1. **Tìm kiếm và mua sản phẩm theo thương hiệu**

* Customer: Hi, I’m looking for some running shoes from Nike. Can you help me find some?
* Chatbot: Hello! I'd love to help you find the perfect Nike running shoes. Based on the "Running Shoes" category and Nike brand, here are the available products: (show text lọc theo loại)
* Product 1

Price: $100.00

Stock: 50 units

Description: Description for Product 1

Image: <http://example.com/image1.jpg>

Review: Rated 5/5 by John Doe: "Excellent product, highly recommend!"

* Product 3

Price: $200.00

Stock: 75 units

Description: Description for Product 3

Image: http://example.com/image3.jpg

* Product 10

Price: $70.00

Stock: 90 units

Description: Description for Product 10

Image: <http://example.com/image10.jpg>

Review: Rated 1/5 by Noah Tran: "Very poor quality. Not worth the money."

* Product 17

Price: $55.00

Stock: 50 units

Description: Description for Product 17

Image: http://example.com/image17.jpg

Do you have a budget preference, or should I dive into details for a specific product?

* Customer: I want the cheapest one. Any discount codes I can use?
* Chatbot: The cheapest Nike running shoe is Product 17: (so sánh giá và tìm cái rẻ nhất)
* Price: $55.00
* Stock: 50 units
* Description: Description for Product 17
* Specifications: Specification details for Product 17
* Image: http://example.com/image17.jpg

I’ve checked active discount codes: (show mã giảm giá, so sánh với tổng giá nếu thỏa mãn thì apply)

* WELCOME10: $10.00 off orders over $20.00 (price after discount: $45.00).
* REFER5: $5.00 off orders over $10.00 (price after discount: $50.00).
* BDAY14: 14% off orders over $30.00 ($7.70 off, price after discount: $47.30).

Recommendation: Use WELCOME10 for the maximum discount, bringing the price to $45.00.

Would you like to apply WELCOME10 and proceed with the purchase, or thêm sản phẩm khác?

* Customer: Sounds good. Use WELCOME10. What’s the shipping cost?
* Chatbot: Great choice! For Product 17 with WELCOME10:

Product Price: $55.00 - $10.00 = $45.00

Shipping Options (to your default address: Liam Kim, 258 Walnut St, Busan, Busan, 48794, South Korea):

* Standard Shipping: $2.50, estimated delivery 2025-05-04 (based on 0.60 days/km).
* Express Shipping: $5.00, estimated delivery 2025-05-01 (based on 0.40 days/km).

Would you like Standard Shipping, Express Shipping, or another method?

Hoặc có muốn đổi địa chỉ không?

* Customer: Standard Shipping is fine. I’ll pay with a credit card.
* Chatbot: Perfect! Order summary:
* Item: Product 17 (1 unit)
* Price: $45.00 (after WELCOME10)
* Shipping: Standard Shipping ($2.50)
* Total: $47.50
* Payment: Credit Card
* Shipping Address: 258 Walnut St, Busan, Busan, 48794, South Korea
* Estimated Delivery Date: 2025-05-04

Your order has been placed successfully! Would you like to add a note (e.g., "Deliver after hours") or have any other questions?

* Customer: No, that’s good. Thanks!
* Chatbot: You’re welcome, Liam! Thank you for shopping with us. If you need help tracking your order or anything else, feel free to reach out. Enjoy your new shoes!

1. **Tư vấn sản phẩm phù hợp theo nhu cầu (dựa trên mô tả và giá tiền)**

* Chatbot: Hello Emma! Welcome to our online store. How can I assist you today?
* Customer: I need a sports top for the gym, breathable, cheap.
* Chatbot: Got it! You need a breathable sports top, and low price. However, you didn’t specify a clear budget (e.g., under $50, under $100). To recommend accurately, could you tell me the maximum price you’re willing to spend? While I wait, I’ll look for products in the "Apparel" category that match your breathable requirement.
* Customer: Budget is under $150.
* Chatbot: Thanks for clarifying your budget! For a breathable sports top, size XL, under $150, here’s a suitable product:

Product 9 (Adidas, Apparel)

* Price: $130.00
* Stock: 200 units (assumed to include XL)
* Description: Description for Product 9
* Image: <http://example.com/image9.jpg>
* Features: Breathable mesh fabric, dynamic design, perfect for gym workouts.

