CONTOSOTEL-BOT

USER MANUAL

Contents

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	- 5 digits (xxxxx) - Starts with a number from 1-4	- 19998 - 39876
Credit Card	- Xxxx-xxxx-xxxx-xxxx (OR) xxxxxxxxxxxxxxxx	- 1243445678907890 - 1243-4456-7890-7880
Phone Number	- 010xxxxxx	- 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.*

- *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.*

Left panel:

Hello i'm Micro 😈,

What's your name 😊?

Ahmed Meshref
Just now

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

Register for a new premium line
Just now

Ok Ahmed got you!

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

10/02/1998
Just now

May I get your national id?

19933

Right panel:

May I get your national id?

19933
Just now

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

Confirm

Modify My Data

Cancel

Confirm
Just now

Welcome Ahmed to Microtel. You line number is 010593569.
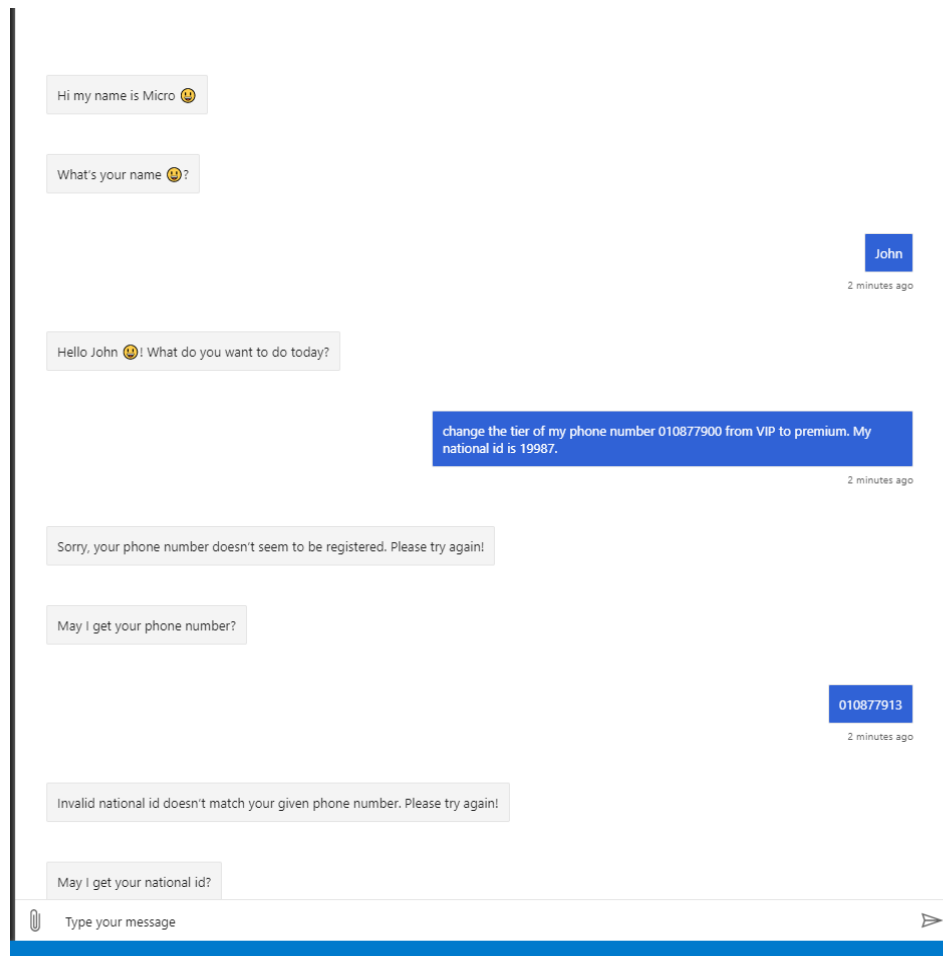
Type your message

Type your message

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.*

Hi my name is Micro 😊

What's your name 😊?

John

4 minutes ago

Hello John 😊! What do you want to do today?

change the tier of my phone number 010877913 from VIP to premium. My national id is 19988.

