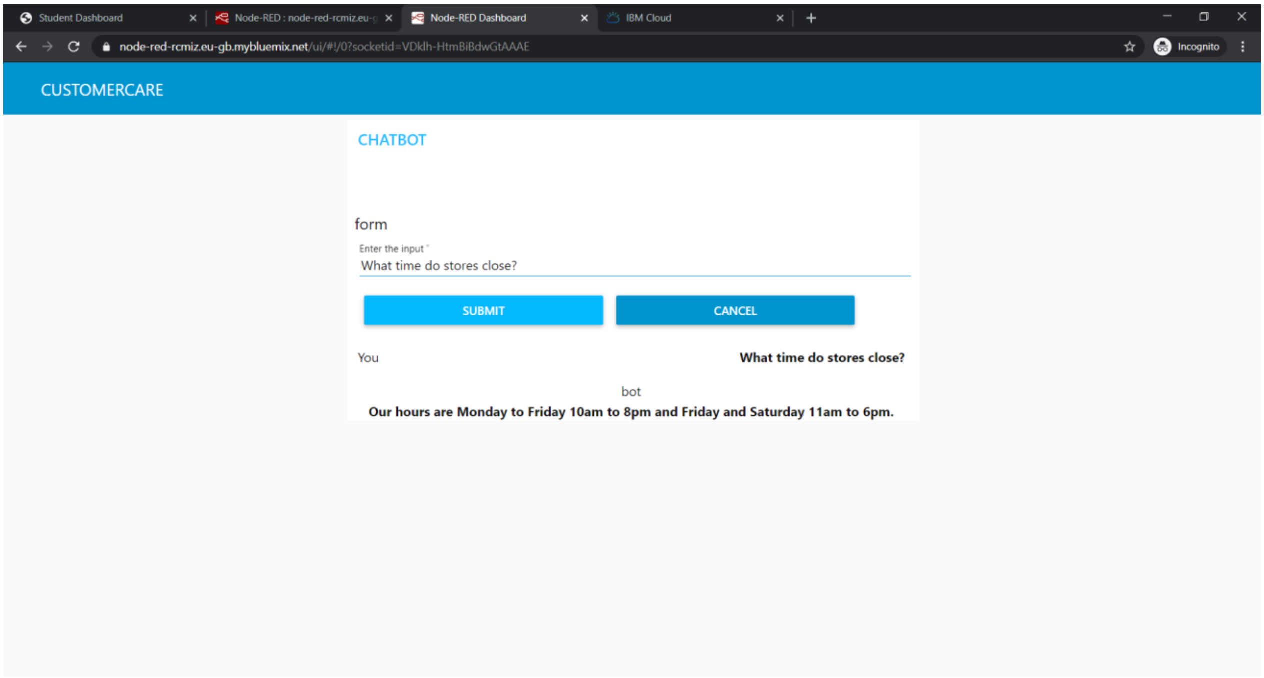
Enter the input *

How to configure ventillator

SUBMIT CANCEL

You bot **How to configure ventillator**

"The Ventilator/HRV/ERV menu configures the operation of a ventilator, a Heat Recovery Ventilator (HRV) or an Energy Recovery Ventilator (ERV), if installed: Occupied minimum runtime: Configure how many minutes per hour the device will run during occupied periods, such as when you're home or asleep."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Node-RED : node-red-rcmiz.eu-g
Node-RED Dashboard
IBM Cloud
node-red-rcmiz.eu-gb.mybluemix.net/ui/#!/0?socketid=VDklh-HtmBiBdwGtAAAE
Incognito

CUSTOMERCARE

CHATBOT

form

Enter the input *

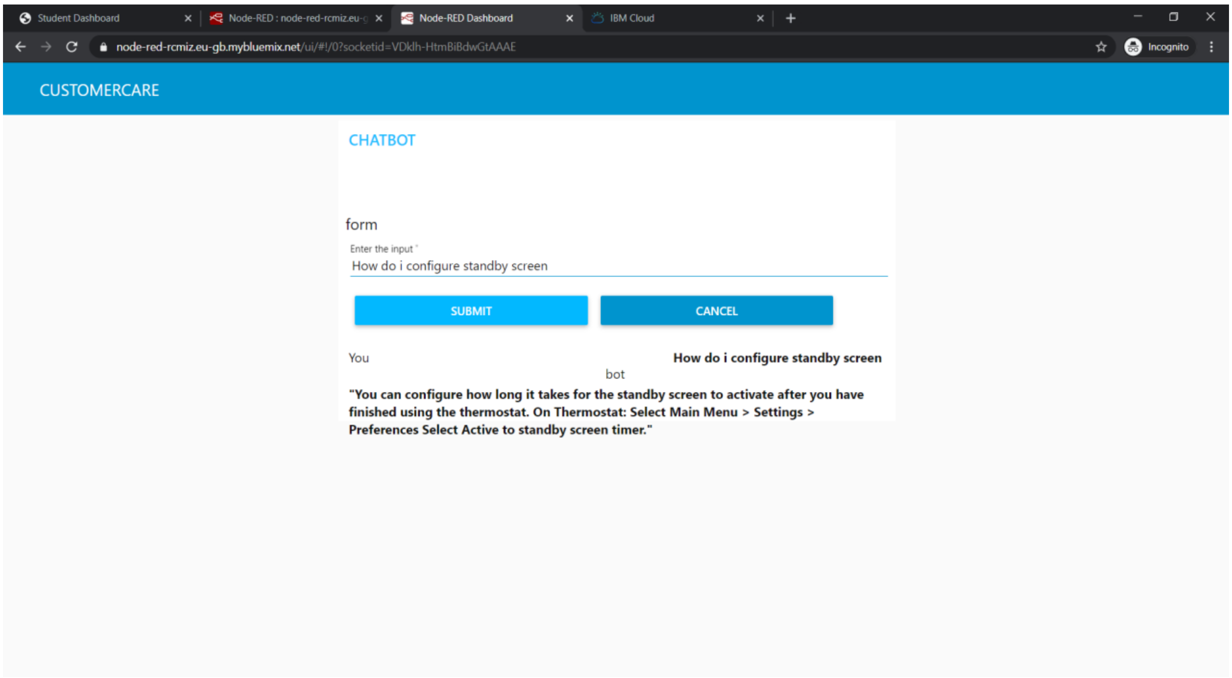
What time do stores close?

SUBMIT CANCEL

You **What time do stores close?**

bot

Our hours are Monday to Friday 10am to 8pm and Friday and Saturday 11am to 6pm.