Would you like to proceed with Product 9, check for discount codes, or need more details?

* Customer: Product 9 sounds good. But my size is XXL, not XL.
* Chatbot: Sorry for the mix-up! Thanks for correcting to XXL. For Product 9 (Adidas, $130.00), I’ll assume XXL is available due to the large stock (200 units). Let me confirm:
* Product: Product 9 (size XXL)
* Price: $130.00
* Features: Breathable, ideal for gym use.

Available discount codes:

* SUMMER15: $15.00 off orders over $75.00 (price after discount: $115.00).
* STUDENT12: 12% off orders over $40.00 ($15.60 off, price after discount: $114.40).

Recommendation: Use STUDENT12 for the maximum discount, bringing the price to $114.40.

Would you like to apply STUDENT12 and place the order, or need more info?

* Customer: Use STUDENT12. Ship with express shipping.
* Chatbot: Great! For Product 9 with STUDENT12:
* Product Price: $130.00 - $15.60 = $114.40
* Shipping: Express Shipping ($5.00, estimated delivery 2025-05-01, based on 0.40 days/km)
* Total: $119.40
* Your default shipping address is: Emma Wang, 789 Pine St, Beijing, Beijing, 100005, China. Is this correct? And which payment method would you like (Credit Card, PayPal, Cash on Delivery)?
* Customer: Address is correct. Pay with PayPal.
* Chatbot: Perfect! Order summary:
* Item: Product 9 (1 unit, size XXL)
* Price: $114.40 (after STUDENT12)
* Shipping: Express Shipping ($5.00)
* Total: $119.40
* Payment: PayPal
* Shipping Address: 789 Pine St, Beijing, Beijing, 100005, China
* Estimated Delivery Date: 2025-05-01

Your order has been placed successfully! A confirmation email will be sent to emma.wang@example.com. Need any further assistance?

* Customer: No, thank you!
* Chatbot: You’re welcome, Emma! Thank you for shopping with us. If you need help tracking your order, just reach out. Enjoy your new sports top!

1. **Để lại đánh giá sản phẩm**

* Chatbot: Hello Ava! Welcome back to our online store. How can I assist you today?
* Customer: I want to leave a review for a product I bought.
* Chatbot: Awesome, we’d love to hear your feedback! Based on your order history, I see you purchased Product 4 (lọc theo đơn hàng đã mua, chưa đánh giá => show list sản phẩm và hỏi muốn đánh giá sp nào). Is this the product you’d like to review, or another one? Please confirm and share your thoughts!
* Customer: Yes, it’s Product 4. I think it’s really good, especially for the price.
* Chatbot: Thanks for sharing, Ava! For Product 4 ($50.00, Puma brand, Accessories category):
* Rating: Would you like to give it a rating from 1 to 5 stars?
* Comment:
* Images: Would you like to upload any images with your review?

Please confirm or provide additional details, and I’ll submit the review for you.

* Customer:
* …
* Chatbot: Perfect! Here’s the review for Product 4:
* Rating: 4/5
* Comment: Really good, especially for the price.
* Customer: Ava Saito
* Review Date: 2025-04-29

I’ve submitted the review, and it’ll appear on the product page soon. Your review will help other customers a lot! Would you like to review another product or need help with something else?

* Customer: No, that’s all. Thank you!
* Chatbot: You’re welcome, Ava! Thanks for taking the time to share your review. If you need help with anything else, like tracking orders or finding new products, just let me know. Have a great day!

1. **Kiểm tra tài khoản và update thông tin**

* Chatbot: Hello Ethan! Welcome to our online store. How can I assist you today?
* Customer: I want to check my account information.
* Chatbot: Great, I’ll help you review your account details! Based on our data, here’s your account information:
* Name: Ethan Yamada
* Email: ethan.yamada@example.com
* Phone: 0838899001
* Default Address: 753 Fir St, Sapporo, Hokkaido, 060-0001, Japan

Would you like to check other details (like order history), update any information, or need help with something account-related?

* Customer: I want to change my shipping address. Can I add a new one?
* Chatbot: Absolutely! You can add a new shipping address. Please provide the following details:
* Receiver Name:
* Receiver Phone:
* Country:
* City:
* Province/State:
* Postal Code:
* Set as Default? (Yes/No)

For example, you can add an address in Japan or elsewhere. Provide the details, and I’ll update it for you!

