

```
{
  "intents": [
    {
      "tag": "greeting",
      "patterns": [
        "Hi",
        "Is anyone there?",
        "Hello",
        "hey",
        "Whats up"
      ],
      "responses": [
        "Hello!",
        "Good to see you again!",
        "Hi there, how can I help?"
      ],
      "context_set": ""
    },
    {
      "tag": "ticket booking",
      "patterns": [
        "I need to book a ticket",
        "can you help in booking a ticket",
        "help me out to book a ticket",
      ],
      "responses": [
        "sure, where do you like to travel",
        "where do you want to go",
        "what is your destination"
```

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    ],
    "context_set": ""
  },
  {
    "tag": "cost details",
    "patterns": [
      "what is the cost of the ticket",
      "how much does the ticket cost",

    ],
    "responses": [
      "well, I'll display the details of the ticket cost to you",
    ],
    "context_set": ""
  },
  {
    "tag": "ticket confirmation",
    "patterns": [
      "I need to book the tickets",
      "how can I book the tickets",
      "help me out to book the tickets"
    ],
    "responses": [
      "sure, what is the no .of tickets ",

    ],
    "context_set": ""
  },
  {
```

```
"tag": "FAQs",
"patterns": [
  "how can I cancel the tickets",
  "help me to cancel the tickets",
  "will you refund if I cancel the tickets",
  "how to reschedule if I miss out the train"
],
"responses": [
  "Well, I'll connect you to our helpline",
],
"context_set": ""
},
{
  "tag": "hours",
  "patterns": [
    "when are you guys open",
    "what are your hours",
    "hours of operation"
  ],
  "responses": [
    "We are open 7am-7pm Monday-Sunday!"
  ],
  "context_set": ""
}
]
```