

# Manage orders

Customers place orders in person, over the phone, or by using the order form on the website. After the order is placed, users can cancel the order through the virtual assistant. First, define an entity that can recognize order numbers. Then, add an intent that recognizes when users want to cancel a cake order.


## Adding an order number pattern entity

You want the assistant to recognize order numbers, so you will create a pattern entity to recognize the unique format that the restaurant uses to identify its orders. The syntax of order numbers used by the restaurant's bakery is 2 uppercase letters followed by 5 numbers. For example, `XY98760`. Add an entity that can recognize this character pattern.

1. Click the **Entities** tab.
2. Click **Create entity**.
3. Enter `order_number` into the entity name field.
4. Click **Create entity**.
5. Add `order_syntax` to the *Value name* field, and then click the down arrow next to **Synonyms** to change the type to **Patterns**.
6. Add the following regular expression to the Pattern field: `[A-Z]{2}\d{5}`

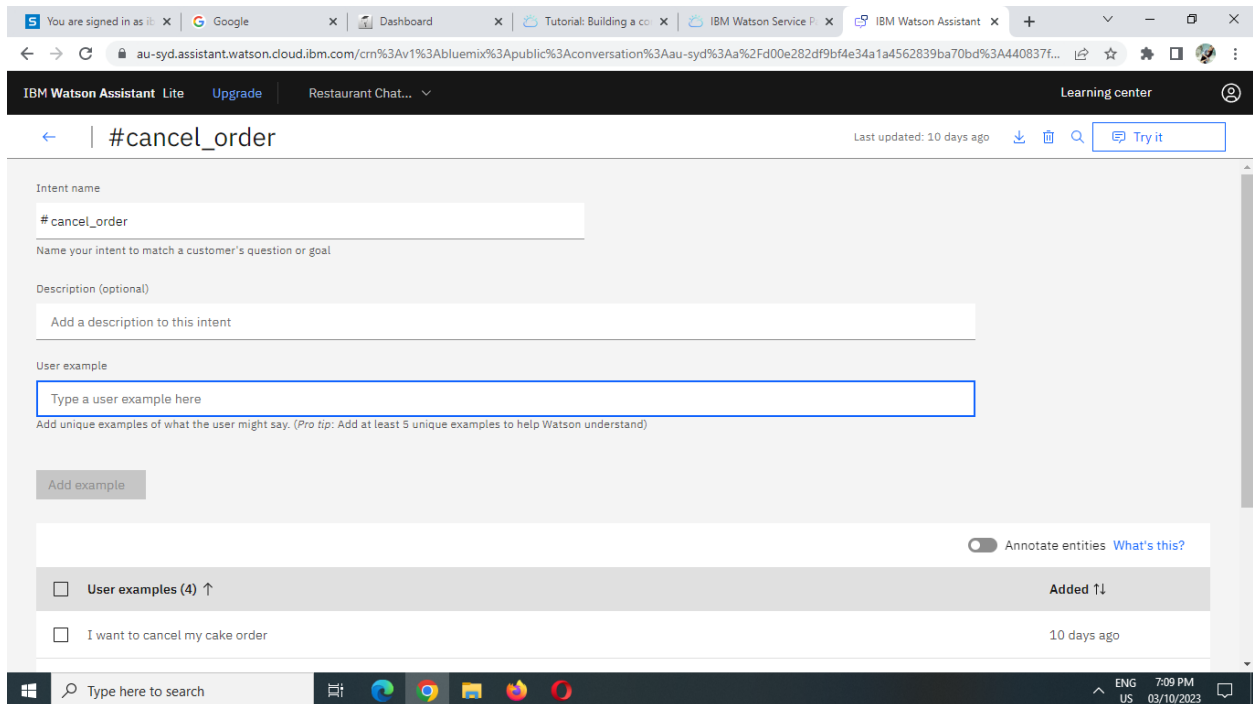
The screenshot shows the IBM Watson Assistant web interface. At the top, there's a navigation bar with 'Entities' selected. Below it, the entity configuration page for '@order\_number' is displayed. The 'Entity name' field contains '@order\_number'. The 'Value' field contains 'order\_syntax'. The 'Synonyms' dropdown menu is open, showing 'Synonyms' and 'Patterns' options, with 'Patterns' selected. The 'Pattern' field contains the regular expression '[A-Z]{2}\d{5}'. The 'Fuzzy matching' toggle is turned on. At the bottom, there's a table with the header 'Values (0)' and 'Type'. The table is currently empty, and a message at the bottom states 'This entity has no values.'

7. Click **Add value**.

- Click the **Close**  icon to finish adding the `@order_number` entity.

## Add a cancel order intent

- Click the **Intents** tab.
- Click **Create intent**.
- Enter `cancel_order` in the *Intent name* field, and then click **Create intent**.
- Add the following user examples:
  - I want to cancel my cake order
  - I need to cancel an order I just placed
  - Can I cancel my cake order?
  - I'd like to cancel my order
  - There's been a change. I need to cancel my bakery order.
  - please cancel the birthday cake order I placed last week
  - The party theme changed; we don't need a cake anymore
  - that order i placed, i need to cancel it.