* Customer: Here’s the new address:
* Receiver Name: Ethan Yamada
* Country: Japan
* City: Tokyo
* Province/State: Tokyo
* Postal Code: 100-0002
* Set as Default: Yes
* Chatbot: Thanks, but I noticed you’re missing Receiver Phone. This is required to add an address. Could you provide the full details again?
* Customer: Sorry, here’s the correct info:
* Receiver Name: Ethan Yamada
* Receiver Phone: 0838899001
* Country: Japan
* City: Tokyo
* Province/State: Tokyo
* Postal Code: 100-0002
* Set as Default: Yes
* Chatbot: Thank you for providing the complete details! I’ve updated your new address:
* Receiver Name: Ethan Yamada
* Receiver Phone: 0838899001
* Address: 753 Fir St, Tokyo, Tokyo, 100-0002, Japan
* Default: Yes (the old Sapporo address has been set as a secondary address).

Would you like to review your account details again, check order history, or need help with something else?

* Customer: No, thank you!
* Chatbot: You’re welcome, Ethan! If you need assistance just reach out. Have a great day!

1. **Hủy đơn hàng vừa đặt**

* Chatbot: Hello Lucas! Welcome to our online store. How can I assist you today?
* Customer: I want to cancel an order I just placed.
* Chatbot: I’ll help you cancel your order! Please provide one of the following to locate your order:
* Order ID (e.g., 17).
* Order Date
* Registered Email: Is it lucas.chen@example.com?

If you have the order ID or specific details, share them for a quicker check!

* Customer: I don’t remember the ID, but I ordered some shoes this morning.
* Chatbot: Thanks for the info! However, “some shoes this morning” is a bit vague, so I need more details to identify the order. Based on lucas.chen@example.com, I found an order placed today:
* Order\_ID: 17
* Order Date: 2025-04-29
* Status: Processing (not yet shipped)
* Product: Product 17 (Nike, 1 unit, $55.00, WELCOME10 discount applied, total $47.50 with shipping)
* Shipping Address: 123 Oak St, Shanghai, Shanghai, 200001, China

Is this the order you want to cancel? If not, please provide more details, like the specific product name (e.g., “Product 17”) or another order.

* Customer: Yes, that’s it. I want to cancel because I changed my mind.
* Chatbot: No worries, Lucas! You want to cancel Order\_ID: 17 (Product 17, 1 unit) due to “changed my mind.” I’ve checked:
* Cancellation Eligibility: The order is eligible for cancellation as it’s in “Processing” status (not yet shipped).
* Refund: The total of $47.50 (including $45.00 product and $2.50 shipping) will be refunded to your original payment method (Cash on Delivery will be voided, no refund needed).

Please confirm you want to cancel this order. Once confirmed, the order will be canceled immediately.

* Customer: Yes, cancel Order\_ID 17.
* Chatbot: Okey, Lucas! I’ve canceled Order\_ID: 17 (Product 17, 1 unit) with the reason “changed my mind.” Summary:
* Canceled Order: Order\_ID: 17
* Product: Product 17 (Nike, 1 unit)
* Status: Cancelled
* Refund: Since the order used Cash on Delivery, no refund is needed.

Would you like to place a new order, check other orders, or need further assistance?

* Customer: No, thank you!
* Chatbot: You’re welcome, Lucas! Thanks for reaching out. If you need help with new orders, tracking, or anything else, just let me know. Have a great day!

**Training phrases**

- Làm thế nào để biết khách hàng muốn mua sản phẩm

- Lên mỗi loại 10 câu khách hàng tìm sản phẩm: theo thương hiệu, theo sản phẩm, theo size, khoảng giá

- Sau đó hệ thống show ra cho khách hàng các sản phẩm thỏa mãn (id và tên)

- Khách hàng chọn sản phẩm rẻ nhất => lọc => show chi tiết sản phẩm

- Khách chọn luôn sản phẩm => show chi tiết sản phẩm

(show sản phẩm là tìm theo id)

- sau đó khách hàng chốt đơn => câu khách hàng chốt đơn

- khách muốn order thêm

- sau khi đặt thành công, hệ thống check mã giảm giá xem có thỏa mãn không => show mã giảm giá

- Khách hàng chọn mã giảm giá

- sau đó xác nhận địa chỉ giao hàng và phí giao hàng

- địa chỉ mặc định

- địa chỉ mới => khách hàng nhập địa chỉ mới => yêu cầu khách hàng xác nhận lại xem đúng chưa. nếu đúng rồi => chốt địa chỉ và show chi tiết đơn hàng. cần sửa => quay vòng lại để khách hàng nhập địa chỉ mới => ...

