Inquiry Handling Flow

1. Initial Contact
Understand trip duration and timing.

2. Interest Assessment
Gather information on interests.

3. Itinerary Proposal
Present a preliminary itinerary.

4. Service Options
Determine the service level required.

5. Booking Confirmation
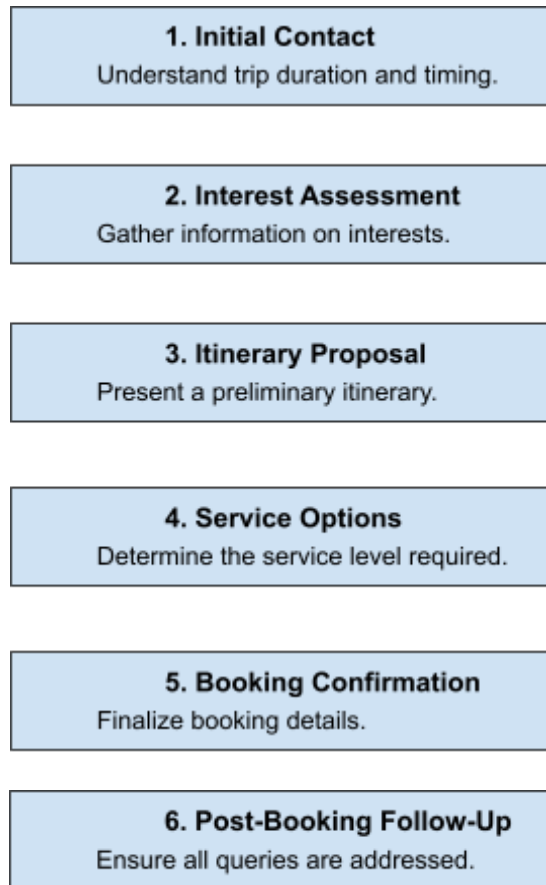Finalize booking details.

6. Post-Booking Follow-Up
Ensure all queries are addressed.

1. Initial Contact

Objective: Understand the trip duration and timing.

- **Questions**:
    - "Welcome to Sri Lanka Travel Assistant! How many days are you planning for your tour?"
    - "Which month will you be visiting Sri Lanka?"
    - "Do you have specific dates in mind for your trip?"

2. Interest Assessment

Objective: Gather information on the traveller's interests.

- **Questions**:

- ○ "What activities or sights are you interested in? (You can choose multiple: Beaches, Wildlife, Culture, Mountains, Historical Places, Scenic Train Ride)"
- ○ "Are there any specific attractions you want to include in your itinerary?"
- ○ "Are you interested in any particular type of accommodation? (e.g., luxury hotels, budget stays, eco-friendly lodges)"

3. Itinerary Proposal

Objective: Present a preliminary itinerary based on the user's inputs.

- **Questions**:
  - ○ "Based on your interests, here's a suggested itinerary for your trip: [Itinerary Details]. Does this look good to you?"
  - ○ "Would you like to make any changes to this itinerary?"
  - ○ "Are there any specific activities you want to add or remove from the itinerary?"

4. Service Options

Objective: Determine the level of service the user requires.

- **Questions**:
  - ○ "Would you like to have driver services only, or both driver and hotel bookings?"
  - ○ "Do you need assistance with booking flights or other transportation?"
  - ○ "Would you like to include guided tours or excursions in your itinerary?"

5. Booking Confirmation

Objective: Finalize the booking details and proceed with the payment process.

- **Questions**:
  - ○ "Great choice! We will now send you an invoice for confirmation. Please review and complete the payment to finalize your booking. Is this okay with you?"
  - ○ "Do you have any special requests or requirements for your trip?"

- ○ "Would you like to review the details of your booking before we send the invoice?"

6. Post-Booking Follow-Up

Objective: Ensure all user queries are addressed and provide additional support if needed.

- **Questions**:
  - ○ "Your invoice has been sent. Please complete the payment to confirm your booking. If you have any further questions or need assistance, feel free to ask."
  - ○ "Do you need help with anything else related to your trip?"
  - ○ "Would you like to receive updates and tips for your upcoming trip?"
  - ○ "Is there anything specific you need to prepare for your trip?"

Example Interaction

1. **Initial Contact**
   - ○ **Bot**: "Welcome to Sri Lanka Travel Assistant! How many days are you planning for your tour?"
   - ○ **User**: "I'm planning a 7-day trip."
   - ○ **Bot**: "Which month will you be visiting Sri Lanka?"
   - ○ **User**: "In November."
2. **Interest Assessment**
   - ○ **Bot**: "Great! What activities or sights are you interested in? (You can choose multiple: Beaches, Wildlife, Culture, Mountains, Historical Places, Scenic Train Ride)"
   - ○ **User**: "I'm interested in beaches, wildlife, and historical places."
3. **Itinerary Proposal**
   - ○ **Bot**: "Based on your interests, here's a suggested itinerary for your 7-day trip: [Itinerary Details]. Does this look good to you?"
   - ○ **User**: "Yes, that looks perfect!"
4. **Service Options**
   - ○ **Bot**: "Would you like to have driver services only, or both driver and hotel bookings?"
   - ○ **User**: "I would like both driver and hotel bookings."
5. **Booking Confirmation**

- ○ **Bot**: "Great choice! We will now send you an invoice for confirmation. Please review and complete the payment to finalize your booking. Is this okay with you?"
- ○ **User**: "Sure, send me the invoice."

6. **Post-Booking Follow-Up**
    - ○ **Bot**: "Your invoice has been sent. Please complete the payment to confirm your booking. If you have any further questions or need assistance, feel free to ask."
    - ○ **User**: "Thank you! I'll complete the payment soon."