

The logo consists of the text "CONTOSOTEL-BOT" in a light blue, monospace-style font, centered within a dark navy blue rectangle. This rectangle is itself centered within a larger white rectangle, creating a double-border effect.

CONTOSOTEL-BOT

USER MANUAL

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1- Introduction

Contoso-Bot is an enterprise-grade Customer support sample solution built with LUIS and Bot Framework (Composer). *Contoso-Bot*'s industry is **Telecommunications**. The industry produces some of the highest support traffic in the world and includes the widest variety of support cases, and ends up relying on automating its most common scenarios to ease the burden on their support staff as much as possible. *Contoso-Bot* integrates with an Azure SQL Database to create and manage different customers and their states at any time.

Contoso-Tel:

Microsoft has today announced it is getting into the telecom business with its new line **Contoso-Tel**. Contoso-Tel plans to overtake the network industry with a competitive phone line service with best-in-class customer support. Customers may use *Contoso-Bot* to sign up for new phone lines, inquire about their current quota, or bill, manage their phone line options, learn about company policies and promotions, and cancel their subscription at any time.

Contoso-Tel Available Tiers:

Name	Price	Minutes	Gigabytes	Text Messages
Standard	\$10	1000	10	500
Premium	\$30	5000	50	2500
VIP	\$50	10,000	100	5000

Micro-Tel Available Packages:

Name	Price	Minutes	Gigabytes	Text Messages
Plus Package	\$5	2000	2	200
Premium Plus Package	\$15	3000	5	300
Minutes 5 Plus	5\$	1000	0	0
Minutes 15 Plus	15\$	3000	0	0
Minutes 25 Plus	25\$	5000	0	0
Megabytes 1 Plus	1\$	0	1	0

Megabytes 5 Plus	5\$	0	5	0
Megabytes 10 Plus	10\$	0	10	0
Text Messages 1 Plus	1\$	0	0	100
Text Messages 5 Plus	5\$	0	0	500
Text Messages 10 Plus	10\$	0	0	100

Entity Pattern:

Name	Pattern	Example
National ID	<ul style="list-style-type: none"> - 5 digits (xxxxx) - Starts with a number from 1-4 	<ul style="list-style-type: none"> - 19998 - 39876
Credit Card	<ul style="list-style-type: none"> - Xxxx-xxxx-xxxx-xxx x (OR) xxxxxxxxxxxxxxxxxx 	<ul style="list-style-type: none"> - 1243445678907890 - 1243-4456-7890-7880
Phone Number	<ul style="list-style-type: none"> - 010xxxxxx 	<ul style="list-style-type: none"> - 010198068 - 010271577

2- Signup For New Line

- Users can request to sign up for a new phone line.
 - Users need to provide their first and last name, national ID, address, tier name, and birthdate. They get a phone number in return. The phone number is their identifier and is required to perform any actions.
 - National ID should be unique, not registered before.
- Example User Scenarios:
 - *Sign Up 1:*
 - *If you provide all of the needed information in your request, Contoso-Bot will extract the information from your request and ask you to confirm the operation.*

The image displays two side-by-side screenshots of a chat application interface, illustrating a user's sign-up process for a new phone line.

Left Screenshot:

- Microtel Bot:** "Hello i'm Micro 🤖", "What's your name 🗨️?"
- Ahmed Meshref:** "Hello Ahmed 🗨️! What do you want to do today?"
- Microtel Bot:** "Sign up for a new VIP tier. I was born on 19th of jan 2020. My national id is 16093, and I live in 1 main street, cairo, egypt."
- Ahmed Meshref:** "Ok Ahmed got you!"
- Microtel Bot:** "Confirm signing up for a VIP tier?
Name: Ahmed Meshref; Birthdate: 2020-01-19; Address: 1 main street cairo egypt; National ID: 16093
Buttons: Confirm, Modify My Data, Cancel"
- Ahmed Meshref:** "Confirm"

Right Screenshot:

- Ahmed Meshref:** "Hello Ahmed 🗨️! What do you want to do today?"
- Microtel Bot:** "Sign up for a new VIP tier. I was born on 19th of jan 2020. My national id is 16093, and I live in 1 main street, cairo, egypt."
- Ahmed Meshref:** "Ok Ahmed got you!"
- Microtel Bot:** "Confirm signing up for a VIP tier?
Name: Ahmed Meshref; Birthdate: 2020-01-19; Address: 1 main street cairo egypt; National ID: 16093
Buttons: Confirm, Modify My Data, Cancel"
- Ahmed Meshref:** "Confirm"
- Microtel Bot:** "Welcome Ahmed to Microtel. You line number is 010366970."

