

{

"id": "-K\_8oWnCDZLZ7prBIhIG",

"name": "Network Unlock",

"nodes": [

{

"id": "n1",

"name": "Unlock pre-paid device",

"entry": {

"intent": "unlock"

},

"action": {

"text": "What type of device would you like to unlock?",

"prompt": {

"type": "multichoice",

"oneof": [

{

"value": "pre-paid mobile",

"label": "Pre-paid mobile device"

},

{

"value": "mbb",

"label": "MBB device"

},

{

"value": "pre-paid iphone",

"label": "Pre-paid iPhone"

},

{

"value": "pin",

"label": "My device is asking for a PIN or PUK code"

}

]

}

}

},

{

"id": "n2",

"name": "Unlock pre-paid mobile device",

"entry": {

"intent": "unlock",

"entity": "pre-paid mobile",

"match": "pre-paid mobile"

},

"action": {

"text": "How long have you had your mobile phone?",

"prompt": {

"type": "multichoice",

"oneof": [

{

"value": "less-than 6 months",

"label": "Less than 6 months"

},

{

"value": "6 months to 2 years",

"label": "6 months to 2 years"

},

{

"value": "greater-than 2 years",

"label": "Over 2 years"

}

]

}

}

},

{

"id": "n3",

"text": "Unlock MBB device",

"entry": {

"intent": "unlock",

"entity": "mbb device",

"match": "mbb"

},

"action": {

"agentMessage": "Let me transfer you to an agent to assist with that"

}

},

{

"id": "n4",

"text": "Unlock pre-paid iPhone",

"entry": {

"intent": "unlock",

"entity": "pre-paid iphone",

"match": "pre-paid iphone"

},

"action": {

"agentMessage": "Let me transfer you to an agent to assist with that"

}

},

{

"id": "n5",

"text": "My device is asking for a PIN or PUK code",

"entry": {

"match": "pin"

},

"action": {

"agentMessage": "Let me transfer you to an agent to assist with that"

}

},

{

"id": "n6",

"text": "Less than 6 months",

"entry": {

"match": "less-than 6 months"

},

"action": {

"text": "Provide instructions..."

}

},

{

"id": "n7",

"text": "6 months to 2 years",

"entry": {

"match": "greater-than 6 months and less-than 2 years"

},

"action": {

"text": "Provide instructions..."

}

},

{

"id": "n8",

"text": "Over 2 years",

"entry": {

"match": "greater-than 2 years"

},

"action": {

"text": "Provide instructions..."

}

}

],

"links": [

{

"id": "l1",

"from": "n1",

"to": "n2"

},

{

"id": "l2",

"from": "n1",

"to": "n3"

},

{

"id": "l3",

"from": "n1",

"to": "n4"

},

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"id": "l4",

"from": "n1",

"to": "n5"

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"id": "l5",

"from": "n2",

"to": "n6"

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{

"id": "l6",

"from": "n2",

"to": "n7"

},

{

"id": "l7",

"from": "n2",

"to": "n8"

}

]

}