UniBot Design

# Dialog design:

1. *MainDialog*: (initiates conversation, asks if user gives permissions to store data)
   1. If yes -> go to *InitialServiceDialog(3)*
   2. If no -> go to *TrueNoToMainDialog(18)*
   3. Else -> retry
   4. Else x2 -> go to *NoUnderstandDialog(10)*
2. *InitialServiceDialog:* (ask if user is CA client)
   1. If int is yes -> save IsClient(true) -> go to *IsClientDialog(4)*
   2. If int is no -> go to *IsNotClientDialog(11)*
   3. Else -> retry
   4. Else x2 -> go to *NoUnderstandDialog(10)*
3. *IsClientDialog:* (asks for NIF and validates it)
   1. If (NIF is valid) -> save NIF(string) -> go to *GetHelpDialog(5)*
   2. If (NIF is not valid) -> save NIF(“None”) -> retry
   3. If (NIF is not valid x2) -> *NoUnderstandDialog(10)*
4. *GetHelpDialog:* (asks what user needs)
   1. If (int is *ServiceToShareWithFamily)* -> go to GiveOptions*Dialog(6)*
   2. Else -> retry
   3. Else x2 -> go to *NoUnderstandDialog(10)*
5. *GiveOptionsDialog:* (provides initial information to user, asks if user wants more)
   1. If int is yes -> go to *WantMoreDialog(7)*
   2. If int is no -> go to *WhereToReceiveDialog(15)*
   3. Else -> retry
   4. Else x2 -> *NoUnderstandDialog(10)*
6. *WantMoreDialog:* (provides more info and asks if user wants more on his phone/email)*:*
   1. If int is yes -> go to *InfoSendDialog(8)*
   2. If int is no -> go to *NoPermissionDialog(9)*
   3. Else -> retry
   4. Else x2 -> NoUnderstandDialog(10)
7. *InfoSendDialog:* (asks where user wants info, on phone or email)
   1. If int is email -> save ChoseEmail -> go to *SendContactDialog(8)*
   2. If int is phone -> save ChosePhone -> go to *SendContactDialog(8)*
   3. Else -> retry
   4. Else x2 -> retry
8. *SendContactDialog:* (sends email/SMS)
   1. If ChoseEmail -> sends email -> go to *NoPermissionDialog(9)*
   2. If ChosePhone -> sends SMS -> go to *NoPermissionDialog(9)*
9. *NoPermissionDialog: (instantiates QnA and provides FAQ from KB)*
   1. If int is No -> go to *GoodbyeDialog()*
   2. Else -> try get answer from QnAMaker -> If score bigger than x -> get Qna answer
   3. If score lower than x -> retry
   4. If score lower than x x2 -> *retry … loop*
10. *NoUnderstandDialog:* (tells user that the bot doesn’t understand)
    1. End dialog
11. *IsNotClientDialog: (asks what user needs (not client) )*
    1. If int is *ServiceToShareWithFamily* -> go to *GiveOptionsNotClientDialog()*
    2. Else -> retry
    3. Else x2 -> go to *NoUnderstandDialog(10)*
12. *GiveOptionsNotClientDialog: (*provides initial information to user, asks if user wants more (not client))
    1. If int is yes -> go to *InfoSendNotClientDialog(13)*
    2. If int is no -> go to *WhereToReceiveDialog()*
    3. Else -> retry
    4. Else x2 -> go to *NoUnderstandDialog(10)*
13. *InfoSendNotClientDialog: (*provides more info and asks if user wants more on his phone*)*
    1. If int is yes -> go to *GetPhoneDialog(14)*
    2. If int is no -> go to *NoPermissionDialog(9)*
    3. Else -> retry
    4. Else x2 -> go to *NoUnderstandDialog(10)*
14. *GetPhoneDialog:* (send user info so that he can get extra info)
    1. Sends SMS
    2. Go to *NoPermissionDialog(9)*
15. *WhereToReceiveDialog:* (asks if user wants to be assisted by an employee)
    1. If int is yes -> go to *GetAssistantDialog(16)*
    2. If int is no -> go to *NoPermissionDialog(9)*
    3. Else -> retry
    4. Else x2 -> go to *NoUnderstandDialog(10)*
16. *GetAssistantDialog:* (asks user if he/she wants employee assistance)
    1. If int is yes -> go to *SuitCustomerNeedsDialog(17)*
    2. If int is no -> go to *NoPermissionDialog(9)*
    3. Else -> retry
    4. Else x2 -> go to *NoUnderstandDialog(10)*
17. *SuitCustomerNeedsDialog: (*confirms employee assistance for user*)*
    1. *Go to NoPermissionDialog(9)*
18. *TrueNoToMainDialog:* (dialog that is ran when user doesn’t give permission)
    1. If int is No -> go to *GoodbyeDialog()*
    2. Else -> try get answer from QnAMaker -> If score bigger than x -> get Qna answer
    3. If score lower than x -> go to *NoPermissionDialog(9)*

Need to tweak dialog for more natural conversation;

Need to push to DevOps;

Debug;

Need to Deploy;