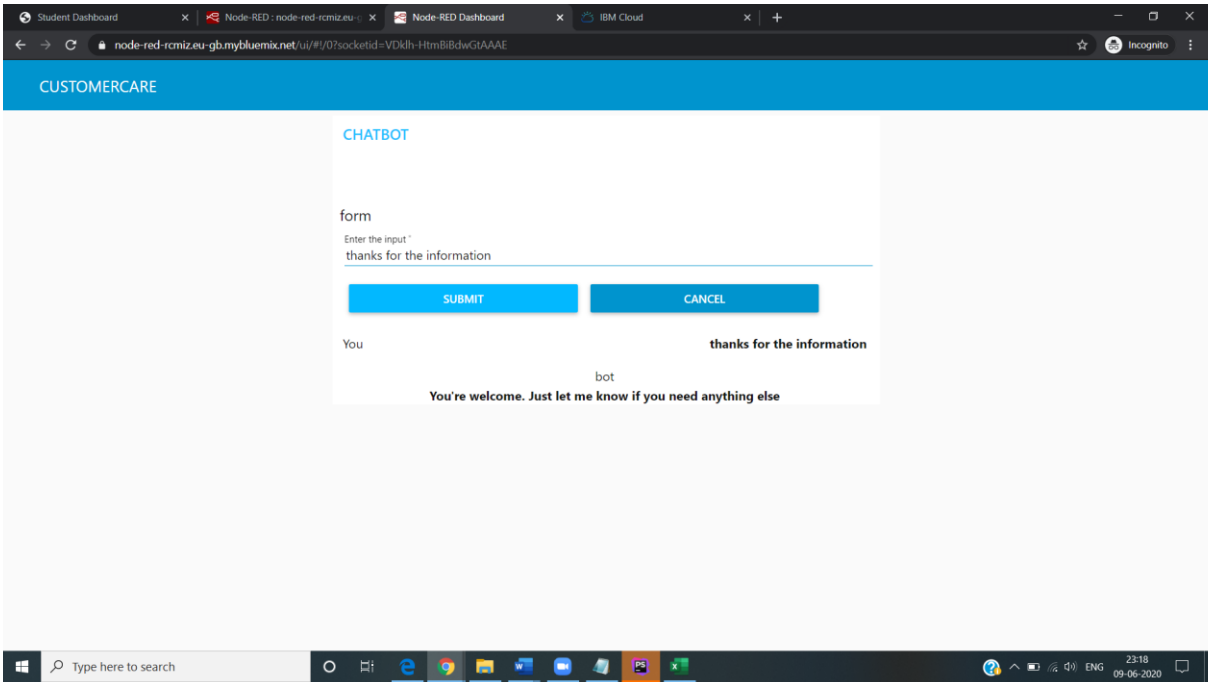


How do i configure standby screen

You How do i configure standby screen

bot

"You can configure how long it takes for the standby screen to activate after you have finished using the thermostat. On Thermostat: Select Main Menu > Settings > Preferences Select Active to standby screen timer."



thanks for the information

You thanks for the information

bot

You're welcome. Just let me know if you need anything else

7. Advantages & Disadvantages

Advantages

1. Reduces Man Power
2. Cost Efficient
3. Less and less calls will be diverted to Customer Representatives.

Disadvantages

1. Sometimes it can mislead customers as it tries to search irrelevant information in the manual.
2. It may also give same answers to different queries.

8. Applications

1. This chatbot can be deployed to various websites as it can solve a lot of basic questions.
2. It can be used to deploy as Customer Helpdesk for small scale products as their manual usually has the solution for the user's problems.

9. Conclusion

An Intelligent Customer Helpdesk Chatbot was created using various Watson services like Watson Discovery, Watson Assistant, Watson Cloud Functions and Node-RED.

10. Future Scope

In the future, various other Watson services like Text-To-Speech and Speech-To-Text can be integrated in the chatbot. This can make the chatbot Hands-free.

11. Bibliography

1. Node-RED Starter Application :

   https://developer.ibm.com/tutorials/how-to-create-a-node-red-starter-application/

2. Build your own AI assistant :

   https://www.youtube.com/watch?v=hitUOFNne14

3. How to use Watson Assistant with Webhooks :

   https://www.youtube.com/embed/5z3i5IsBVnk

4. Watson Discovery :

   https://developer.ibm.com/articles/introduction- watson-discovery/

Appendix

A. Source Code

Node-RED Flow code

[{"id":"ef017b55.185a48","type":"tab","label":"Watson Assisstant","disabled":false,"info":""},{"id":"9f4cdd22.f4787","type":"watson-conversation-v1","z":"ef017b55.185a48","name":"Assisstant","workspaceid":"dfe59824-3b92-4a9d-b64f-6350ee45a2b8","multiuser":false,"context":false,"empty-payload":false,"service-endpoint":"https://api.eu-gb.assistant.watson.cloud.ibm.com/instances/ec4357f9-b4c0-46cd-9678-183d7306b452","timeout":"","optout-learning":false,"x":375,"y":180,"wires":[["bc95b953.c45bf8","306d261d.68a6ea"]],"l":false},{"id":"75660a2b.0b1be4","type":"function","z":"ef017b55.185a48","name":"F1","func":"msg.payload = msg.payload.text; \nreturn msg;","outputs":1,"noerr":0,"x":255,"y":260,"wires":[["9f4cdd22.f4787","c223743d.48a088"]],"l":false},{"id":"6033c114.d2926","type":"ui_form","z":"ef017b55.185a48","name":"","label":"form","group":"f16f9f74.c9c0e","order":1,"width":0,"height":0,"options":[{"label":"Enter the input","value":"text","type":"text","required":true,"rows":null}],"formValue":{"text":""},"payload":"","submit":"submit","cancel":"cancel","topic":"","x":95,"y":280,"wires":[["75660a2b.0b1be4"]],"l":false},{"id":"bc95b953.c45bf8","type":"function","z":"ef017b55.185a48","name":"F2","func":"if(msg.payload.output.error){\n msg.payload = \"please rephrase\";\n return msg;\n}\nmsg.payload = msg.payload.output.text[0];\nreturn msg;","outputs":1,"noerr":0,"x":515,"y":240,"wires":[["fc02c705.6c6738"]],"l":false},{"id":"c223743d.48a088","type":"ui_text","z":"ef017b55.185a48","group":"f16f9f74.c9c0e","order":3,"width":0,"height":0,"name":"","label":"You","format":"{{msg.payload}}","layout":"row-spread","x":395,"y":360,"wires":[],"l":false},{"id":"fc02c705.6c6738","type":"ui_text","z":"ef017b55.185a48","group":"f16f9f74.c9c0e","order":6,"width":0,"height":0,"name":"","label":"bot","format":"{{msg.payload}}","layout":"col-center","x":670,"y":360,"wires":[]},{"id":"306d261d.68a6ea","type":"debug","z":"ef017b55.185a48","name":"","active":true,"tosidebar":true,"console":false,"tostatus":false,"complete":"false","x":540,"y":80,"wires":[]},{"id":"f16f9f74.c9c0e","type":"ui_group","z":"","name":"CHATBOT","tab":"ff6aa7c2.092f28","order":1,"disp":true,"width":13,"collapse":false},{"id":"ff6aa7c2.092f28","type":"ui_tab","z":"","name":"CUSTOMERCARE","icon":"","disabled":false,"hidden":false}