The screenshot shows the IBM Watson Assistant interface in a web browser. The browser tabs include 'You are signed in as...', 'Google', 'Dashboard', 'Tutorial: Building a co...', 'IBM Watson Service P...', and 'IBM Watson Assistant'. The address bar shows a URL from 'au-syd.assistant.watson.cloud.ibm.com'. The page header includes 'IBM Watson Assistant Lite', 'Upgrade', 'Restaurant Chat...', and 'Learning center'. The main content area is titled '#cancel\_order' and shows the 'Intent name' field with the value '#cancel\_order'. Below this is a 'Description (optional)' field with the placeholder 'Add a description to this intent'. The 'User example' section has a text input field with the placeholder 'Type a user example here' and a note: 'Add unique examples of what the user might say. (Pro tip: Add at least 5 unique examples to help Watson understand)'. There is an 'Add example' button. At the bottom, there is a table of user examples. The table has columns for 'User examples (4) ↑' and 'Added ↓'. The first row shows the example 'I want to cancel my cake order' with a checkbox and a timestamp of '10 days ago'. There is also a toggle for 'Annotate entities' and a link 'What's this?'. The Windows taskbar is visible at the bottom with the search bar and various application icons.

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IBM Watson Assistant Lite Upgrade Restaurant Chat... Learning center

← | #cancel\_order Last updated: 10 days ago Try it

User example

Type a user example here

Add unique examples of what the user might say. (Pro tip: Add at least 5 unique examples to help Watson understand)

Add example

Annotate entities What's this?

<input type="checkbox"/> I want to cancel my cake order	10 days ago
<input type="checkbox"/> I want to cancel order	10 days ago
<input type="checkbox"/> I want to cancel the order that I just placed	10 days ago
<input type="checkbox"/> I'd like to cancel my recent order	10 days ago

Showing 1-4 of 4 examples 1 1 of 1 pages

5. Click the Close  icon to finish adding the #cancel\_order intent.

## Add a yes intent

Before you perform an action on the user's behalf, you must get confirmation that you are taking the proper action. Add a #yes intent to the dialog that can recognize when a user agrees with what your assistant is proposing.

1. Click the **Intents** tab.
2. Click **Create intent**.
3. Enter **yes** in the *Intent name* field, and then click **Create intent**.
4. Add the following user examples:

Yes  
Correct  
Please do.  
You've got it right.  
Please do that.  
that is correct.  
That's right  
yeah  
Yup  
Yes, I'd like to go ahead with that.

IBM Watson Assistant Lite Upgrade Restaurant Chat... Learning center

← | #yes Last updated: a few seconds ago Try it

Intent name

#yes

Name your intent to match a customer's question or goal

Description (optional)

Add a description to this intent

User example

Type a user example here

Add unique examples of what the user might say. (Pro tip: Add at least 5 unique examples to help Watson understand)

Add example

Annotate entities What's this?

User examples (7) ↑ Added ↓

Correct a few seconds ago

IBM Watson Assistant Lite Upgrade Restaurant Chat... Learning center

← | #yes Last updated: a few seconds ago Try it

User example

Type a user example here

Add unique examples of what the user might say. (Pro tip: Add at least 5 unique examples to help Watson understand)

Add example

Annotate entities What's this?