- khách hàng muốn xóa toàn bộ (ko đặt nữa) or xóa 1 sản phẩm trong đơn hàng đó.

- chuyển đến thanh toán: chọn phương thức thanh toán (cod or bằng thẻ).

- cảm ơn...

**Training phrases**

1. Khách hàng bắt đầu chat

- Hi there!

- Hello, I need some help.

- Hi

- Hello

- Hello, anyone there?

- Hi, can you help me?

- Hello, can you assist me?

- Hey chatbot!

- Morning!

- Evening!

2. Chatbot trả lời

- Hello! How can I assist you today?

- I'm here to help. What can I do for you today?

- Hi! Feel free to ask me anything.

3. Khách hàng muốn mua sản phẩm

- I want to buy something, can you help me?

- I want to make a purchase.

- Can you help me find a product to buy?

- I’m interested in buying something today.

- I’m ready to buy a product, can you assist?

- I’m looking for a product to purchase.

- I need help choosing something to buy.

- I’d like to browse your products, can you show me?

- I want to buy a product, can you guide me?

- I'd like to purchase something, can you assist me?

4. Chatbot trả lời

- Sure! What kind of product are you looking for today?

- Absolutely! I can help you find the perfect product. What are you looking for?

- Of course! Let me know what you're looking to buy, and I'll assist you.

- No problem! What type of products would you like to explore?

- I’m here to help! What kind of product are you thinking of buying?

- Let me know what you're thinking about buying, and I'll show you some options!

- Great! What product are you interested in?

- Awesome! Is there a particular product you're interested in?

- Of course! What type of item are you searching for?

- I'd be happy to help! What are you looking to buy?

5. Khách hàng tìm theo thương hiệu

- Do you have any Nike products available?

- I'm looking for Adidas item.

- Show me products from Puma.

- I want to see Reebok items.

- What do you have from New Balance?

- I want to browse Li-Ning products.

- I’m a fan of Vans, what do you have?

- Any Skechers products in stock?

- Do you have anything from Diadora?

- Do you have any Lotto products?

6. Khách hàng tìm theo sản phẩm

- Do you have running shoes?

- I’m looking for some new sneakers.

- Show me sandals.

- I need cleats for soccer.

- What kind of footwear do you have?

- Do you sell t-shirts?

- I want to see some shorts.

- I’m interested in compression wear.

- I’m searching for some home workout equipment.

- Got any cool accessories?

- I’m just browsing. Do you have sports bags?

- What running shoes would you recommend?

- I need some sandals for the summer, what do you have?

- Show me your latest sports shorts.

- I’m shopping for cleats.

7. Khách hàng tìm theo thương hiệu + sản phẩm

- Do you have Nike running shoes?

- I’m looking for Adidas sneakers.

- Can you recommend some New Balance running shoes?

- I want to buy Li-Ning training equipment.

- Any Skechers hats available?

- I need Nike socks.

- I need some new shoes, maybe something from Fila?

- I’d love to check out some Mizuno jackets.

- Can I see some Puma hats?

- Do you sell Adidas wristbands?

- Any Under Armour accessories I should check out?

- Show me the Fila socks you have.

- What kind of Brooks gear do you carry?

- Got any Li-Ning gear for training?

*8. Khách hàng tìm sản phẩm theo size*

*- Do you have size 42 shoes?*

*- I’m looking for t-shirts in size M.*

*- Do you carry jackets in size L?*

*- I need some shorts in size XL.*

*- Show me running shoes in size 44.*

*- Do you have any hoodies in size XXL?*

*- I'm after compression wear, preferably in size XL.*

*- Any size 10 cleats in stock?*

*- Show me size 8 women’s shoes.*

*- Looking for socks in size L.*

9. Khách hàng tìm sản phẩm theo khoảng giá

- Do you have anything under $50?

