|  |
| --- |
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| event\_name": "input", |
|  | "dialog\_node": "handler\_13\_1522596437268", |
|  | "previous\_sibling": "handler\_14\_1522596437268" |
|  | }, |
|  | { |
|  | "type": "event\_handler", |
|  | "output": {}, |
|  | "parent": "slot\_12\_1522596437268", |
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|  | "dialog\_node": "handler\_14\_1522596437268" |
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|  | "type": "event\_handler", |
|  | "output": {}, |
|  | "parent": "slot\_105\_1498132552870", |
|  | "context": { |
|  | "time": "@sys-time" |
|  | }, |
|  | "metadata": {}, |
|  | "conditions": "@sys-time", |
|  | "event\_name": "input", |
|  | "dialog\_node": "handler\_106\_1498132552870", |
|  | "previous\_sibling": "handler\_107\_1498132552870" |
|  | }, |
|  | { |
|  | "type": "event\_handler", |
|  | "output": { |
|  | "text": { |
|  | "values": [ |
|  | "We only accept appointments between 11am and 5pm" |
|  | ] |
|  | } |
|  | }, |
|  | "parent": "slot\_105\_1498132552870", |
|  | "metadata": {}, |
|  | "next\_step": { |
|  | "behavior": "reprompt" |
|  | }, |
|  | "conditions": "$time.after('17:30:30') || $time.before('10:59:59')", |
|  | "event\_name": "filled", |
|  | "dialog\_node": "handler\_1\_1509694458589", |
|  | "previous\_sibling": "handler\_106\_1498132552870" |
|  | }, |
|  | { |
|  | "type": "event\_handler", |
|  | "output": { |
|  | "text": "What time on <? $date.reformatDateTime(\"EEEEE\") ?> do you want to come in?" |
|  | }, |
|  | "parent": "slot\_105\_1498132552870", |
|  | "metadata": {}, |
|  | "event\_name": "focus", |
|  | "dialog\_node": "handler\_107\_1498132552870" |
|  | }, |
|  | { |
|  | "type": "event\_handler", |
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|  | "parent": "slot\_22\_1522444583114", |
|  | "context": { |
|  | "phone": "@phone" |
|  | }, |
|  | "metadata": {}, |
|  | "conditions": "@phone", |
|  | "event\_name": "input", |
|  | "dialog\_node": "handler\_23\_1522444583114", |
|  | "previous\_sibling": "handler\_24\_1522444583114" |
|  | }, |
|  | { |
|  | "type": "event\_handler", |
|  | "output": { |
|  | "text": { |
|  | "values": [ |
|  | "Thanks" |
|  | ], |
|  | "selection\_policy": "sequential" |
|  | } |
|  | }, |
|  | "parent": "slot\_22\_1522444583114", |
|  | "context": {}, |
|  | "metadata": {}, |
|  | "conditions": "true", |
|  | "event\_name": "filled", |
|  | "dialog\_node": "handler\_22\_1522598191131", |
|  | "previous\_sibling": "handler\_23\_1522444583114" |
|  | }, |
|  | { |
|  | "type": "event\_handler", |
|  | "output": { |
|  | "text": "I'll just need a phone to hold your reservation" |
|  | }, |
|  | "parent": "slot\_22\_1522444583114", |
|  | "metadata": {}, |
|  | "event\_name": "focus", |
|  | "dialog\_node": "handler\_24\_1522444583114" |
|  | }, |
|  | { |
|  | "type": "event\_handler", |
|  | "output": {}, |
|  | "parent": "slot\_102\_1498132501942", |
|  | "context": { |
|  | "date": "@sys-date" |
|  | }, |
|  | "metadata": {}, |
|  | "conditions": "@sys-date", |
|  | "event\_name": "input", |
|  | "dialog\_node": "handler\_103\_1498132501942", |
|  | "previous\_sibling": "handler\_104\_1498132501942" |
|  | }, |
|  | { |
|  | "type": "event\_handler", |
|  | "output": { |
|  | "text": { |
|  | "values": [ |
|  | "Looks like you're trying to make a reservation in the past. Try again." |
|  | ] |
|  | } |
|  | }, |
|  | "parent": "slot\_102\_1498132501942", |
|  | "metadata": {}, |
|  | "next\_step": { |
|  | "behavior": "reprompt" |
|  | }, |
|  | "conditions": "$date.before(now())", |
|  | "event\_name": "filled", |
|  | "dialog\_node": "handler\_6\_1509695999145", |
|  | "previous\_sibling": "handler\_103\_1498132501942" |