Just now

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

Confirm

Modify My Data

Cancel

Confirm

Just now

Restart conversation from here

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

Type your message

- *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.*

Hi my name is Micro 😃

What's your name 😃?

John

2 minutes ago

Hello John 😃! What do you want to do today?

change the tier of my phone number 010877900 from VIP to premium. My national id is 19987.

2 minutes ago

Sorry, your phone number doesn't seem to be registered. Please try again!

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?

Type your message

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

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

Which tier do you want to subscribe to?

Standard

Premium

VIP

Standard

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.*


  - *Pay Bill 2:*

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

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

Use my credit card number 1243445678907890 to reimburse my invoice for my line number 010877913. My national id is 19988.

Just now
Restart conversation from here

Your bill is fully paid for the current month.

Type your message
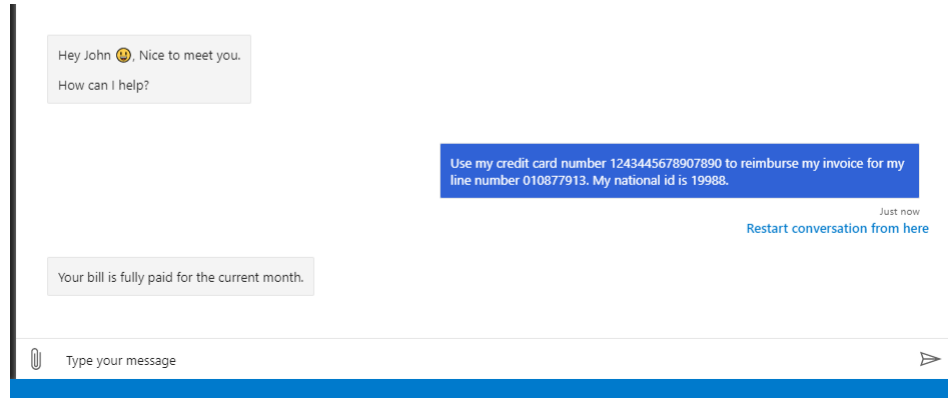
5- Restore Line Number

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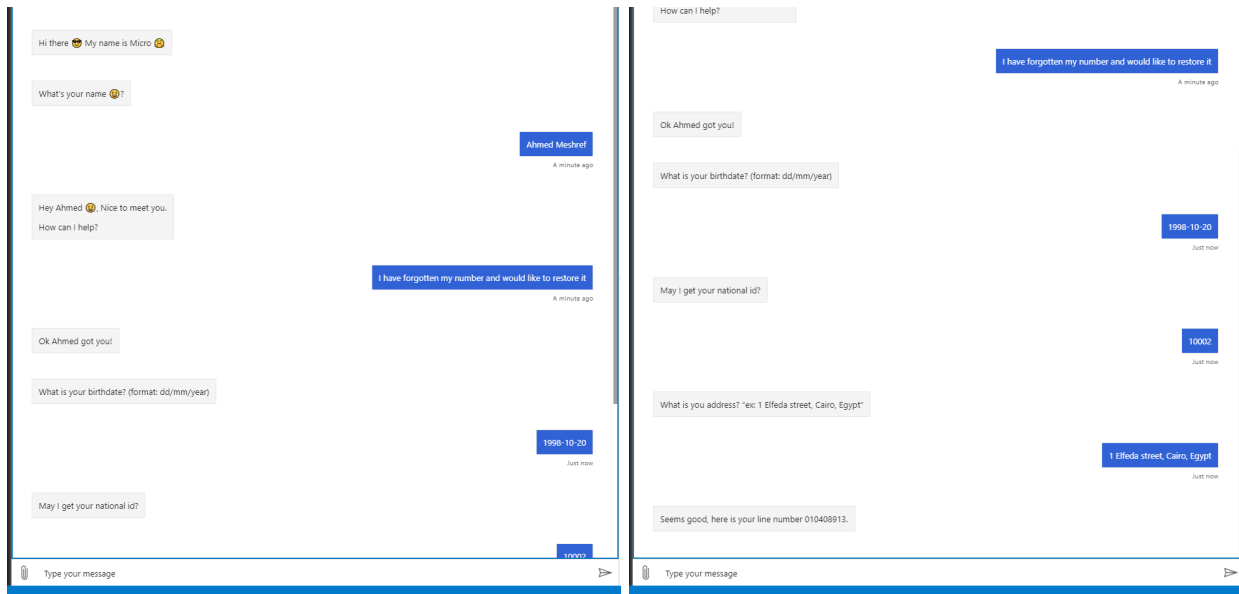
- *Restore Number 2:*
    - *If one of the provided information doesn't match a record in the Database, Contoso-Bot sends an error message and asks the user to insert the correct information.*