Watson Cloud Function Action Code

```
/**
 *
 * @param {object} params
 * @param {string} params.iam_apikey
 * @param {string} params.url
 * @param {string} params.username
 * @param {string} params.password
 * @param {string} params.environment_id
 * @param {string} params.collection_id
 * @param {string} params.configuration_id
 * @param {string} params.input
 *
 * @return {object}
 *
 */
const assert = require('assert');
const DiscoveryV1 = require('watson-developer-cloud/discovery/v1');

/**
 *
 * main() will be run when you invoke this action
 *
 * @param Cloud Functions actions accept a single parameter, which must be
a JSON object.
 *
 * @return The output of this action, which must be a JSON object.
 *
 */
function main(params) {
  return new Promise(function (resolve, reject) {

    let discovery;

    if (params.iam_apikey){
      discovery = new DiscoveryV1({
```

```
                'iam_apikey': params.iam_apikey,
                'url': params.url,
                'version': '2019-03-25'
            });
        }
        else {
            discovery = new DiscoveryV1({
                'username': params.username,
                'password': params.password,
                'url': params.url,
                'version': '2019-03-25'
            });
        }

        discovery.query({
            'environment_id': params.environment_id,
            'collection_id': params.collection_id,
            'natural_language_query': params.input,
            'passages': true,
            'count': 3,
            'passages_count': 3
        }, function(err, data) {
            if (err) {
                return reject(err);
            }
            return resolve(data);
        });
    });
}
```