- Show me products priced between $30 and $70.

- I’m looking for sneakers below $100.

- Are there any jackets that cost less than $80?

- I want a good pair of running shoes under $120.

- I’m looking for something in the $50–$100 range.

- I’m after compression wear that doesn’t go over $50.

- Show me Nike sneakers under $90.

- I want to see duffel bags below $60.

- Do you have Adidas jackets around $70?

=> Hệ thống list sản phẩm (id + tên): Here are some products that match your request: ...

Do you have a budget preference, or should I dive into details for a specific product? Just let me know the ID.

10. Sau khi hệ thống show list sản phẩm, khách hàng khách hàng chọn sản phẩm rẻ nhất

- I want the cheapest one.

- Show me the lowest-priced product.

- Give me the one with the lowest price.

- I’ll go with the cheapest option.

- What’s the cheapest one here?

- Can I just get the lowest-cost item?

- I want to buy the most budget-friendly product.

- I’ll take the cheapest product from that list.

- Let’s go with the most affordable choice.

- Choose the lowest-priced one for me.

- Pick the cheapest one, please.

Hệ thống sau đó show chi tiết sản phẩm rẻ nhất

11. Sau khi hệ thống show list sản phẩm, khách hàng yêu cầu xem chi tiết sản phẩm theo id

- Show me the details for product ID 1.

- I want to check item with ID 3.

- Can I see more info about ID 12 and 13?

- Tell me more about the product with ID 9 and 5.

- Give me the info for product ID 5.

- Can you tell me more about the one listed as ID 18?

- I want more details on the one with product code 19.

- Let me see more about item with ID 13.

- I want to know more about item has ID 5.

- Show me the products with IDs 4 and 8.

Hệ thống show chi tiết sản phẩm: Product Details: ... (chi tiết sản phẩm)

Which product would you like to choose, and how many would you like to order? For example, 'ID 105, quantity 2'.

12. Khách hàng chọn sản phẩm sau khi xem chi tiết sản phẩm (chốt sản phẩm)

- ID 12, quantity 3.

- Product ID 3, quantity 2.

- I’d like to order 4 units of product ID 12.

- Please add product 8, quantity 1.

- I’ll take ID 14, just 1 unit.

- I’ll take two from product ID 13.

- Please add 2 pieces of item 15.

- I’ll go with 3 units of product ID 20.

- Please add 2 of ID 11 and 1 of ID 15.

- Please place 3 items from product 5 and 2 from product 11.

- Add three of product 10 and one of product 19.

Nếu không hiểu, chatbot hỏi lại: I'm sorry, I didn't quite get the product ID and quantity. Could you please rephrase it like: ID: 102, Quantity: 2?

Nếu đã hiểu, chốt lại sản phẩm và số lượng: Great! Here’s what you’ve selected so far: ... (sản phẩm + số lượng) Total: ... $

Is there anything else you'd like to order, or shall we finalize your purchase? / Should I help you find more products, or are you ready to complete your order?

13. Sau khi chốt sản phẩm, chatbot hỏi khách muốn order thêm hay thanh toán... khách muốn order thêm

- Yes, I want to add one more item.

- Yes, let me pick one more thing.

- Yes, I’d like to shop more.

- Wait… maybe I’ll get more.

- Let me see other items.

- Yep. I want to add more before I check out.

- I need one more item.

- I’d like to pick one more thing.

- Hmm… maybe I’ll get something else too.

- Let’s see if there’s anything else I like.

- Maybe I’ll go for a second item.

- Actually… I want to check something else.

- I think I want to buy something more.

- Hmm… can I look at more stuff?

Chatbot trả lời:

- Great! What else would you like to add to your order?

- Sure! Let me know which product you'd like to add next.

14. Khách muốn thanh toán

- That’s everything I need, let’s proceed.

- Let’s continue.

- Nothing else, let’s proceed.

- No thanks, I don’t want to see more.

- That’s enough, let’s move on.

- I’m ready to check out.

- That’s all, I’d like to complete my purchase.

- No, that’s it. Let’s proceed.

- I don’t want to add anything else.

- I’ve made my choice, what’s next?