Left panel:

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)

1998-10-20

Just now

May I get your national id?

19998

Just now

What is you 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

Right panel:

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 you address? "ex: 1 Elfeda street, Cairo, Egypt"

1 Elfeda street, Cairo, Egypt

10 minutes ago

Your national id isn't registerd

What is your national id?

10002

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.*

○ *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 packeges 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)

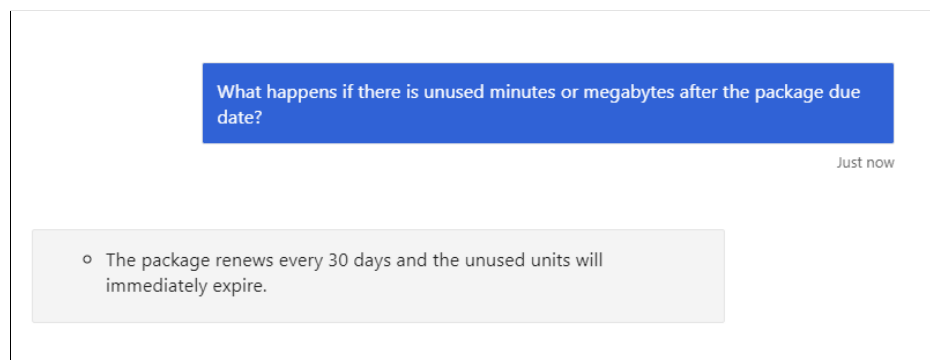10. Text Messages 5 Plus (500 messages, 5$ per month)

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:*
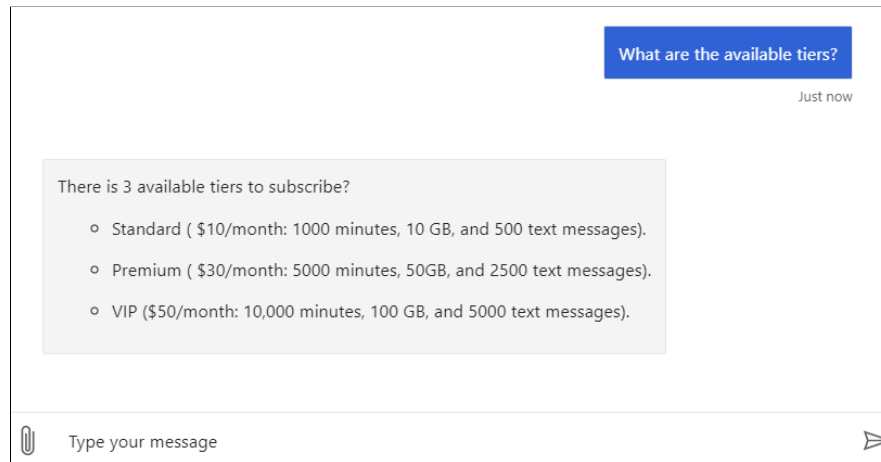
    - *QnA Maker 2:*

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

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

Ok Mahmoud got you!

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

1/9/2000

2 hours ago

May I get your national id?

23213

2 hours ago

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

1 Elfeda street, Cairo, Egypt

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

Confirm

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*

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

1234512345123456

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

Confirm

2 hours ago

Your bill was paid successfully.

17