Customer Care Sample Skill Assistant Code

```
{
  "intents": [
    {
      "intent": "Thanks",
      "examples": [
    {
      "text": "that's nice of you"
    },
    {
      "text": "much appreciated"
    },
    {
      "text": "many thanks"
    },
    {
      "text": "thank you very much"
    },
    {
      "text": "thx"
    },
    {
      "text": "i appreciate it"
    },
    {
      "text": "thank you"
    },
    {
      "text": "thanks"
    }
  ],
  "description": "Thanks"
},
{
  "intent": "Product_information",
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    },
    {
      "text": "How do i configure standby screen"
    },
    {
      "text": "How do i configure wifi"
    },
    {
      "text": "How do i access the settings"
    },
    {
          "text": "How do i turn on the heater"
        },
        {
          "text": "How to configure the reminders and alerts"
        },
        {
          "text": "How to customize the brightness of your ecobee3's screen"
        },
        {
          "text": "How to maintain sufficient indoor air quality"
        },
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          "text": "sensor settings"
        },
        {
          "text": "What does blue color indicate"
        },
        {
          "text": "configure wifi"
        }
      ],
      "description": ""
    },
    {
      "intent": "General_Connect_to_Agent",
      "examples": [
        {
          "text": "I don't want to talk to a bot."
        },
        {
          "text": "How can I skip the recorded menu and go straight to a live person?"
        },
        {
          "text": "Hi can you transfer me"
        },
        {
          "text": "Do not want a robot?"
        },
        {
          "text": "Customer service representative please."
        },
        {
```

```
  "text": "Could you please transfer me to your master?"
},
{
  "text": "Contact person"
},
{
  "text": "Can you connect me with a real person?"
},
{
  "text": "Can you assist me to connect to an agent?"
},
{
  "text": "Can I talk to someone?"
},
{
  "text": "Can I speak with somebody?"
},
{
  "text": "Can I speak to an advisor?"
},
{
  "text": "Can I speak to a live person?"
},
{
  "text": "Can I speak to a human please?"
},
{
  "text": "Can I connect to an agent?"
},
{
  "text": "get me a person"
},
{
  "text": "I don't want to speak with a robot"
},
{
  "text": "Send me to an agent"
},
{
  "text": "Where is the closest agent?"
},
{
  "text": "Yes, take me to a real person"
```

```
},
{
  "text": "Agent help"
},
{
  "text": "talk to a human"
},
{
  "text": "Call agent"
},
{
  "text": "A real agent, please."
},
{
  "text": "I want to talk to the manager"
},
{
  "text": "I want to speak to a human"
},
{
  "text": "call the manager"
},
{
  "text": "I dont want to talk to a computer"
},
{
  "text": "Connect me to a live operator please."
},
{
  "text": "I want to speak to a person"
},
{
  "text": "representative"
},
{
  "text": "Put me through to someone"
},
{
  "text": "Pls connect"
},
{
  "text": "Please let me talk to a human being."
```

```
        },
        {
          "text": "Please connect me to a live agent"
        },
        {
          "text": "Operator please"
        },
        {
          "text": "Please assist me to get to an agent"
        },
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          "text": "Need help from human"
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          "text": "I would like to speak to someone"
        },
        {
          "text": "I would like to speak to a human"
        },
        {
          "text": "I want to talk to a person"
        },
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        },
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          "text": "I want a manager"
        },
        {
          "text": "I want agent"
        },
        {
          "text": "I need to speak to a representative. How would I go about doing so?"
        },
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          "text": "Is there anyone there I can actually talk to for real?"
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        {
          "text": "I don't want to talk to you"
        }
      ],
      "description": "Request a human agent."
```

```
    },
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      "examples": [
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          "text": "Where is your office?"
        },
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          "text": "where are you"
        },
        {
          "text": "what is the address"
        },
        {
          "text": "how do i find you"
        },
        {
          "text": "location please"
        },
        {
          "text": "can you give me directions"
        },
        {
          "text": "where are you located"
        },
        {
          "text": "how do i get to your place"
        },
        {
          "text": "Find store"
        },
        {
          "text": "Where is?"
        },
        {
          "text": "Where are you located?"
        },
        {
          "text": "how do i get to your business"
        },
        {
          "text": "Go to your company"
        },
        {
          "text": "I'd like to go to a store"
        },
        {
          "text": "I need help with find a store"
        },
        {
          "text": "I want to know about a store"
        },
        {
          "text": "Looking for a location"
        },
        {
          "text": "What is the closest store to my address?"
        },
        {
          "text": "What is the nearest branch?"
        },
        {
          "text": "What is the store near my zip code?"
        },
        {
          "text": "give me directions"
        },
        {
          "text": "which cross streets are you on"
        },
        {
          "text": "how can i get to you from grand central"
        },
        {
          "text": "please suggest route from times square"
        },
        {
          "text": "what's your location"
        }
      ],
      "description": "Locate a physical store location or an address."
    },
    {
      "intent": "Help",
      "examples": [
        {
          "text": "help me"
        },
        {
          "text": "i need assistance"
        },
        {
          "text": "what can i do"
        },
        {
          "text": "what can i say"
        },
        {
          "text": "can you help"
        },
        {
          "text": "can you assist me"
        },
        {
          "text": "help"
        },
        {
          "text": "help me decide"
        }
      ],
      "description": "Ask for help"
    },
    {
      "intent": "Customer_Care_Store_Hours",
      "examples": [
        {
          "text": "Are you open on bank holidays?"
        },
        {
          "text": "are stores open on sunday"
        },
        {
          "text": "how late are you open tonight"
        },
        {
          "text": "how late are you open"
        },
        {
          "text": "Are you open on Sunday"
        },
        {
          "text": "Hours of operation"
        },
        {
          "text": "What time do you close today"
        },
        {
          "text": "what time do you close on Sunday"
        },
        {
          "text": "What time do you open on Saturdays"
        },
        {
          "text": "What time do you close"
        },
        {
          "text": "when do you close"
        },
        {
          "text": "will you be open Memorial day"
        },
        {
          "text": "will you open for christmas"
        },
        {
          "text": "what are your hours"
        },
        {
          "text": "What time is your store open on saturday?"
        },
        {
          "text": "What time do stores close?"
        },
        {
          "text": "What time does the central manchester store shut on a saturday?"
        },
        {
          "text": "What time are you closing today?"
        },
        {
          "text": "What are your hous?"
        },
        {
          "text": "What are ur opening hours?"
        },
        {