Both screenshots show a chat input field at the bottom with the placeholder text "Type your message" and a send button (arrow icon).

- *Sign Up 2:*
 - *If you don't provide your full information in your request, Contoso-Bot will ask you further questions to extract the needed information.*

The image displays two side-by-side screenshots of a chat interface, likely a mobile app or web chat, showing a user's registration process with a bot named Micro.

Left Screenshot:

- Micro: Hello I'm Micro 🤖.
- User: What's your name 🗣️?
- Ahmed Meshref (Just now)
- Micro: Hey Ahmed 😊, Nice to meet you. How can I help?
- User: Register for a new premium line (Just now)
- Micro: Ok Ahmed got you!
- User: What is your birthdate? (format: dd/mm/year)
- 10/02/1998 (Just now)
- Micro: May I get your national id?
- 19933 (Just now)

Right Screenshot:

- Micro: May I get your national id?
- 19933 (Just now)
- Micro: What is you address? *ex: 1 Elfeda street, Cairo, Egypt*
- 1 main street, Cairo, Egypt (Just now)
- Confirm signing up for a Premium tier?
Name: Ahmed Meshref Birthdate: 1998-10-02; Address: 1 main street Cairo Egypt; National ID: 19933
Buttons: Confirm, Modify My Data, Cancel
- Confirm (Just now)
- Micro: Welcome Ahmed to Microtel. You line number is 010593569.

3- Change Tier

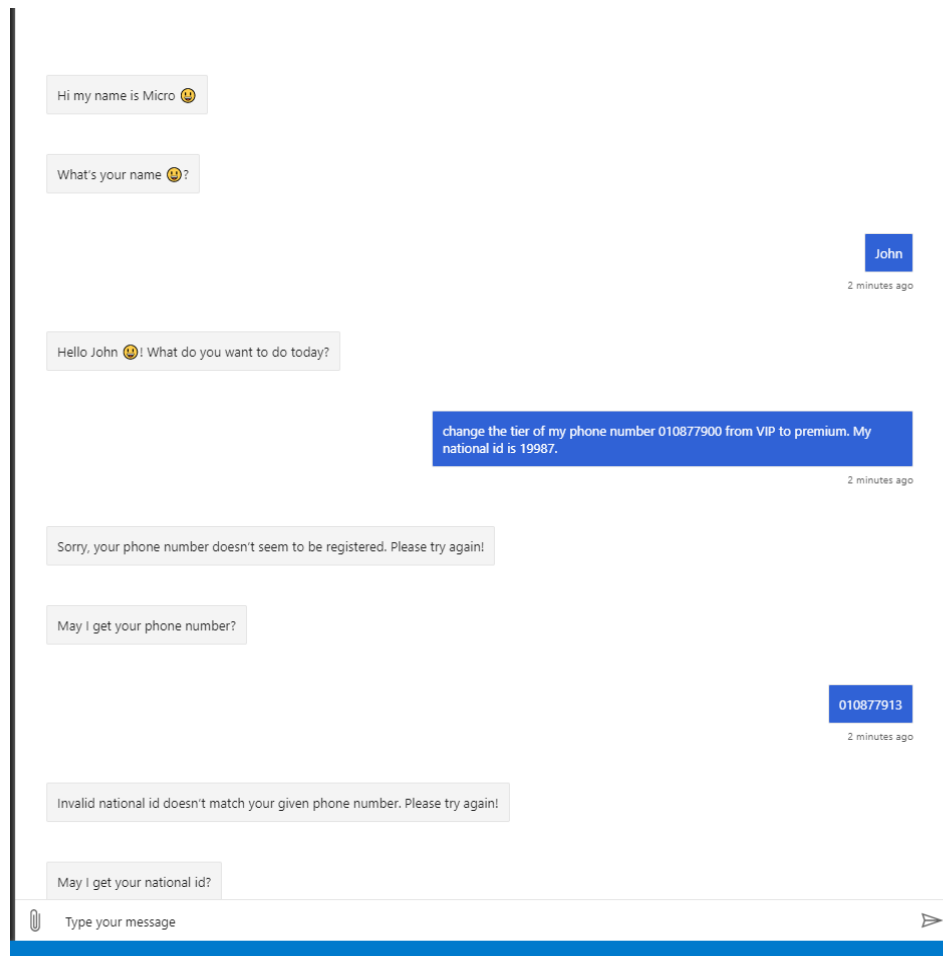
- Users can change, upgrade or downgrade their line's tier from any of the available tiers (Premium, VIP, and Standard). When a user changes his tier, it gets applied the following month.
 - Users need to provide their Phone Number, National ID for authentication, and New Tier name. They get a confirmation message in return.
 - The provided Phone Number should be registered before with the provided National ID.
 - The provided tier name should be different from the one to which the line is currently subscribed.
- Example User Scenarios:
 - *Upgrade Tier 1:*
 - *If you provide all of the needed information in your request, Contoso-Bot will extract the information from your request and ask you to confirm the operation.*