Sau đó, chatbot show mã giảm giá... : Great! Before we move to payment, here are the available discount codes you can apply to your order: ... (show danh sách mã giảm giá)

Which of these discount codes would you like to use? You can enter the code of the promotion you'd like to apply (e.g., SUMMER15).

15. Khách hàng chọn mã giảm giá (chọn theo coupon code)

- I’ll use the WELCOME10 code.

- Apply the STUDENT12 coupon please.

- Let’s go with VIP25.

- Use the BDAY14 discount.

- Please apply coupon REFER5.

- The code I want to use is SPOOKY18.

- Can you apply AUTUMN12?

- I’d like to enter the code SCHOOL9.

- Let me apply NEWYEAR15.

- Go with the discount code WEEKEND5.

Chatbot xác nhận: Thanks! Your promo code has been applied. Order Summary:

Total before discount: $85.00

Discount (WELCOME10): – $10.00

Total after discount: $75.00

Would you like to use your default address, or do you want to enter a new one? You can reply with: "Use default address" or "New address"

Xác định thông tin người mua hàng

16. Khách hàng muốn địa chỉ giao hàng mặc định

- Use my default shipping address.

- Default address is fine.

- Use default address

- Please send it to my regular address.

- You can deliver it to my default.

- Just deliver to the usual address.

- I want it shipped to my default.

- I don’t want to change the delivery address.

- Go with my usual delivery address.

- No change, just use the default address.

- Ship it to my default address.

Chatbot xác nhận địa chỉ giao hàng mặc định:

Got it! We'll use your default shipping address as follows: ... (show địa chỉ mặc định)

17. Khách hàng muốn nhập địa chỉ mới

- I want to use a new shipping address.

- New address

- Don’t use the default, I’ll provide a new one.

- I need to change the delivery address.

- Let me update the delivery location.

- I want to update the shipping address.

- Let me type in a new one.

- I’ve moved, need to change address.

- I want to add a new shipping address.

- I’ll take a different one this time.

- I want to send it to a new address instead.

Chatbot yêu cầu nhập địa chỉ mới:

Sure! Please enter your new shipping address using the following format:

Receiver Name: [Your Full Name]

Receiver Phone: [Phone Number]

Country: [Country]

City: [City]

Province/State: [Province or State]

Postal Code: [ZIP or Postal Code]

Is Default: [Yes or No]

Example:

Receiver Name: Alex Johnson

Receiver Phone: +1 555-123-4567

Country: USA

City: Los Angeles

Province/State: California

Postal Code: 90001

Is Default: Yes

18. Khách hàng nhập địa chỉ mới

- Sure, my new address is: Receiver name: Anna Nguyen, phone: 0987654321, country: Vietnam, city: Ho Chi Minh, province: District 1, postal code: 700000, default: yes.

- Please use this: Receiver name: David Tran, phone: 0909123456, country: Vietnam, city: Hanoi, province: Dong Da, postal code: 100000, default: no.

- Okay, here’s everything: Receiver name: Sarah Kim, phone: 5551234567, country: South Korea, city: Seoul, province: Gangnam-gu, postal code: 06000, default: yes.

- Let me add my address: Receiver name: Tom Lee, phone: 07700900123, country: UK, city: London, province: Greater London, postal code: W1D 1LL, default: no.

- I'd like to use this one: Receiver name: Minh Vo, phone: 0988111222, country: Vietnam, city: Da Nang, province: Hai Chau, postal code: 550000, default: yes.

- Receiver name: Emily Le, phone: 0777888999, country: Vietnam, city: Can Tho, province: Ninh Kieu, postal code: 900000, default: yes.

- Here’s my delivery info: Receiver name: Olivia Chen, phone: 0911122233, country: Taiwan, city: Taipei, province: Zhongzheng, postal code: 10050, default: yes.

- Please deliver here: Receiver name: Kenji Ito, phone: 08012345678, country: Japan, city: Tokyo, province: Shibuya, postal code: 1500001, default: no.

- Updated address: Receiver name: Sophie Duong, phone: 0922333444, country: Vietnam, city: Hai Phong, province: Le Chan, postal code: 180000, default: no.

- I want to use this address from now on: Receiver name: Bella Nguyen, phone: 0988777666, country: Vietnam, city: Bien Hoa, province: Dong Nai, postal code: 810000, default: yes.

khi khách hàng nhập sai, thiếu, chatbot yêu cầu nhập lại:

Sorry but it looks like some information is missing or incorrectly formatted.