          "text": "What are the saturday opening times for the local store?"
        },
        {
          "text": "What are the hours of operation?"
        },
        {
          "text": "What are the business hours of the store nearest to me?"
        },
        {
          "text": "Is the branch open now?"
        },
        {
          "text": "How long are you open?"
        },
        {
          "text": "How early do you open?"
        },
        {
          "text": "Does the store in the city center opens till 8pm on weekends?"
        },
        {
          "text": "Can you tell me how late the stores are open till?"
        },
        {
          "text": "At what hour can I swing by?"
        },
        {
          "text": "Are you open on sundays, and if so what are the hours?"
        },
        {
          "text": "Are you open during thanksgiving?"
        },
        {
          "text": "Are the stores open early?"
        },
        {
          "text": "will you open on christmas"
        },
        {
          "text": "how late y'all stay up till"
        },
        {
          "text": "how late are you there"
        },
        {
          "text": "how early do you open on Saturdays"
        },
        {
          "text": "Are you closed new Year's eve"
        },
        {
          "text": "Are you closing early today"
        },
        {
          "text": "What is the opening time for the washington store?"
        },
        {
          "text": "store open hours?"
        },
        {
          "text": "store open"
        },
        {
          "text": "store hours"
        },
        {
          "text": "store hrs"
        },
        {
          "text": "when can i visit your store"
        },
        {
          "text": "when does the store close"
        },
        {
          "text": "when do your stores open"
        },
        {
          "text": "open hours store"
```

```
      },
      {
        "text": "store open now"
      }
    ],
    "description": "Find business hours."
  },
  {
    "intent": "Customer_Care_Appointments",
    "examples": [
      {
        "text": "Store appointment"
      },
      {
        "text": "do you have availability next week"
      },
      {
        "text": "can i make an appointment"
      },
      {
        "text": "can you make an appointment for me"
      },
      {
        "text": "i'd like to make an appointment"
      },
      {
        "text": "What time can I meet the staff?"
      },
      {
        "text": "When can I meet with one of your employees at your store?"
      },
      {
        "text": "Want to change my visit"
      },
      {
        "text": "i'd like to come in for an appointment"
      },
      {
        "text": "Set up an appt"
      },
      {
        "text": "Make an appointment"
        },
        {
          "text": "meet in store"
        },
        {
          "text": "I want to talk in person with someone about my case"
        },
        {
          "text": "I would like to discuss my situation face to face"
        },
        {
          "text": "I would like to make an appointment to visit the nearest store to my
  location."
        },
        {
          "text": "Could I speak to someone in the store next tuesday?"
        },
        {
          "text": "Can I book an in person session"
        },
        {
          "text": "are you available on tuesday"
        },
        {
          "text": "I prefer a face to face visit"
        },
        {
          "text": "can i book for tonight"
        }
      ],
      "description": "Schedule or manage an in-store appointment."
    },
    {
      "intent": "Cancel",
      "examples": [
        {
          "text": "nevermind"
        },
        {
          "text": "i don't want a table anymore anymore"
        },
        {
          "text": "cancel the request"
    },
    {
      "text": "i changed my mind"
    },
    {
      "text": "cancel that"
    },
    {
      "text": "never mind"
    },
    {
      "text": "forget it"
    }
  ],
  "description": "Cancel the current request"
},
{
  "intent": "General_Greetings",
  "examples": [
    {
      "text": "Hi advisor"
    },
    {
      "text": "Hey twin"
    },
    {
      "text": "What's new?"
    },
    {
      "text": "Hi there"
    },
    {
      "text": "You there"
    },
    {
      "text": "How is it going?"
    },
    {
      "text": "Hey you"
    },
    {
      "text": "Looking good eve"
```

```
},
{
  "text": "How r u?"
},
{
  "text": "hi"
},
{
  "text": "What's up?"
},
{
  "text": "Who is this?"
},
{
  "text": "How have you been?"
},
{
  "text": "How are you today?"
},
{
  "text": "How are things going?"
},
{
  "text": "yo"
},
{
  "text": "hiya"
},
{
  "text": "Good day"
},
{
  "text": "Good evening"
},
{
  "text": "Good morning"
},
{
  "text": "Good to see you"
},
{
  "text": "Greetings"
},
    {
      "text": "Have you been well?"
    },
    {
      "text": "Hello Agent"
    },
    {
      "text": "Hello"
    },
    {
      "text": "Hello I am looking for some help here"
    },
    {
      "text": "Hey how are you doing"
    },
    {
      "text": "Hey there all"
    },
    {
      "text": "Hey there"
    },
    {
      "text": "Ok take me back"
    }
  ],
  "description": "Greetings"
},
{
  "intent": "Goodbye",
  "examples": [
    {
      "text": "see ya"
    },
    {
      "text": "so long"
    },
    {
      "text": "good bye"
    },
    {
      "text": "bye"
    },
          {
            "text": "ciao"
          },
          {
            "text": "arrivederci"
          }
        ],
        "description": "Good byes"
      }
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        "values": [
          {
            "type": "synonyms",
            "value": "Derrik",
            "synonyms": [
              "derek",
              "derik",
              "derrik",
              "derrick"
            ]
          },
          {
            "type": "synonyms",
            "value": "Brenda",
            "synonyms": []
          },
          {
            "type": "synonyms",
            "value": "Barbara",
            "synonyms": [
              "barbra"
            ]
          },
          {
            "type": "synonyms",
            "value": "Robert",
            "synonyms": [
              "bob"
            ]
          },
        {
          "type": "synonyms",
          "value": "Nicholas",
          "synonyms": [
            "nick"
          ]
        },
        {
          "type": "synonyms",
          "value": "Maria",
          "synonyms": []
        }
      ]
    },
    {
      "entity": "zip_code",
      "values": [
        {
          "type": "patterns",
          "value": "US Zip",
          "patterns": [
            "(\\b|\\s)\\d{5}(\\b|\\s)"
          ]
        }
      ]
    },
    {
      "entity": "holiday",
      "values": [
        {
          "type": "synonyms",
          "value": "christmas eve",
          "synonyms": [
            "x mas eve",
            "x-mas eve",
            "xmas eve"
          ]
        },
        {
          "type": "synonyms",
          "value": "labor day",
          "synonyms": []
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},
{
  "type": "synonyms",
  "value": "independence day",
  "synonyms": [
    "7/4",
    "fourth of july",
    "july 4",
    "july 4th",
    "july fourth"
  ]
},
{
  "type": "synonyms",
  "value": "valentine's day",
  "synonyms": [
    "valentine day",
    "valentines day"
  ]
},
{
  "type": "synonyms",
  "value": "new years",
  "synonyms": [
    "1/1",
    "jan 1",
    "jan 1st",
    "jan first",
    "january 1",
    "january 1st",
    "january first",
    "new year",
    "new year day",
    "new years day"
  ]
},
{
  "type": "synonyms",
  "value": "thanksgiving",
  "synonyms": [
    "turkey day"
  ]
},
        {
          "type": "synonyms",
          "value": "memorial day",
          "synonyms": []
        },
        {
          "type": "synonyms",
          "value": "new years eve",
          "synonyms": [
            "12-31",
            "12/31",
            "dec 31",
            "dec 31st",
            "new year's eve"
          ]
        },
        {
          "type": "synonyms",