The screenshot displays a chat conversation within a web application. The interface includes a message history on the left and a right-hand panel for user identification and actions. The chat history shows the following messages:

- A system message: "Hi my name is Micro 🤖"
- A user message: "What's your name 🧑?"
- A system response: "Hello John 🧑! What do you want to do today?"
- A user request: "change the tier of my phone number 010877913 from VIP to premium. My national id is 19988."
- A confirmation dialog box with the text: "Confirm changing the tier for your line number 010877913 to Premium?". It contains three buttons: "Confirm" (highlighted in blue), "Modify My Data", and "Cancel".
- A final system message: "Tier updated successfully, your line is now subscribed to Premium."

The right-hand panel shows the user's name "John" and a timestamp "4 minutes ago". Below the confirmation dialog, there is another "Confirm" button with a "Just now" timestamp and a link "Restart conversation from here". At the bottom of the chat area is a text input field labeled "Type your message" with a paperclip icon on the left and a send button on the right.

- *Upgrade Tier 2:*
 - *If the provided Phone Number is not registered or National ID doesn't match stored values, the bot will send an error message and ask you to insert the correct information.*
 - *If the new provided tier matches the one to which the line is currently subscribed to, the bot asks the user to choose a different tier.*



May I get your phone number?

010877913

2 minutes ago

Invalid national id doesn't match your given phone number. Please try again!

May I get your national id?

My national ID is 19988

2 minutes ago

You are already subscribed to Premium. Please choose a different tier!

Which tier do you want to subscribe to?

Standard

Premium

VIP

Standard

A minute ago



Type your message



2 minutes ago

You are already subscribed to Premium. Please choose a different tier!

Which tier do you want to subscribe to?

Standard

Premium

VIP

Standard

A minute ago

Confirm changing the tier for your line number 010877913 to Standard?

Confirm

Modify My Data

Cancel

Confirm

A minute ago

Tier updated successfully, your line is now subscribed to Standard.



Type your message



4- Pay Monthly Bill

- Users can pay their monthly bills easily. The monthly bill includes the cost of the tier as well as the cost of purchased extra packages throughout the month if any. Users may pay their bill at any time throughout the month. In case if the user adds any extra packages after his bill payment, his bill status will get updated to 'partially paid' and he will need to pay the remaining amount.
 - Users need to provide their Phone Number, National ID for authentication, and a valid Credit Card with sufficient funds. They get a confirmation message in return.
 - The provided Phone Number should be registered before with the provided National ID.
 - If the bill was fully paid, the bot will send a confirmation and will not proceed with a new payment.
- Example User Scenarios:
 - *Pay Bill 1:*
 - *If the bill is not fully paid, Contoso-Bot will extract the information from your request and ask you to confirm the operation.*

Hey John 😊, Nice to meet you.
How can I help?

Use my credit card number 1243445678907890 to reimburse my invoice for my line number 010532178. My national id is 17209.
Just now

Alright, your total bill amount for the current month costs 50 USD. Based on your previous payments, you are required to pay 50 USD.

Confirm paying 50 USD for your line number 010532178 with your credit card number 1243445678907890?

