

```
{
  "name": "panchumittai-action",
  "type": "action",
  "counts": {
    "actions": 4,
    "intents": 2,
    "entities": 1,
    "data_types": 0,
    "global_variables": 0
  },
  "status": "Available",
  "language": "en",
  "skill_id": "5c218d28-d3ab-4e18-b4e1-26754cfb8657",
  "workspace": {
    "actions": [
      {
        "steps": [
          {
            "step": "step_001",
            "output": {
              "generic": [
                {
                  "values": [
                    {
                      "text": "I'm afraid I don't understand. I can connect you to an agent."
                    }
                  ]
                }
              ]
            }
          }
        ]
      }
    ]
  }
}
```

```
    "response_type": "text",
    "selection_policy": "sequential"
  }
]
},
"handlers": [],
"resolver": {
  "type": "connect_to_agent",
  "response": {
    "transfer_info": {
      "target": {}
    },
    "agent_available": {
      "message": "Let's send you to an available agent."
    },
    "agent_unavailable": {
      "message": "There are no agents available at this time. When one becomes available, we'll
connect you."
    },
    "message_to_human_agent": ""
  }
},
"variable": "step_001",
"condition": {
  "eq": [
    {
      "system_variable": "fallback_reason"
    },
  ],
}
```

```
{
  "scalar": "Step validation failed"
}
],
"next_step": "step_002"
},
{
  "step": "step_002",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "Sorry I couldn't assist you. I will connect you to an agent right away."
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  },
  "handlers": [],
  "resolver": {
    "type": "connect_to_agent",
    "response": {
      "transfer_info": {
```

```
    "target": {}

  },

  "agent_available": {

    "message": "Let's send you to an available agent."

  },

  "agent_unavailable": {

    "message": "There are no agents available at this time. When one becomes available, we'll
connect you."

  },

  "message_to_human_agent": ""

}

},

"variable": "step_002",

"condition": {

  "eq": [

    {

      "system_variable": "fallback_reason"

    },

    {

      "scalar": "Agent requested"

    }

  ]

},

"next_step": "step_003"

},

{

  "step": "step_003",

  "output": {
```

```
"generic": [  
  {  
    "values": [  
      {  
        "text": "I am afraid I do not understand what you are asking, let me connect you to an  
agent."  
      }  
    ],  
    "response_type": "text",  
    "selection_policy": "sequential"  
  }  
],  
},  
"handlers": [],  
"resolver": {  
  "type": "connect_to_agent",  
  "response": {  
    "transfer_info": {  
      "target": {}  
    },  
    "agent_available": {  
      "message": "Let's send you to an available agent."  
    },  
    "agent_unavailable": {  
      "message": "There are no agents available at this time. When one becomes available, we'll  
connect you."  
    },  
    "message_to_human_agent": ""  
  }  
}
```

```
    }  
  },  
  "variable": "step_003",  
  "condition": {  
    "eq": [  
      {  
        "system_variable": "fallback_reason"  
      },  
      {  
        "scalar": "No action matches"  
      }  
    ]  
  }  
},  
"title": "Fallback",  
"action": "fallback",  
"boosts": [],  
"handlers": [],  
"condition": {  
  "intent": "fallback_connect_to_agent"  
},  
"variables": [  
  {  
    "title": "I'm afraid I don't understand. I can connect you to an agent.",  
    "variable": "step_001",  
    "data_type": "any"
```

```
},
{
  "title": "Sorry I couldn't assist you. I will connect you to an agent righ",
  "variable": "step_002",
  "data_type": "any"
},
{
  "title": "I am afraid I do not understand what you are asking, let me conn",
  "variable": "step_003",
  "data_type": "any"
}
],
"next_action": "anything_else",
"disambiguation_opt_out": true
},
{
  "steps": [
    {
      "step": "step_001",
      "output": {
        "generic": [
          {
            "values": [
              {
                "text": "I'm afraid I don't understand. Please rephrase your question."
              }
            ]
          }
        ]
      }
    }
  ],
}
```

```
    "response_type": "text",
    "selection_policy": "sequential"
  }
]
},
"handlers": [],
"resolver": {
  "type": "end_action"
},
"variable": "step_001",
"condition": {
  "lte": [
    {
      "system_variable": "no_action_matches_count"
    },
    {
      "scalar": 3
    }
  ]
},
"next_step": "step_002"
},
{
  "step": "step_002",
  "output": {
    "generic": [
      {
```



```
"values": [  
  {  
    "text": ""  
  }  
,  
  "response_type": "text",  
  "selection_policy": "sequential"  
}  
],  
"handlers": [],  
"resolver": {  
  "type": "invoke_another_action_and_end",  
  "invoke_action": {  
    "action": "fallback",  
    "parameters": null,  
    "result_variable": "step_002_result_1"  
  }  
},  
"variable": "step_002",  
"condition": {  
  "gt": [  
    {  
      "system_variable": "no_action_matches_count"  
    },  
    {  
      "scalar": 3
```

```
    }
  ]
}
}
],
"title": "No action matches",
"action": "anything_else",
"boosts": [],
"handlers": [],
"condition": {
  "expression": "anything_else"
},
"variables": [
  {
    "title": "I am afraid I do not understand what you are asking, please re-p",
    "variable": "step_001",
    "data_type": "any"
  },
  {
    "variable": "step_002",
    "data_type": "any"
  },
  {
    "variable": "step_002_result_1",
    "data_type": "any"
  }
],
```

```
"disambiguation_opt_out": true
},
{
  "steps": [
    {
      "step": "step_001",
      "output": {
        "generic": [
          {
            "values": [
              {
                "text": "Welcome, how can I assist you?"