Correct a few seconds ago

I want 10 days ago

Please do 10 days ago

Please do that 10 days ago

That's right a few seconds ago


yes 10 days ago

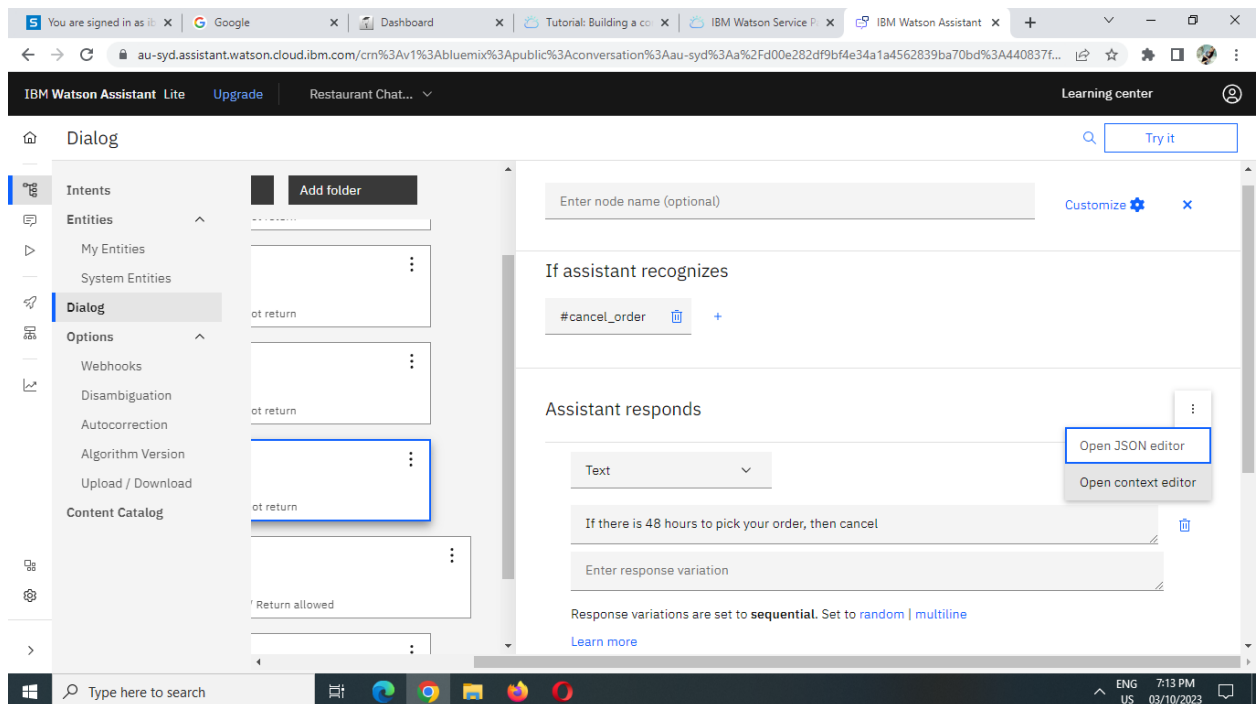
You've got it right. a few seconds ago

5 Click the Close icon to finish adding the #yes intent.


## Add dialog nodes that can manage requests to cancel an order

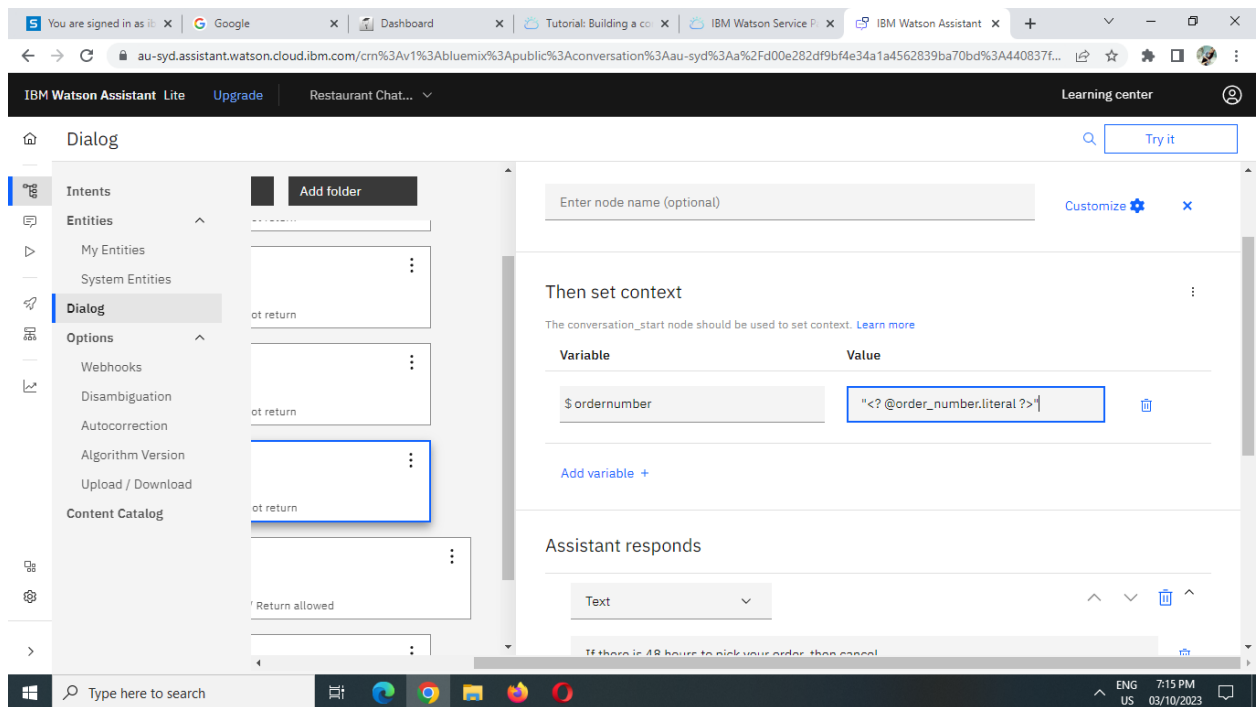
Now, add a dialog node that can handle requests to cancel a cake order.

1. Click the **Dialog** tab.
2. Find the `#menu` node. Click the **More**  icon on the `#menu` node, and then select **Add node below**.
3. Start to type `#cancel_order` into the **If assistant recognizes** field of this node. Then select the `#cancel_order` option.
4. Add the following message in the response text field:



Before you can actually cancel the order, you need to know the order number. The user might specify the order number in the original request. So, to avoid asking for the order number again, check for a number with the order number pattern in the original input. To do so, define a context variable that would save the order number if it is specified.

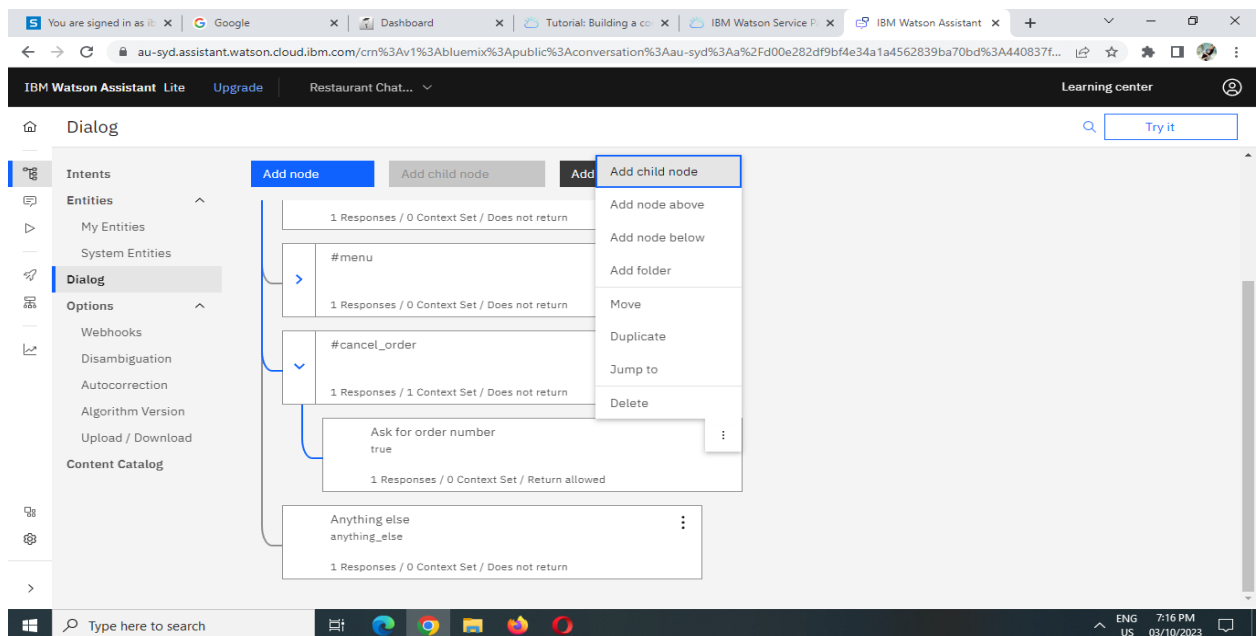
5. You define a context variable in the context editor. From the response section of the node, click the **More**  icon, and then select **Open context editor**.
6. The context variable value (`<? @order_number.literal ?>`) is a SpEL expression that captures the number that the user specifies that matches the pattern defined by the `@order_number` pattern entity. It saves it to the `$ordernumber` variable.