Confirm

Modify My Data

Cancel

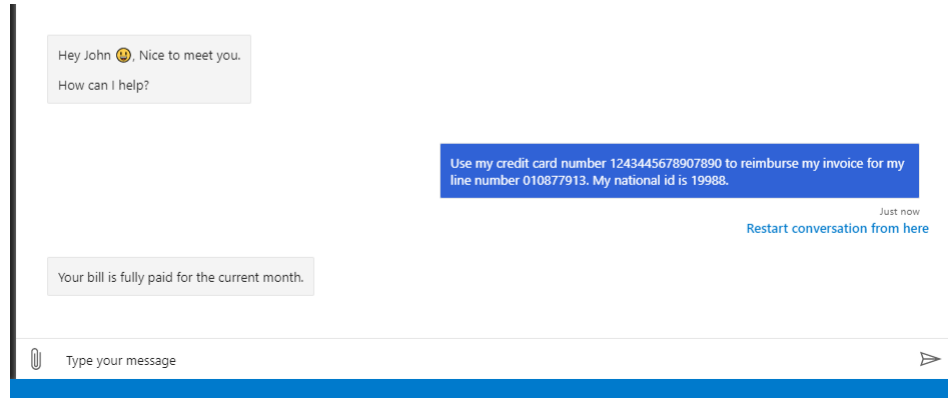
Confirm
Just now

Your bill was paid successfully,

Type your message

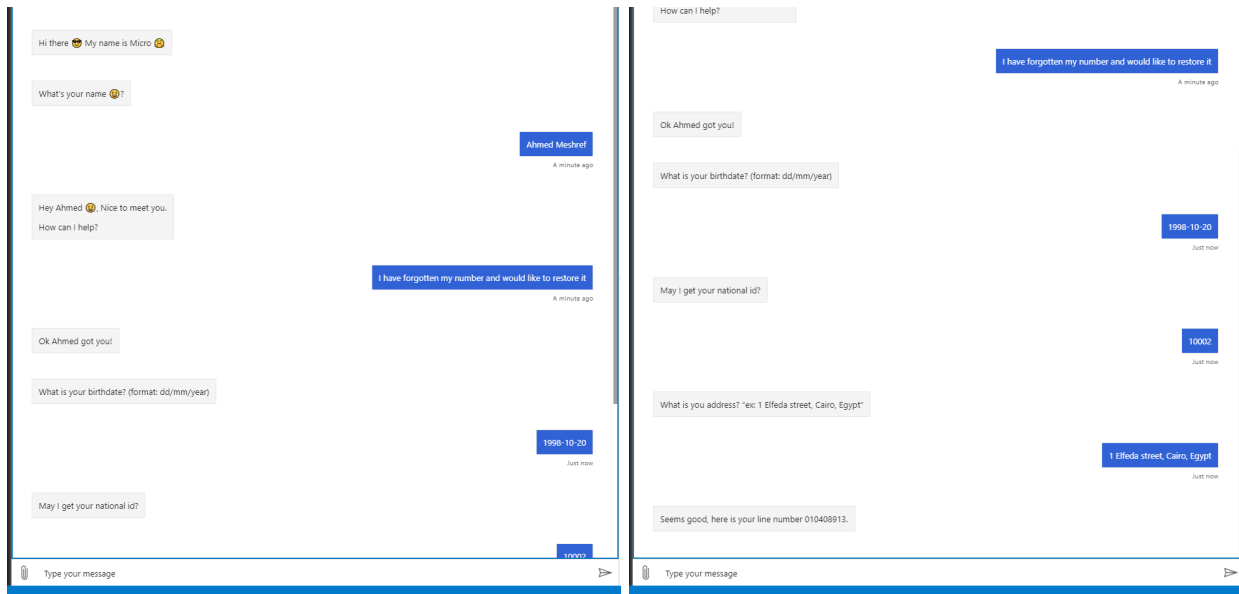
- *Pay Bill 2:*

- *If the bill was fully paid, Contoso-Bot will respond with a notification and will not process a new payment.*



5- Restore Line Number

- If a user forgets his line number at any time, he can easily ask the bot to restore it. The user must remember all of his personal information used to register as he will need it in the process.
 - Users need to provide their First and Last name, National ID, Birthdate, and Address. They get their line number in return.
- Example User Scenarios:
 - *Restore Number 1:*
 - *If all the provided information matches a record in the Database, Contoso-Bot will verify the data and send the user's phone number in return.*



- *Restore Number 2:*
 - *If one of the provided information doesn't match a record in the Database, Contoso-Bot sends an error message and asks the user to insert the correct information.*

I have forgotten my number and would like to restore it

Just now

Ok Ahmed got you!