          "value": "halloween",
          "synonyms": []
        },
        {
          "type": "synonyms",
          "value": "christmas",
          "synonyms": [
            "christmas day",
            "x man day",
            "xmas",
            "x mas",
            "x-mas",
            "x-mas day",
            "xmas day"
          ]
        }
      ]
    },
    {
      "entity": "sys-date",
      "values": []
    },
    {
      "entity": "reply",
      "values": [
        {
          "type": "synonyms",
          "value": "no",
          "synonyms": [
            "definitely not",
            "don't think so",
            "dont think so",
            "i think not",
            "nope",
            "not at this time",
            "not now"
          ]
        },
        {
          "type": "synonyms",
          "value": "yes",
          "synonyms": [
            "definitely",
            "go for it",
            "let's do it",
            "ok",
            "please",
            "sure",
            "why not",
            "yeah",
            "yes",
            "you bet",
            "you betcha",
            "yep"
          ]
        }
      ]
    },
    {
      "entity": "phone",
      "values": [
        {
          "type": "patterns",
          "value": "US Phone pattern",
          "patterns": [
            "(\\d{3})-(\\d{3})-(\\d{4})"
          ]
```

```
   }
  ]
 },
 {
  "entity": "sys-number",
  "values": []
 },
 {
  "entity": "landmark",
  "values": [
   {
    "type": "synonyms",
    "value": "grand central",
    "synonyms": []
   },
   {
    "type": "synonyms",
    "value": "times square",
    "synonyms": [
     "time sqaure",
     "time square",
     "times sqaure"
    ]
   },
   {
    "type": "synonyms",
    "value": "empire state building",
    "synonyms": [
     "empire state",
     "emprire state"
    ]
   }
  ],
  "fuzzy_match": true
 },
 {
  "entity": "sys-time",
  "values": []
 }
],
"metadata": {
 "api_version": {
      "major_version": "v2",
      "minor_version": "2018-11-08"
    }
  },
  "webhooks": [
    {
      "url": "https://eu-
gb.functions.cloud.ibm.com/api/v1/web/si05202000793%40smartinternz.com_
dev/default/assistantenhanced.json",
      "name": "main_webhook",
      "headers": []
    }
  ],
  "dialog_nodes": [
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "We are open on <? @sys-date.reformatDateTime(\"EEEEE\") ?> from
10am until 8pm"
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "Hours of Operation",
      "context": {},
      "metadata": {},
      "conditions": "@sys-date.reformatDateTime(\"EEEEE\") == \"Monday\" ||
@sys-date.reformatDateTime(\"EEEEE\") == \"Tuesday\" || @sys-
date.reformatDateTime(\"EEEEE\") == \"Wednesday\" || @sys-
date.reformatDateTime(\"EEEEE\") == \"Thursday\" || @sys-
date.reformatDateTime(\"EEEEE\") == \"Friday\"",
      "dialog_node": "node_1_1522387330204",
      "previous_sibling": "node_4_1482425833988"
    },
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "Our hours on <? @sys-date.reformatDateTime(\"EEEEE\") ?> are 11am to
6pm."
```

```
     ],
     "selection_policy": "sequential"
    }
   },
   "parent": "Hours of Operation",
   "context": {},
   "metadata": {},
   "conditions":  "@sys-date.reformatDateTime(\"EEEEE\")  ==  \"Saturday\"  ||
@sys-date.reformatDateTime(\"EEEEE\") == \"Sunday\"",
   "dialog_node": "node_2_1482424204936",
   "previous_sibling": "node_5_1482426503106"
  },
  {
   "type": "response_condition",
   "output": {
    "text": {
     "values": [
      "Our hours are Monday to Friday 10am to 8pm and Friday and Saturday
11am to 6pm."
     ],
     "selection_policy": "sequential"
    }
   },
   "parent": "Hours of Operation",
   "context": {},
   "metadata": {},
   "conditions": " true",
   "dialog_node": "node_6_1482426521282",
   "previous_sibling": "node_2_1482424204936"
  },
  {
   "type": "response_condition",
   "output": {
    "text": {
     "values": [
      "We are open on @holiday regular hours"
     ],
     "selection_policy": "sequential"
    }
   },
   "parent": "Hours of Operation",
   "context": {},
   "metadata": {},
   "conditions": "@holiday",
   "dialog_node": "node_5_1482426503106",
   "previous_sibling": "node_1_1522387330204"
  },
  {
   "type": "response_condition",
   "output": {
    "text": {
     "values": [
      "We are closed on @holiday"
     ],
     "selection_policy": "sequential"
    }
   },
   "parent": "Hours of Operation",
   "context": {},
   "metadata": {},
   "conditions": "@holiday:christmas || @holiday:thanksgiving ||
@holiday:(new years)",
   "dialog_node": "node_4_1482425833988"
  },
  {
   "type": "response_condition",
   "output": {
    "text": {
     "values": [
      "To get to our business from the Empire State Building, walk to Herald
Square and take the N train to Union Square"
     ],
     "selection_policy": "sequential"
    }
   },
   "parent": "Directions",
   "metadata": {},
   "conditions": "@landmark:(empire state building)",
   "dialog_node": "node_7_1482459200886",
   "previous_sibling": "node_3_1522439390442"
  },
  {
   "type": "response_condition",
   "output": {
    "text": {
     "values": [
      "To get to our business from Grand Central, take the 4,5 or 6 train downtown to Union Square."
     ],
     "selection_policy": "sequential"
    }
   },
   "parent": "Directions",
   "metadata": {},
   "conditions": "@landmark:(grand central)",
   "dialog_node": "node_4_1522439442155",
   "previous_sibling": "node_8_1482459217052"
  },
  {
   "type": "response_condition",
   "output": {
    "text": {
     "values": [
      "To get to our business from Times Square, take the N train downtown to Union Square"
     ],
     "selection_policy": "sequential"
    }
   },
   "parent": "Directions",
   "metadata": {},
   "conditions": "@landmark:(times square)",
   "dialog_node": "node_8_1482459217052",
   "previous_sibling": "node_7_1482459200886"
  },
  {
   "type": "standard",
   "title": "Provide location",
   "output": {
    "text": {
     "values": [
      "We're located by Union Square on the corner of 13th and Broadway"
     ],
     "selection_policy": "sequential"
    }
   },
   "parent": "Directions",
      "metadata": {},
      "conditions": "true",
      "dialog_node": "node_3_1522439390442"
    },
    {
      "type": "event_handler",
      "output": {},
      "parent": "slot_105_1498132552870",
      "context": {
        "time": "@sys-time"
      },
      "metadata": {},
      "conditions": "@sys-time",
      "event_name": "input",
      "dialog_node": "handler_106_1498132552870",
      "previous_sibling": "handler_107_1498132552870"
    },
    {
      "type": "event_handler",
      "output": {
        "text": {
          "values": [
            "We only accept appointments between 11am and 5pm"
          ]
        }
      },
      "parent": "slot_105_1498132552870",
      "metadata": {},
      "next_step": {
        "behavior": "reprompt"
      },
      "conditions": "$time.after('17:30:30') || $time.before('10:59:59')",
      "event_name": "filled",
      "dialog_node": "handler_1_1509694458589",
      "previous_sibling": "handler_106_1498132552870"
    },
    {
      "type": "event_handler",
      "output": {
        "text": "What time on <? $date.reformatDateTime(\"EEEEE\") ?> do you want
  to come in?"
      },
      "parent": "slot_105_1498132552870",
      "metadata": {},
      "event_name": "focus",
      "dialog_node": "handler_107_1498132552870"
    },
    {
      "type": "event_handler",
      "output": {},
      "parent": "slot_8_1509132875735",
      "context": {
        "confirm": "@reply && slot_in_focus"
      },
      "metadata": {},
      "conditions": "@reply && slot_in_focus",
      "event_name": "input",
      "dialog_node": "handler_9_1509132875735",
      "previous_sibling": "handler_10_1509132875735"
    },
    {
      "type": "event_handler",
      "output": {
        "text": {
          "values": [
            "Perfect!"
          ]
        }
      },
      "parent": "slot_8_1509132875735",
      "metadata": {},
      "conditions": "@reply:yes",
      "event_name": "filled",
      "dialog_node": "handler_14_1509133469904",
      "previous_sibling": "handler_9_1509132875735"