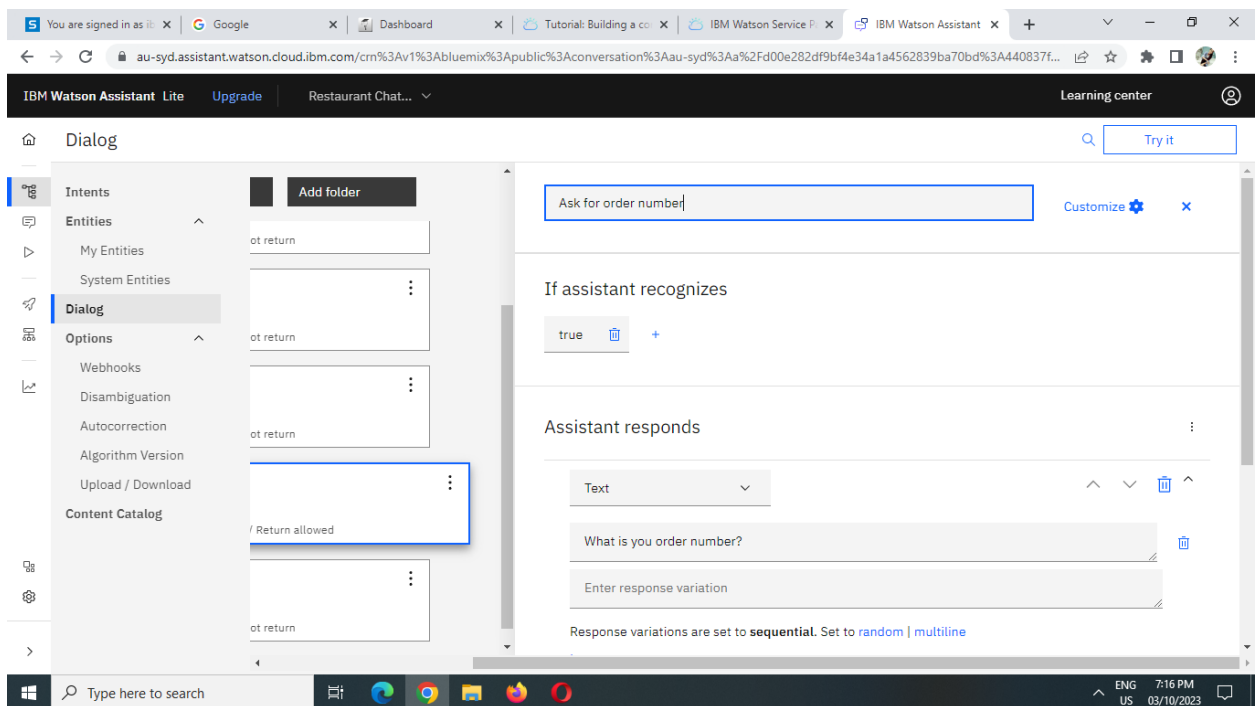
7. Click **X** to close the edit view.

Now, add child nodes that either ask for the order number or get confirmation from the user that she wants to cancel an order with the detected order number.