What is your birthdate? (format: dd/mm/year)

1996-10-20

Just now

May I get your national id?

19998

Just now

What is your address? *ex: 1 Elfeda street, Cairo, Egypt*

1 Elfeda street, Cairo, Egypt

Just now

Your national id isn't registerd

What is your national id?

Type your message

What is your birthdate? (format: dd/mm/year)

1998-10-20

10 minutes ago

May I get your national id?

19998

10 minutes ago

What is your address? *ex: 1 Elfeda street, Cairo, Egypt*

1 Elfeda street, Cairo, Egypt

10 minutes ago

Your national id isn't registered

What is your national id?

10000

Just now

Seems good, here is your line number 010408913.

Type your message

6- Extend Package

- Users can extend their package when his quota runs out
 - Users need to provide their Phone Number, National ID for authentication, and the package they want to extend to, They get a confirmation message in return.
 - The provided Phone Number should be registered before with the provided National ID.
- Example User Scenarios:
 - *Extend Package 1:*
 - *If there exists a package with the same name, Contoso-Bot will extract the information from your request and ask you to confirm the operation.*

The screenshot displays a chat conversation within a white-bordered window. At the bottom is a text input field with a paperclip icon on the left and a send arrow on the right, containing the placeholder text "Type your message".

The chat history includes:

- A system message in a light gray bubble: "What's your name 😊?"
- A user response in a blue bubble: "Mahmoud Hamdy", with the timestamp "Just now" below it.
- A system message in a light gray bubble: "Hello Mahmoud 😊! What do you want to do today?"
- A user request in a blue bubble: "I want to extend my package with premium plus package, my phone number is 010744227, and my national id is 11227", with the timestamp "Just now" below it.
- A confirmation modal box with a light gray background and rounded corners, containing:
 - Text: "Confirm extending with this packages?"
 - Text: "Package name : Premium Plus Package"
 - Text: "This package will give you:-"
 - List of benefits: "3000 Minutes", "5000 Megabytes", "300 Messages"
 - Text: "Package Price is : 15.0000"
 - Three buttons: "Confirm" (blue), "Modify My Data" (white with blue border), and "Cancel" (white with blue border).
- A system confirmation in a blue bubble: "Confirm", with the timestamp "A minute ago" below it.
- A system message in a light gray bubble: "Successfully subscribed"
- A system message in a light gray bubble: "Anything else i can help you with?"

- *If there isn't a package with the same name, Contoso-Bot will suggest all the packages from the same type (Minutes/Megabytes/SMS)*

I want to extend my package by 3 gb, my phone number is 010744227, and my national id is 11227