|  | }, |
|  | { |
|  | "type": "event\_handler", |
|  | "output": { |
|  | "text": "What day would you like to come in?" |
|  | }, |
|  | "parent": "slot\_102\_1498132501942", |
|  | "metadata": {}, |
|  | "event\_name": "focus", |
|  | "dialog\_node": "handler\_104\_1498132501942" |
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|  | { |
|  | "type": "response\_condition", |
|  | "output": { |
|  | "generic": [ |
|  | { |
|  | "values": [ |
|  | { |
|  | "text": "Try again later" |
|  | } |
|  | ], |
|  | "response\_type": "text", |
|  | "selection\_policy": "sequential" |
|  | } |
|  | ] |
|  | }, |
|  | "parent": "node\_5\_1589557930308", |
|  | "conditions": "anything\_else", |
|  | "dialog\_node": "response\_6\_1589557975747", |
|  | "previous\_sibling": "response\_10\_1589557972303" |
|  | }, |
|  | { |
|  | "type": "response\_condition", |
|  | "output": { |
|  | "generic": [ |
|  | { |
|  | "values": [ |
|  | { |
|  | "text": "\"<?$webhook\_result\_1.passages[0].passage\_text?>\"" |
|  | } |
|  | ], |
|  | "response\_type": "text", |
|  | "selection\_policy": "sequential" |
|  | } |
|  | ] |
|  | }, |
|  | "parent": "node\_5\_1589557930308", |
|  | "conditions": "$webhook\_result\_1", |
|  | "dialog\_node": "response\_10\_1589557972303" |
|  | }, |
|  | { |
|  | "type": "standard", |
|  | "title": "What are your hours?", |
|  | "output": {}, |
|  | "metadata": {}, |
|  | "next\_step": { |
|  | "behavior": "jump\_to", |
|  | "selector": "body", |
|  | "dialog\_node": "node\_3\_1522439390442" |
|  | }, |
|  | "conditions": "#Customer\_Care\_Store\_Hours", |
|  | "digress\_in": "does\_not\_return", |
|  | "dialog\_node": "Hours of Operation", |
|  | "digress\_out": "allow\_all", |
|  | "previous\_sibling": "Opening" |
|  | }, |
|  | { |
|  | "type": "standard", |
|  | "title": "Ask about product", |
|  | "actions": [ |
|  | { |
|  | "name": "main\_webhook", |
|  | "type": "webhook", |
|  | "parameters": { |
|  | "input": "<?input.text?>" |
|  | }, |
|  | "result\_variable": "webhook\_result\_1" |
|  | } |
|  | ], |
|  | "metadata": { |
|  | "\_customization": { |
|  | "mcr": true |
|  | } |
|  | }, |
|  | "conditions": "#Product\_Information", |
|  | "dialog\_node": "node\_5\_1589557930308", |
|  | "previous\_sibling": "node\_4\_1570050459690" |
|  | }, |
|  | { |
|  | "type": "standard", |
|  | "title": "Please transfer me to an agent", |
|  | "output": { |
|  | "text": { |
|  | "values": [ |
|  | "Would you like me to transfer you to a representative?" |
|  | ], |
|  | "selection\_policy": "sequential" |
|  | } |
|  | }, |
|  | "metadata": {}, |
|  | "conditions": "#General\_Connect\_to\_Agent", |
|  | "digress\_in": "does\_not\_return", |
|  | "dialog\_node": "node\_22\_1467833484410", |
|  | "digress\_out": "allow\_all\_never\_return", |
|  | "previous\_sibling": "node\_2\_1468243505617" |
|  | }, |
|  | { |
|  | "type": "standard", |
|  | "output": { |
|  | "text": { |
|  | "values": [ |
|  | "So long", |
|  | "See ya", |
|  | "Good bye" |
|  | ], |
|  | "selection\_policy": "sequential" |
|  | } |
|  | }, |
|  | "metadata": {}, |
|  | "conditions": "#Goodbye", |
|  | "digress\_in": "does\_not\_return", |
|  | "dialog\_node": "node\_12\_1468329566917", |
|  | "previous\_sibling": "node\_13\_1502484041694" |
|  | }, |
|  | { |
|  | "type": "standard", |
|  | "output": {}, |
|  | "metadata": {}, |
|  | "conditions": "#General\_Greetings", |
|  | "digress\_in": "does\_not\_return", |
|  | "dialog\_node": "node\_13\_1502484041694", |
|  | "previous\_sibling": "Reservation using slots" |
|  | }, |
|  | { |
|  | "type": "standard", |
|  | "title": "What can I do", |
|  | "output": { |
|  | "generic": [ |
|  | { |
|  | "values": [ |