8. Click the **More** icon on the `#cancel_order` node, and then select **Add child node**.





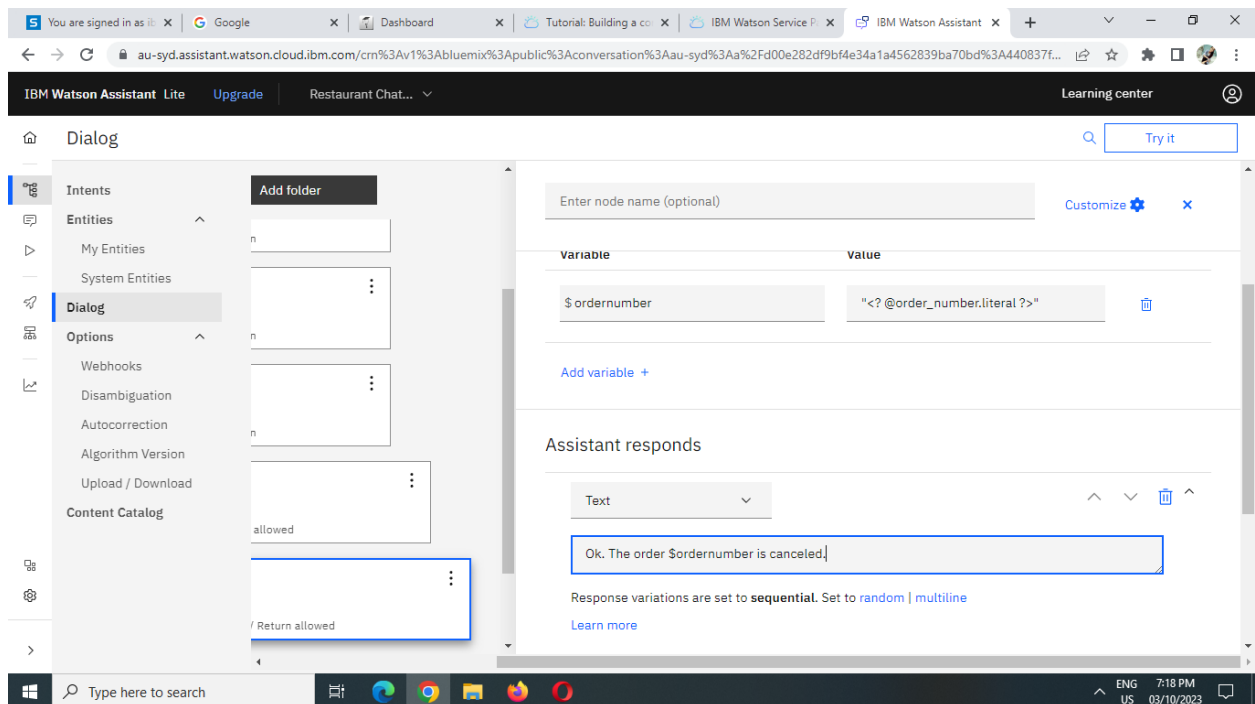
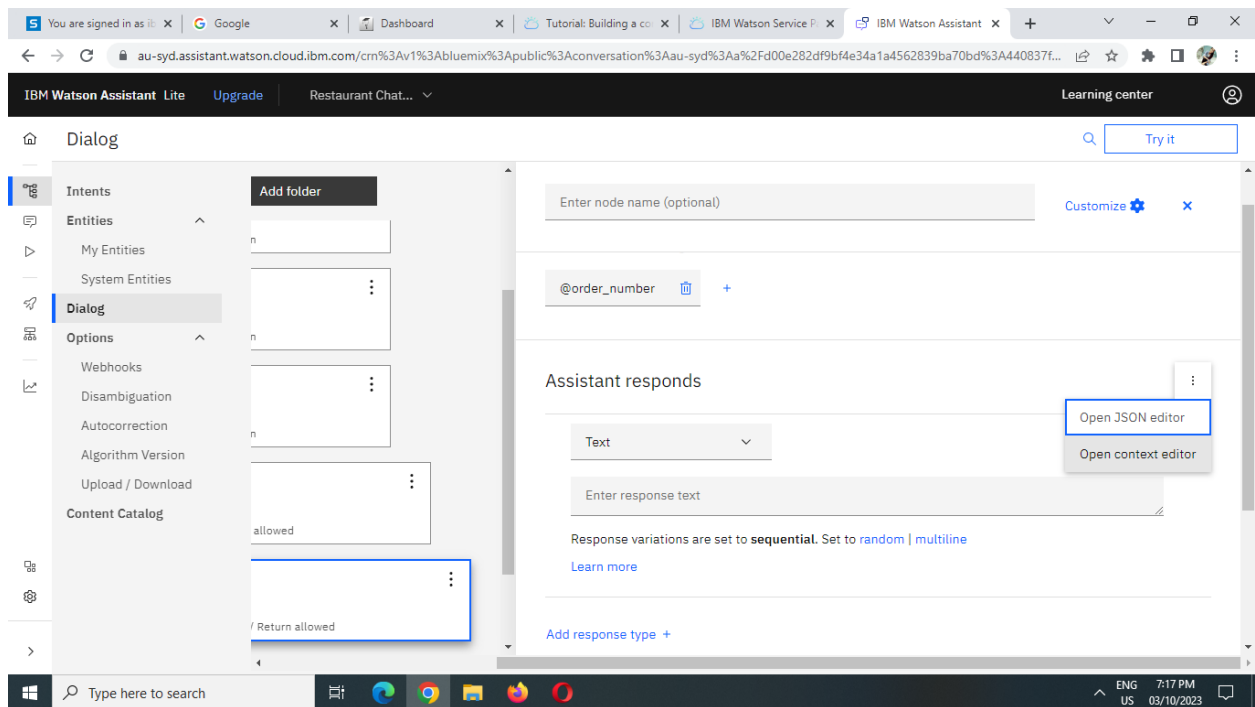
9. Add a label to the node to distinguish it from other child nodes you will be adding. In the name field, add `Ask for order number`. Type `true` into the **If assistant recognizes** field of this node.
10. Add the following message in the response text field:



11. Click  to close the edit view.


Now, add another child node that informs the user that you are canceling the order.