Just now

Sorry there is no packages as you required

There are only these packages

packages that gives you 1000,5000,10000,Megabytes

Here are the available packages

1. Plus Package (2000 minutes,2 gigabytes , 200 messages, 5\$ per month)

2. Premium Plus Package (3000 minutes,5 gigabytes , 300 messages, 15\$ per month)

3. Minutes 5 Plus (1000 minutes, 5\$ per month)

4. Minutes 15 Plus (3000 minutes, 15\$ per month)

5. Minutes 25 Plus (5000 minutes, 25\$ per month)

6. Megabytes 1 Plus (1 gigabytes, 1\$ per month)

7. Megabytes 5 Plus (5 gigabytes, 5\$ per month)

8. Megabytes 10 Plus (10 gigabytes, 10\$ per month)

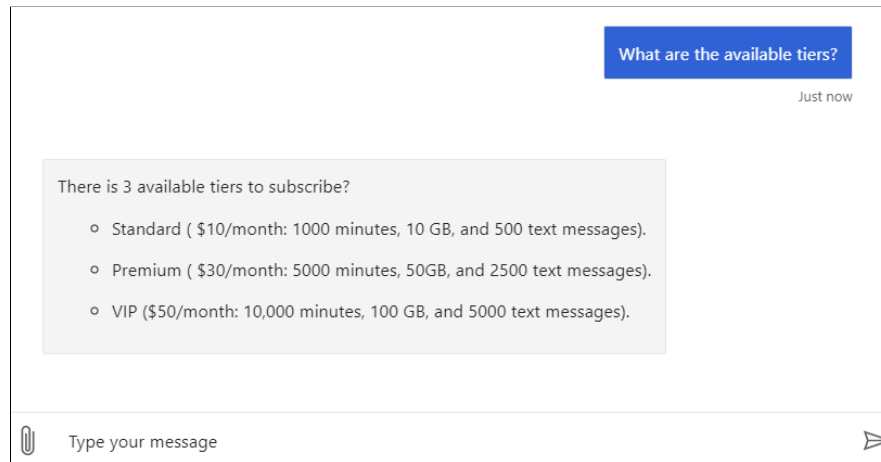
9. Text Messages 1 Plus (100 messages, 1\$ per month)

10. Text Messages 5 Plus (500 messages, 5\$ per month)

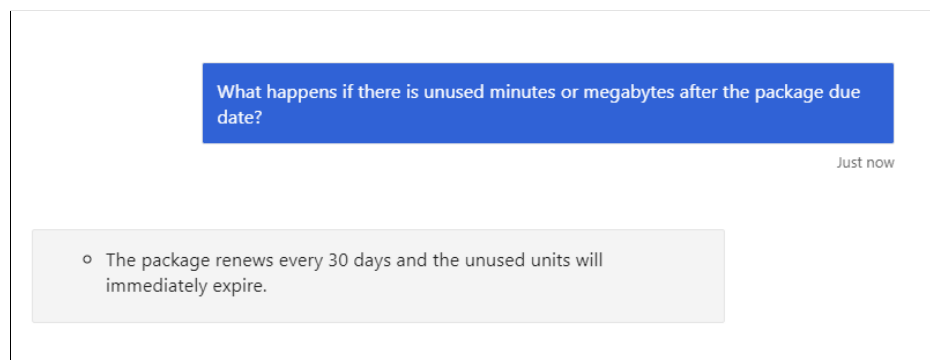
11. Text Messages 10 Plus (1000 messages, 10\$ per month)

7- QnA Maker

- Users can ask generic questions and ContosoTel will find the appropriate answer for it.
 - Users will ask the question, and if there is a matched answer ContosoTel will return it.
- Example User Scenarios:
 - *QnA Maker 1:*



- *QnA Maker 2:*



8- Multiple Scenario

- Users can ask multiple queries at a time like they want to sign up then pay the bill.
 - Users will say what they want, then Contoso will execute or reply to what they want in order.
- Example User Scenarios:
 - *Multiple Scenario :*

Hello i'm Contoso 🐱.

What's your name 🗣️?

Mahmoud Hamdy
2 hours ago

Confirm signing up for a VIP tier?
Name: Mahmoud Hamdy; Birthdate: 2000-01-09; Address: 1 Elfeda street Cairo Egypt; National ID: 23213

Confirm
Modify My Data
Cancel

Hey Mahmoud 😊, Nice to meet you.
How can I help?

i want to sign up for a new VIP line, then pay my bill.
2 hours ago

Welcome Mahmoud to Contoso-Tel. You line number is 010963407.

Your total bill amount for the current month costs 50.0000 USD.
Bill Details:-
◦ Main Tier Name: VIP, Due date: Nov 02, 2021, Price: 50.0000

Ok Mahmoud got you!

What is your birthdate? (format: mm/dd/year)

1/9/2000
2 hours ago

May I get a credit card number with a sufficient balance to complete your payment?

1234512345123456

May I get your national id?

23213
2 hours ago

Confirm paying 50 USD for your line number 010963407 with your credit card number 1234512345123456?
Your total bill amount for the current month costs 50.0000 USD.
Bill Details:-
◦ Main Tier Name: VIP, Due date: Nov 02, 2021, Price: 50.0000

Confirm
Modify My Data
Cancel

What is your address? "ex: 1 Elfeda street, Cairo, Egypt"

1 Elfeda street, Cairo, Egypt
2 hours ago

Confirm
2 hours ago

Your bill was paid successfully,