    },
    {
      "type": "event_handler",
      "output": {
        "text": {
          "values": [
            "Sorry... let's try again"
          ]
        }
      },
   "parent": "slot_8_1509132875735",
   "context": {
    "date": null,
    "time": null,
    "confirm": null
   },
   "metadata": {},
   "conditions": "@reply:no",
   "event_name": "filled",
   "dialog_node": "handler_17_1509135162089",
   "previous_sibling": "handler_14_1509133469904"
  },
  {
   "type": "event_handler",
   "output": {
    "text": "Let me confirm: You want an appointment for <?
$date.reformatDateTime(\"EEEEE\") ?> at <? $time.reformatDateTime(\"h a\")
?>. Is this correct?"
   },
   "parent": "slot_8_1509132875735",
   "metadata": {},
   "event_name": "focus",
   "dialog_node": "handler_10_1509132875735"
  },
  {
   "type": "standard",
   "output": {
    "text": "OK. Let me know how I can help"
   },
   "parent": "node_22_1467833484410",
   "metadata": {},
   "conditions": "@reply:no",
   "dialog_node": "node_21_1468350173406",
   "previous_sibling": "node_19_1468350024009"
  },
  {
   "type": "standard",
   "output": {
    "text": {
     "values": [
      "OK. Transferring... [Use IBM Cloud Functions to connect to backend
systems]"
     ]
```

```
        }
      },
      "parent": "node_22_1467833484410",
      "metadata": {},
      "conditions": "@reply:yes",
      "dialog_node": "node_19_1468350024009"
    },
    {
      "type": "event_handler",
      "output": {
        "text": {
          "values": [
            "Looks like you're trying to make a reservation in the past. Try again."
          ]
        }
      },
      "parent": "slot_102_1498132501942",
      "metadata": {},
      "next_step": {
        "behavior": "reprompt"
      },
      "conditions": "$date.before(now())",
      "event_name": "filled",
      "dialog_node": "handler_6_1509695999145",
      "previous_sibling": "handler_103_1498132501942"
    },
    {
      "type": "event_handler",
      "output": {},
      "parent": "slot_102_1498132501942",
      "context": {
        "date": "@sys-date"
      },
      "metadata": {},
      "conditions": "@sys-date",
      "event_name": "input",
      "dialog_node": "handler_103_1498132501942",
      "previous_sibling": "handler_104_1498132501942"
    },
    {
      "type": "event_handler",
      "output": {
        "text": "What day would you like to come in?"
      },
      "parent": "slot_102_1498132501942",
      "metadata": {},
      "event_name": "focus",
      "dialog_node": "handler_104_1498132501942"
    },
    {
      "type": "event_handler",
      "output": {},
      "parent": "slot_12_1522596437268",
      "context": {
        "specialist": "@specialist"
      },
      "metadata": {},
      "conditions": "@specialist",
      "event_name": "input",
      "dialog_node": "handler_13_1522596437268",
      "previous_sibling": "handler_14_1522596437268"
    },
    {
      "type": "event_handler",
      "output": {
        "text": {
          "values": [
            "We'll do our best to book you with @specialist"
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "slot_12_1522596437268",
      "event_name": "filled",
      "dialog_node": "handler_15_1522596463593",
      "previous_sibling": "handler_13_1522596437268"
    },
    {
      "type": "event_handler",
      "output": {},
      "parent": "slot_12_1522596437268",
      "event_name": "focus",
      "dialog_node": "handler_14_1522596437268"
    },
    {
```

```
  "type": "response_condition",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "I didn't understand your query"
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  },
  "parent": "node_4_1591609769682",
  "conditions": "anything_else",
  "dialog_node": "response_1_1591609838501",
  "previous_sibling": "response_5_1591609835678"
},
{
  "type": "response_condition",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "\"<?$webhook_result_1.passages[0].passage_text?>\""
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  },
  "parent": "node_4_1591609769682",
  "conditions": "$webhook_result_1",
  "dialog_node": "response_5_1591609835678"
},
{
  "type": "response_condition",
  "output": {
    "text": {
      "values": [
        "Hello. Good evening",
        "Hi. Good evening",
        "Hello. How can I help this evening?"
      ],
      "selection_policy": "sequential"
    }
  },
  "parent": "node_13_1502484041694",
  "metadata": {},
  "conditions": "now().after('17:00:00')",
  "dialog_node": "node_15_1488295465298",
  "previous_sibling": "node_1_1495022305143"
},
{
  "type": "response_condition",
  "output": {
    "text": {
      "values": [
        "Hello. Good afternoon",
        "Hi there. It's a beautiful afternoon",
        "Good afternoon. How can I help?"
      ],
      "selection_policy": "sequential"
    }
  },
  "parent": "node_13_1502484041694",
  "metadata": {},
  "conditions": "now().after('12:00:00') && now().before('16:59:59')",
  "dialog_node": "node_1_1495022305143",
  "previous_sibling": "node_16_1488295517679"
},
{
  "type": "response_condition",
  "output": {
    "text": {
      "values": [
        "Hello",
        "Hi there",
        "Hi. How can I help"
      ],
      "selection_policy": "sequential"
    }
  },
  "parent": "node_13_1502484041694",
  "metadata": {},
  "dialog_node": "node_28_1522448362216",
  "previous_sibling": "node_15_1488295465298"
},
{
  "type": "response_condition",
  "output": {
    "text": {
      "values": [
        "Hello. Good morning",
        "It's a beautiful morning. Hello",
        "Hi there. How can I help you this morning?"
      ],
      "selection_policy": "sequential"
    }
  },
  "parent": "node_13_1502484041694",
  "metadata": {},
  "conditions": "now().after('04:00:00') && now().before('11:59:59')",
  "dialog_node": "node_16_1488295517679"
},
{
  "type": "event_handler",
  "output": {
    "text": {
      "values": [
        "Thanks"
      ],
      "selection_policy": "sequential"
    }
  },
  "parent": "slot_22_1522444583114",
  "context": {},
  "metadata": {},
  "conditions": "true",
  "event_name": "filled",
  "dialog_node": "handler_22_1522598191131",
  "previous_sibling": "handler_23_1522444583114"
},
{
     "type": "event_handler",
     "output": {},
     "parent": "slot_22_1522444583114",
     "context": {
      "phone": "@phone"
     },
     "metadata": {},
     "conditions": "@phone",
     "event_name": "input",
     "dialog_node": "handler_23_1522444583114",
     "previous_sibling": "handler_24_1522444583114"
    },
    {
     "type": "event_handler",
     "output": {
      "text": "I'll just need a phone to hold your reservation"
     },
     "parent": "slot_22_1522444583114",
     "metadata": {},
     "event_name": "focus",
     "dialog_node": "handler_24_1522444583114"
    },
    {
     "type": "event_handler",
     "output": {
      "text": {
       "values": [
        "OK. Canceling your request..."
       ]
      }
     },
     "parent": "Reservation using slots",
     "context": {
      "date": null,
      "time": null,
      "phone": null,
      "confirm": null,
      "specialist": null,
      "user_cancelled": true
     },
     "metadata": {},
     "next_step": {
      "behavior": "skip_all_slots"
```

```
  },
  "conditions": "#Cancel",
  "event_name": "generic",
  "dialog_node": "handler_16_1509133697261",
  "previous_sibling": "handler_3_1501275087289"
},
{
  "type": "slot",
  "output": {},
  "parent": "Reservation using slots",
  "metadata": {},
  "variable": "$specialist",
  "dialog_node": "slot_12_1522596437268",
  "previous_sibling": "slot_105_1498132552870"
},
{
  "type": "response_condition",
  "output": {
    "text": {
      "values": [
        "[Use IBM Cloud Functions to connect to to backend systems]"
      ]
    }
  },
  "parent": "Reservation using slots",
  "metadata": {},
  "conditions": "$user_needs_help",
  "dialog_node": "node_25_1522598839584",
  "previous_sibling": "handler_7_1509696539866"
},
{
  "type": "slot",
  "output": {},
  "parent": "Reservation using slots",
  "metadata": {
    "_customization": {}
  },
  "variable": "$phone",
  "dialog_node": "slot_22_1522444583114",
  "previous_sibling": "slot_8_1509132875735"
},
{
  "type": "slot",