12. Click the **More**  icon on the `Ask for order number` node, and then select **Add child node**.
13. Type `@order_number` into the **If assistant recognizes** field of this node.
14. Open the context editor. Click the **More**  icon, and select **Open context editor**.
15. Enter the following context variable name and value pair:



16. Click  to close the edit view.

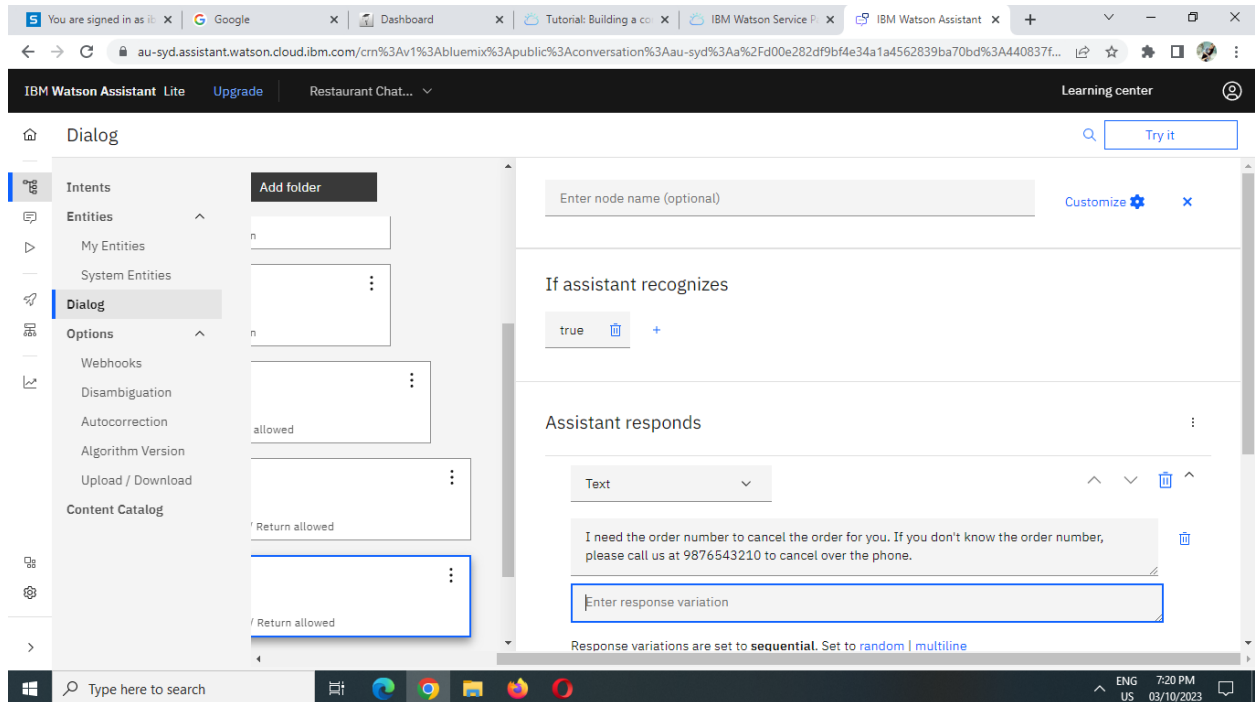


17. Add another node to capture the case where a user provides a number, but it is not a valid order number. Click the **More**  icon on the `@order_number` node, and then select **Add node below**.


18. Type `true` into the **If assistant recognizes** field of this node.

19. Add the following message in the response text field:

I need the order number to cancel the order for you. If you don't know the order number, please call us at 9876543210 to cancel over the phone.



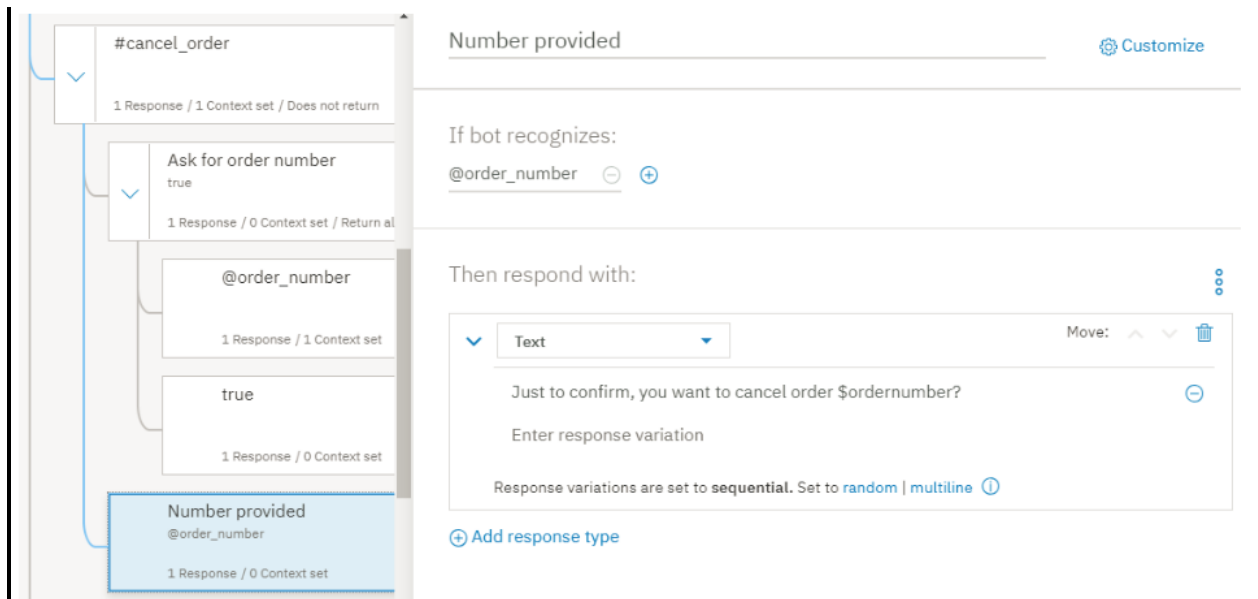
20. Click  to close the edit view.

21. Add a node after the initial order cancellation request node that responds in the case where the user provides the order number in the initial request, so you don't have to ask for it again. Click the **More**  icon on the `#cancel_order` node, and then select **Add child node**.