              }
            ],
            "response_type": "text",
            "selection_policy": "sequential"
          }
        ]
      },
      "handlers": [],
      "resolver": {
        "type": "end_action"
      },
      "variable": "step_001"
    }
  ],
  "title": "Greet customer",
```

```
"action": "welcome",

"boosts": [],

"handlers": [],

"condition": {

  "expression": "welcome"

},

"variables": [

  {

    "variable": "step_001",

    "data_type": "any"

  }

],

"next_action": "action_19693",

"disambiguation_opt_out": true

},

{

  "steps": [

    {

      "step": "step_176",

      "output": {

        "generic": [

          {

            "values": [

              {

                "text_expression": {

                  "concat": [

                    {
```

```
        "scalar": "Could u mention your skillsetss"
      }
    ]
  }
}
],
"response_type": "text",
"selection_policy": "sequential"
},
{
  "options": [
    {
      "label": "c&c++",
      "value": {
        "input": {
          "text": "c&c++"
        }
      }
    },
    {
      "label": "java",
      "value": {
        "input": {
          "text": "java"
        }
      }
    }
  ],
}
```

```
{
  "label": "python",
  "value": {
    "input": {
      "text": "python"
    }
  }
},
"response_type": "option",
"repeat_on_reprompt": true
}
]
},
"handlers": [
  {
    "type": "not_found",
    "title": "validation_not_found_handler",
    "output": {
      "generic": [
        {
          "values": [
            {
              "text": "I didn't catch that. Select a valid option:"
            }
          ]
        }
      ],
      "response_type": "text"
    }
  }
]
```

```
    }  
  ]  
},  
"handler": "validation_not_found_handler",  
"resolver": {  
  "type": "prompt_again"  
},  
"next_handler": "validation_not_found_max_tries_handler"  
},  
{  
  "type": "not_found_max_tries",  
  "title": "validation_not_found_max_tries_handler",  
  "handler": "validation_not_found_max_tries_handler",  
  "resolver": {  
    "type": "fallback"  
  }  
}  
],  
"question": {  
  "entity": "entity_32744",  
  "max_tries": 3  
},  
"resolver": {  
  "type": "invoke_another_action_and_end",  
  "invoke_action": {  
    "action": "fallback",  
    "parameters": null,  
  },  
}
```

```
    "result_variable": "step_176_result_1"
  }
},
"variable": "step_176",
"next_step": "step_550"
},
{
  "step": "step_550",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text_expression": {
              "concat": [
                {
                  "scalar": "searching jobs for your skillset"
                }
              ]
            }
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  },
}
```



```
"handlers": [],

"resolver": {

  "type": "continue"

},

"variable": "step_550"

}

],

"title": "I want to know the availability of jobs for my skillset",

"action": "action_19693",

"boosts": [],

"handlers": [],

"condition": {

  "intent": "action_19693_intent_45885"

},

"variables": [

  {

    "title": "Could u mention your skillsetss",

    "variable": "step_176",

    "data_type": "any"

  },

  {

    "variable": "step_176_result_1",

    "data_type": "any"

  },

  {

    "title": "searching jobs for your skillset",

    "variable": "step_550",
```

```
    "data_type": "any"
  }
],
"next_action": "fallback",
"topic_switch": {
  "allowed_from": true,
  "allowed_into": true
},
"disambiguation_opt_out": false
}
],
"intents": [
  {
    "intent": "fallback_connect_to_agent",
    "examples": [
      {
        "text": "I would like to speak to someone"
      },
      {
        "text": "Can I connect to an agent?"
      },
      {
        "text": "I would like to speak to a human"
      },
      {
        "text": "Agent help"
      },
    ]
  }
]
```

```
{
  "text": "Call agent"
},
{
  "description": "Please transfer me to an agent"
},
{
  "intent": "action_19693_intent_45885",
  "examples": [
    {
      "text": "may i know is there any vacancy for my skill"
    },
    {
      "text": "availability of jobs"
    },
    {
      "text": "I want to know the availability of jobs for my skillset"
    }
  ]
},
{
  "entities": [
    {
      "entity": "entity_32744",
      "values": [
        {
          "type": "synonyms",
```

```
    "value": "python",
    "synonyms": []
  },
  {
    "type": "synonyms",
    "value": "java",
    "synonyms": []
  },
  {
    "type": "synonyms",
    "value": "c&c++",
    "synonyms": []
  }
],
"fuzzy_match": true
}
],
"metadata": {
  "api_version": {
    "major_version": "v2",
    "minor_version": "2018-11-08"
  },
  "skill": {
    "counts": {
      "actions": 4,
      "intents": 2,
      "entities": 1,
```

```
    "data_types": 0,
    "global_variables": 0
  }
}
},
"variables": [],
"data_types": [],
"counterexamples": [],
"system_settings": {
  "off_topic": {
    "enabled": true
  },
  "topic_switch": {
    "enabled": true,
    "messages": {
      "confirm_return": {
        "text": "Return to previous topic?"
      },
      "confirm_switch": {
        "text": "Switch from the current topic?"
      }
    }
  },
  "question_steps_threshold": 2
},
"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"

},

"intent_classification": {

  "training_backend_version": "v2"

},

"spelling_auto_correct": true

},

"learning_opt_out": false,

"language": "en"

},

"description": "created for assistant c42fa348-0109-4c48-93e4-ecd06d93d2f0",

"dialog_settings": {

  "source_assistant": "53c7c5cd-7358-4334-ac7c-139d8932b995"

},

"created": "2022-10-30T10:55:55.250Z",

"updated": "2022-10-30T10:55:55.250Z",

"snapshot": "1",

"assistant_id": "c42fa348-0109-4c48-93e4-ecd06d93d2f0",

"assistant_references": []

}
```