  "output": {},
  "parent": "Reservation using slots",
  "metadata": {
    "_customization": {
      "mcr": true
    }
  },
  "variable": "$time",
  "dialog_node": "slot_105_1498132552870",
  "previous_sibling": "slot_102_1498132501942"
},
{
  "type": "slot",
  "output": {},
  "parent": "Reservation using slots",
  "metadata": {},
  "variable": "$confirm",
  "dialog_node": "slot_8_1509132875735",
  "previous_sibling": "slot_12_1522596437268"
},
{
  "type": "response_condition",
  "output": {
    "text": {
      "values": [
        "Let me know how else I can help"
      ],
      "selection_policy": "sequential"
    }
  },
  "parent": "Reservation using slots",
  "context": {},
  "metadata": {},
  "conditions": "$user_cancelled",
  "dialog_node": "node_10_1509697567474",
  "previous_sibling": "node_25_1522598839584"
},
{
  "type": "slot",
  "output": {},
  "parent": "Reservation using slots",
  "metadata": {
        "_customization": {
          "mcr": true
        }
      },
      "variable": "$date",
      "dialog_node": "slot_102_1498132501942",
      "previous_sibling": "node_3_1519173961259"
    },
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "Let me check availability...  [Use IBM Cloud Functions to connect to backend systems]"
          ]
        }
      },
      "parent": "Reservation using slots",
      "context": {},
      "metadata": {},
      "conditions": "true",
      "dialog_node": "node_3_1519173961259",
      "previous_sibling": "node_10_1509697567474"
    },
    {
      "type": "event_handler",
      "output": {
        "text": {
          "values": []
        }
      },
      "parent": "Reservation using slots",
      "disabled": true,
      "metadata": {},
      "event_name": "focus",
      "dialog_node": "handler_7_1509696539866",
      "previous_sibling": "handler_16_1509133697261"
    },
    {
      "type": "event_handler",
      "output": {
        "text": {
          "values": [
            "I see you need help making an appointment. Let me transfer you to an agent..."
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "Reservation using slots",
      "context": {
        "date": null,
        "time": null,
        "phone": null,
        "confirm": null,
        "specialist": null,
        "user_needs_help": true
      },
      "metadata": {},
      "next_step": {
        "behavior": "skip_all_slots"
      },
      "conditions": "#Help",
      "event_name": "generic",
      "dialog_node": "handler_3_1501275087289"
    },
    {
      "type": "standard",
      "title": "Where are you located?",
      "output": {},
      "metadata": {},
      "next_step": {
        "behavior": "skip_user_input"
      },
      "conditions": "#Customer_Care_Store_Location",
      "digress_in": "does_not_return",
      "dialog_node": "Directions",
      "digress_out": "allow_all",
      "previous_sibling": "Hours of Operation"
    },
    {
      "type": "frame",
      "title": "I want to make an appointment",
      "output": {},
      "metadata": {
        "fallback": "leave",
        "_customization": {
          "mcr": true
        }
      },
      "conditions": "#Customer_Care_Appointments",
      "digress_in": "does_not_return",
      "dialog_node": "Reservation using slots",
      "digress_out": "allow_all",
      "previous_sibling": "Directions",
      "digress_out_slots": "allow_all"
    },
    {
      "type": "standard",
      "output": {
        "text": {
          "values": [
            "You're welcome. Just let me know if you need anything else",
            "No problem. Just let me know if you need anything else",
            "My pleasure. Just let me know if you need anything else"
          ],
          "selection_policy": "sequential"
        }
      },
      "metadata": {},
      "conditions": "#Thanks",
      "digress_in": "does_not_return",
      "dialog_node": "node_2_1468243505617",
      "previous_sibling": "node_12_1468329566917"
    },
    {
      "type": "standard",
      "title": "What can I do",
      "output": {
        "generic": [
          {
            "values": [
              {
                "text": "I can tell you about our store locations and opening hours, or help you set up an appointment."
              },
          {
            "text": "You could also ask me to connect you to an agent."
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  },
  "conditions": "#Help",
  "dialog_node": "node_4_1570050459690",
  "previous_sibling": "node_22_1467833484410"
},
{
  "type": "standard",
  "title": "Please transfer me to an agent",
  "output": {
    "text": {
      "values": [
        "Would you like me to transfer you to a representative?"
      ],
      "selection_policy": "sequential"
    }
  },
  "metadata": {},
  "conditions": "#General_Connect_to_Agent",
  "digress_in": "does_not_return",
  "dialog_node": "node_22_1467833484410",
  "digress_out": "allow_all_never_return",
  "previous_sibling": "node_2_1468243505617"
},
{
  "type": "standard",
  "title": "Ask about Product",
  "actions": [
    {
      "name": "main_webhook",
      "type": "webhook",
      "parameters": {
        "input": "<?input_text?>"
      },
      "result_variable": "webhook_result_1"
    }
  ],
  "metadata": {
    "_customization": {
      "mcr": true
    }
  },
  "conditions": "#Product_information",
  "dialog_node": "node_4_1591609769682",
  "previous_sibling": "Opening"
},
{
  "type": "standard",
  "output": {
    "text": {
      "values": [
        "I didn't understand can you try again"
      ],
      "selection_policy": "sequential"
    }
  },
  "metadata": {},
  "conditions": "anything_else",
  "digress_in": "returns",
  "dialog_node": "node_2_1467831978407",
  "digress_out": "allow_all",
  "previous_sibling": "node_4_1570050459690",
  "disambiguation_opt_out": true
},
{
  "type": "standard",
  "title": "What are your hours?",
  "output": {},
  "metadata": {},
  "next_step": {
    "behavior": "jump_to",
    "selector": "body",
    "dialog_node": "node_3_1522439390442"
  },
  "conditions": "#Customer_Care_Store_Hours",
  "digress_in": "does_not_return",
  "dialog_node": "Hours of Operation",
  "digress_out": "allow_all",
      "previous_sibling": "node_4_1591609769682"
    },
    {
      "type": "standard",
      "output": {
        "text": {
          "values": [
            "So long",
            "See ya",
            "Good bye"
          ],
          "selection_policy": "sequential"
        }
      },
      "metadata": {},
      "conditions": "#Goodbye",
      "digress_in": "does_not_return",
      "dialog_node": "node_12_1468329566917",
      "previous_sibling": "node_13_1502484041694"
    },
    {
      "type": "standard",
      "output": {},
      "metadata": {},
      "conditions": "#General_Greetings",
      "digress_in": "does_not_return",
      "dialog_node": "node_13_1502484041694",
      "previous_sibling": "Reservation using slots"
    },
    {
      "type": "standard",
      "title": "Opening",
      "output": {
        "text": {
          "values": [
            "Hello, I’m a demo customer care virtual assistant to show you the basics.
I
              can help with directions to my store, hours of operation and booking an
in-
                store appointment"
          ],
          "selection_policy": "sequential"
        }
      },
      "context": {
        "no_reservation": true
      },
      "metadata": {},
      "conditions": "welcome",
      "dialog_node": "Opening"
    }
  ],
  "counterexamples": [
    {
      "text": "configure wifi"
    },
    {
      "text": "how doi acess"
    }
  ],
  "system_settings": {
    "tooling": {
      "store_generic_responses": true
    },
    "off_topic": {
      "enabled": true
    },
    "disambiguation": {
      "prompt": "Did you mean:",
      "enabled": true,
      "randomize": true,
      "max_suggestions": 5,
      "suggestion_text_policy": "title",
      "none_of_the_above_prompt": "None of the above."
    },
    "system_entities": {
      "enabled": true
    },
    "spelling_auto_correct": true
  },
  "learning_opt_out": false,
  "name": "Customer Care Sample Skill",
  "language": "en",
  "description": "Sample simple customer service skill to get you started."
}
```