|  | { |
|  | "text": "I can tell you about our store locations and opening hours, or help you set up an appointment." |
|  | }, |
|  | { |
|  | "text": "You could also ask me to connect you to an agent." |
|  | } |
|  | ], |
|  | "response\_type": "text", |
|  | "selection\_policy": "sequential" |
|  | } |
|  | ] |
|  | }, |
|  | "conditions": "#Help", |
|  | "dialog\_node": "node\_4\_1570050459690", |
|  | "previous\_sibling": "node\_22\_1467833484410" |
|  | }, |
|  | { |
|  | "type": "standard", |
|  | "output": { |
|  | "text": { |
|  | "values": [ |
|  | "You're welcome. Just let me know if you need anything else", |
|  | "No problem. Just let me know if you need anything else", |
|  | "My pleasure. Just let me know if you need anything else" |
|  | ], |
|  | "selection\_policy": "sequential" |
|  | } |
|  | }, |
|  | "metadata": {}, |
|  | "conditions": "#Thanks", |
|  | "digress\_in": "does\_not\_return", |
|  | "dialog\_node": "node\_2\_1468243505617", |
|  | "previous\_sibling": "node\_12\_1468329566917" |
|  | }, |
|  | { |
|  | "type": "frame", |
|  | "title": "I want to make an appointment", |
|  | "output": {}, |
|  | "metadata": { |
|  | "fallback": "leave", |
|  | "\_customization": { |
|  | "mcr": true |
|  | } |
|  | }, |
|  | "conditions": "#Customer\_Care\_Appointments", |
|  | "digress\_in": "does\_not\_return", |
|  | "dialog\_node": "Reservation using slots", |
|  | "digress\_out": "allow\_all", |
|  | "previous\_sibling": "Directions", |
|  | "digress\_out\_slots": "allow\_all" |
|  | }, |
|  | { |
|  | "type": "standard", |
|  | "title": "Where are you located?", |
|  | "output": {}, |
|  | "metadata": {}, |
|  | "next\_step": { |
|  | "behavior": "skip\_user\_input" |
|  | }, |
|  | "conditions": "#Customer\_Care\_Store\_Location", |
|  | "digress\_in": "does\_not\_return", |
|  | "dialog\_node": "Directions", |
|  | "digress\_out": "allow\_all", |
|  | "previous\_sibling": "Hours of Operation" |
|  | }, |
|  | { |
|  | "type": "standard", |
|  | "output": { |
|  | "text": { |
|  | "values": [ |
|  | "I didn't understand can you try again" |
|  | ], |
|  | "selection\_policy": "sequential" |
|  | } |
|  | }, |
|  | "metadata": {}, |
|  | "conditions": "anything\_else", |
|  | "digress\_in": "returns", |
|  | "dialog\_node": "node\_2\_1467831978407", |
|  | "digress\_out": "allow\_all", |
|  | "previous\_sibling": "node\_5\_1589557930308", |
|  | "disambiguation\_opt\_out": true |
|  | }, |
|  | { |
|  | "type": "standard", |
|  | "title": "Opening", |
|  | "output": { |
|  | "text": { |
|  | "values": [ |
|  | "Hello, I’m a demo customer care virtual assistant to show you the basics. I can help with directions to my store, hours of operation and booking an in-store appointment" |
|  | ], |
|  | "selection\_policy": "sequential" |
|  | } |
|  | }, |
|  | "context": { |
|  | "no\_reservation": true |
|  | }, |
|  | "metadata": {}, |
|  | "conditions": "welcome", |
|  | "dialog\_node": "Opening" |
|  | } |
|  | ], |
|  | "counterexamples": [], |
|  | "system\_settings": { |
|  | "tooling": { |
|  | "store\_generic\_responses": true |
|  | }, |
|  | "off\_topic": { |
|  | "enabled": true |
|  | }, |
|  | "disambiguation": { |
|  | "prompt": "Did you mean:", |
|  | "enabled": true, |
|  | "randomize": true, |
|  | "max\_suggestions": 5, |
|  | "suggestion\_text\_policy": "title", |
|  | "none\_of\_the\_above\_prompt": "None of the above." |
|  | }, |
|  | "system\_entities": { |
|  | "enabled": true |
|  | }, |
|  | "spelling\_auto\_correct": true |
|  | }, |
|  | "learning\_opt\_out": false, |
|  | "name": "Customer Care Sample Skill", |
|  | "language": "en", |
|  | "description": "Sample simple customer service skill to get you started." |
|  |  |