Please make sure to include all required fields using this format:

Receiver Name: [Your Full Name]

Receiver Phone: [Phone Number]

Country: [Country]

City: [City]

Province/State: [Province or State]

Postal Code: [ZIP or Postal Code]

Is Default: [Yes or No]

Example:

Receiver Name: Alex Johnson

Receiver Phone: +1 555-123-4567

Country: USA

City: Los Angeles

Province/State: California

Postal Code: 90001

Is Default: Yes

Nếu nhập đúng format, confirm: Great! Here is the delivery address you provided: ... Please confirm: Is this delivery address correct? (You can reply with “Yes” to confirm, or let me know what you'd like to change.)

19. Khách hàng xác nhận thông tin giao hàng đúng

- Everything’s correct, go ahead.

- Yes

- That’s perfect, continue please.

- Yes, all info is correct.

- Yes, confirmed.

- Yep, that’s right.

- That’s all correct, proceed.

- Sure, everything is fine.

- That’s correct.

- Yes, it's accurate.

- No issues with that info.

20. Khách hàng muốn sửa địa chỉ

- I need to change something in the address.

- There’s a mistake in the shipping info.

- That’s incorrect, let me fix it.

- I need to edit the delivery address.

- Can I enter a different address?

- The city is wrong, I need to correct it.

- Please let me correct the province.

- I need to fix the receiver’s name.

- I think the phone number is wrong.

- I want to make a change to the address info.

21. Khách hàng xác nhận địa chỉ giao hàng đúng, chatbot hỏi về phương thức giao hàng và phí shipping

Thanks for confirming your delivery address!

Here are the available shipping methods for your order: (tên + phí shipping + ngày nhận hàng...)

Please let me know which shipping method you'd like to use. (For example: “I’ll go with Express Shipping”)

22. Khách hàng xác nhận phương thức vận chuyển

- I’ll go with Standard Shipping

- Please use Express Shipping

- I'd like Overnight Shipping

- Same-Day Delivery, please

- Option 2 — Express Shipping

- I want option 3, Overnight

- I prefer Economy Shipping

- Deliver to a pickup point

- Use Courier Service for delivery

- Use Bulky Item Delivery

- I’ll go with International Express

23. Sau khi khách hàng xác nhận phương thức vận chuyển, chatbot tổng hợp lại thông tin đơn hàng và hỏi phương thức thanh toán:

Great! Here is a summary of your order:

- Items ordered:

- Subtotal:

- Discount (tên code)

- Shipping method:

- Shipping fee:

- Delivery address:

- Estimated delivery:

🛒 Total amount:

Please select a payment method. You can choose from: Credit Card, PayPal, Cash on Delivery, Bank Transfer, etc.

Which payment method would you like to use?

24. Khách hàng muốn xóa đơn hàng, không đặt nữa

- I want to cancel my order.

- Please delete the whole order.

- I changed my mind, cancel everything.

- Actually, can you cancel the whole order for me?

- Hmm, I think I’ll skip the purchase for now.

- Thanks, but I changed my mind, please cancel the order.

- On second thought, I don’t want to place the order anymore.

- Can you remove all the items and stop the order?

- Don’t want to order anymore, just cancel all.

- Stop the order, I changed my mind.

Chatbot trả lời:

- Got it! Your order has been canceled as requested. If you change your mind, feel free to start a new order anytime. Thank you for visiting us. Let me know if there's anything else I can help with!

- Your entire order has been removed from the system. Nothing has been charged. If you’d like to place a new one, just let me know!

25. Khách hàng muốn xóa 1 sản phẩm trong đơn hàng

- Hmm... actually, can you remove item ID 2 for me?

- Oh wait, I don't think I want product ID 5 anymore, please delete it.

- I changed my mind about item with ID 7, can you get rid of it?

- On second thought, item ID 9 doesn’t suit me, remove it.

- Can we delete product with ID 1? I don’t think I’ll go for it.

- I added too many. Please remove ID 8 and 10.

- Can you take off product with ID 6? I’m reconsidering.

- Can you clean out ID 1 and 5?

- Actually, product ID 2 and 9 aren’t really necessary. Can you remove them?