22. Add a label to the node to distinguish it from other child nodes. In the name field, add `Number provided`. Type `@order_number` into the **If assistant recognizes** field of this node.

23. Add the following message in the response text field:

Just to confirm, you want to cancel order \$ordernumber?



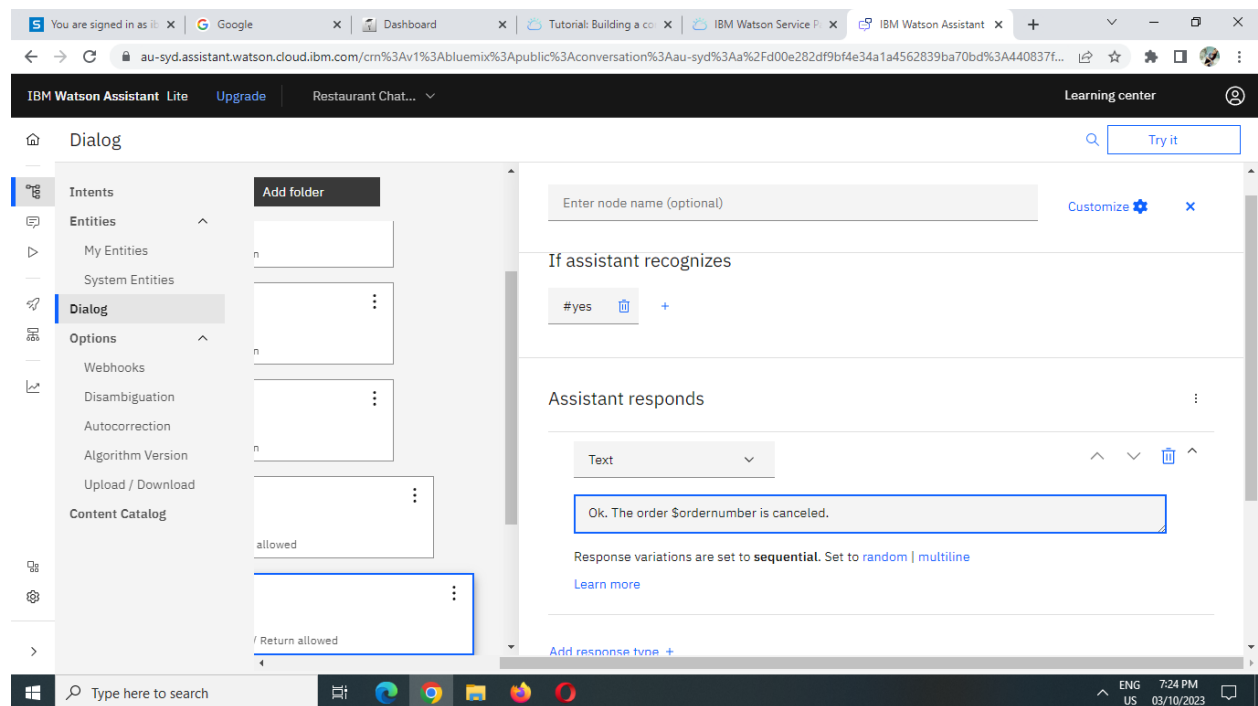
24. Click **X** to close the edit view.

You must add child nodes that check for the user's response to your confirmation question.

25. Click the **More**  icon on the **Number provided** node, and then select **Add child node**.

26. Type **#yes** into the **If assistant recognizes** field of this node.

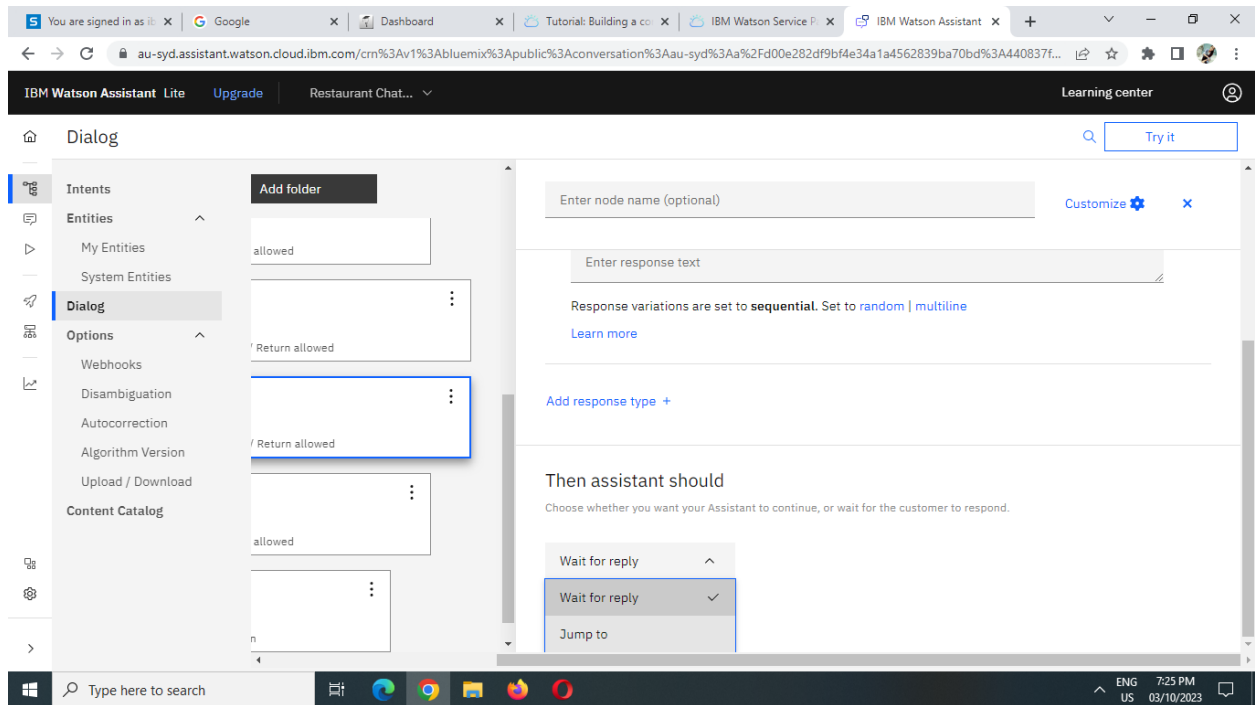
27. Add the following message in the response text field:



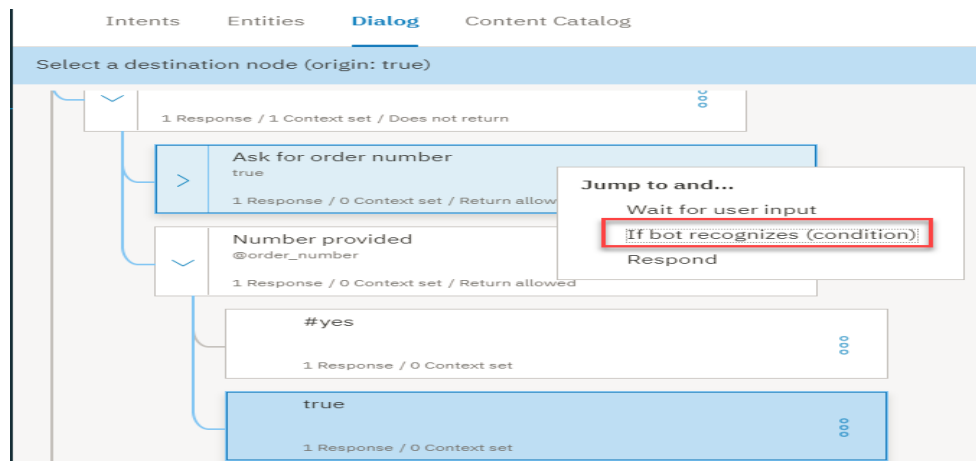
28. Click **X** to close the edit view.
29. Click the **More** icon on the **#yes** node, and then select **Add node below**.
30. Type **true** into the **If assistant recognizes** field of this node.

Do not add a response. Instead, you will redirect users to the branch that asks for the order number details that you created earlier.

31. In the *And finally* section, choose **Jump to**.

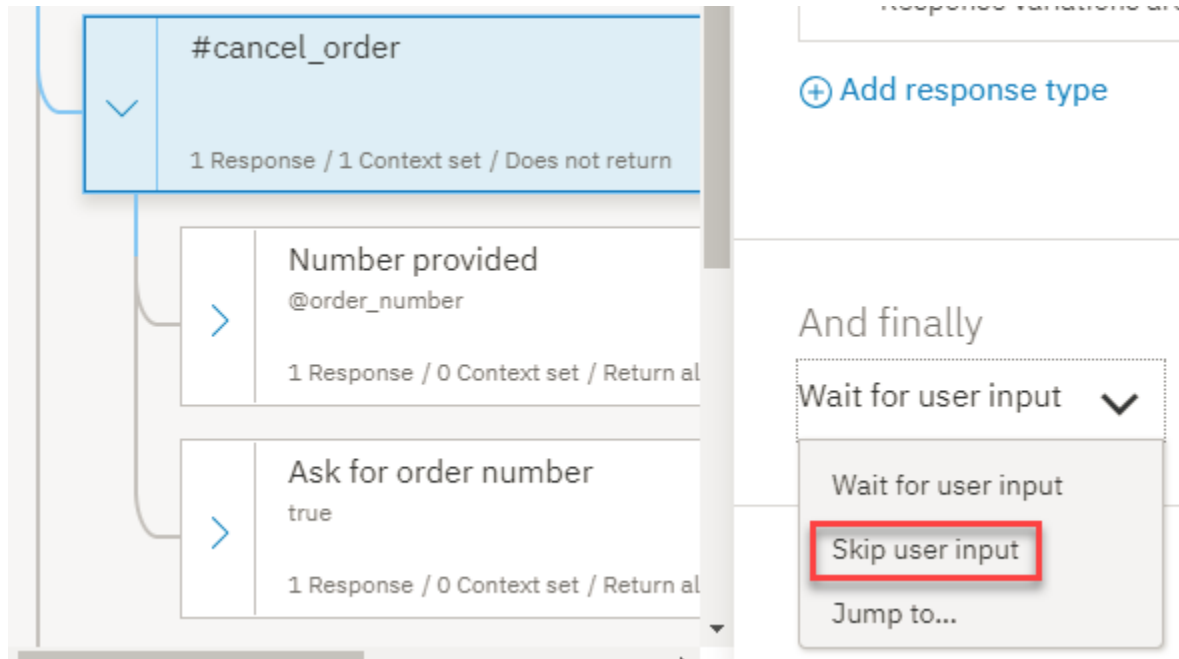


32. Select the *Ask for order number* node's condition.



33. Click **✕** to close the edit view.

34. Force the conversation to evaluate the child nodes under the `#cancel_order` node at run time. Click to open the `#cancel_order` node in the edit view, and then, in the **And finally** section, select **Skip user input**.



## Test order cancellations

Test whether your assistant can recognize character patterns that match the pattern used for product order numbers in user input.

1. Click the  icon to open the "Try it out" pane.