- Please take item with ID 8 out of my order.

- Please remove item with ID 3.

- Remove product with ID 2 and 4, please.

- Take out item ID 3 from the order.

Chatbot trả lời: (quay lại bước chọn mã giảm giá vì giá trị đơn hàng thay đổi)

The following item(s) have been successfully removed from your order:

• [Product Name 1]

• [Product Name 2]

Your updated order total is now $[updated amount]. Since your order total has changed, let's check if you can apply any discount codes again. Here are the available discount codes for your order:...

Which of these discount codes would you like to use? You can enter the code of the promotion you'd like to apply (e.g., SUMMER15).

26. Chọn phương thức thanh toán

- I'll go with COD.

- I’ll pay when the order is delivered.

- I'd like to do cash on delivery, please.

- I want to pay by cash when it arrives.

- Please choose payment on delivery for me.

- I don’t want to pay online, COD is better.

- I don’t have a card handy, let’s go with COD.

- Just cash on delivery, please.

- I'm not using my card, COD is fine.

- Choose COD, I’m not paying online.

- I’ll pay with a credit card.

- Use my Visa.

- Let’s go with credit card payment.

- I want to use my debit card.

- PayPal, please.

- I’d like to pay through Apple Pay.

- Google Pay, please.

- I want to transfer directly from my bank.

- Use mobile banking for this.

- Line Pay, please.

- Pay using Line Pay.

- Let me pay via Alipay.

- I want to use WeChat Pay.

- Use digital wallet.

Chatbot show thông tin chi tiết về order, hỏi xác nhận...

Here’s a summary of your order before we proceed to payment:

- Items:

[Product Name 1] – Quantity: [Quantity] – Price: [Price]

[Product Name 2] – Quantity: [Quantity] – Price: [Price]

Total Price: [Total Price]

- Shipping Address: [Shipping Method] – [Delivery Time]

- Payment Method: [Payment Method]

- Discount Applied: [Discount Details] (if any)

- Final Total: [Total Price After Discount + Shipping]

Please review your order carefully. Everything looks correct? Let me know if you need any changes, or if I can proceed with placing your order.

27. Khách hàng xác nhận order đúng (xác nhận lần cuối để place order)

- Everything looks good. Please place the order.

- Yes, that’s correct.

- All the details are correct.

- I confirm the order. You can place it now.

- No changes needed. Please create the order.

- This is exactly what I want. Go ahead.

- Confirmed.

- Looks great. Place the order for me.

- Yes, submit the order as it is.

- Yup, everything’s fine.

28. Chatbot trả lời sau khi khách hàng xác nhận lần cuối để place order

- Your order has been successfully placed! Is there anything else I can help you with today?

- Great! Your order is confirmed. Do you have any other questions for me?

- Awesome, your order is in! Is there anything else you need assistance with?

- You're all set! Your order has been placed. Do you need help with anything else?

- Everything looks good and your order is complete! Any more questions before we finish?

29. Khách trả lời

- No, that's all. Thanks!

- Nope.

- That’s it for me. Appreciate the help!

- I don’t have any more questions.

- All good, thank you!

- That’s everything I needed.

- Nothing else for now.

- I'm all set, thanks.

- No further questions.

- I'm done, thank you.

- That will be all.

- Nothing more.

- Thanks, I'm finished.

- I think that's it.

- That’s all.

- I’m okay now, no more questions.

- Nah, I’m fine. Thanks.

- No, thank you.

30. Chatbot trả lời kết thúc cuộc trò chuyện

- Thank you so much for your time. Since you’ve chosen [Payment Method Name], we’ll now redirect you to the secure payment page to complete your transaction. We're here if you need anything else.

- It was a pleasure assisting you. Since you’ve chosen [Payment Method Name], we’ll now redirect you to the secure payment page to complete your transaction. Have a fantastic day ahead!

- Thank you! Since you’ve chosen [Payment Method Name], we’ll now redirect you to the secure payment page to complete your transaction. If you have questions in the future, don’t hesitate to ask.

- Great! Thanks again for shopping with us. Have a wonderful day! (ship cod)

- It was a pleasure assisting you. Thank you for shopping with us, we hope you enjoy your purchase! If you have any questions later, feel free to come back and chat with us. Have a wonderful day! (ship cod)