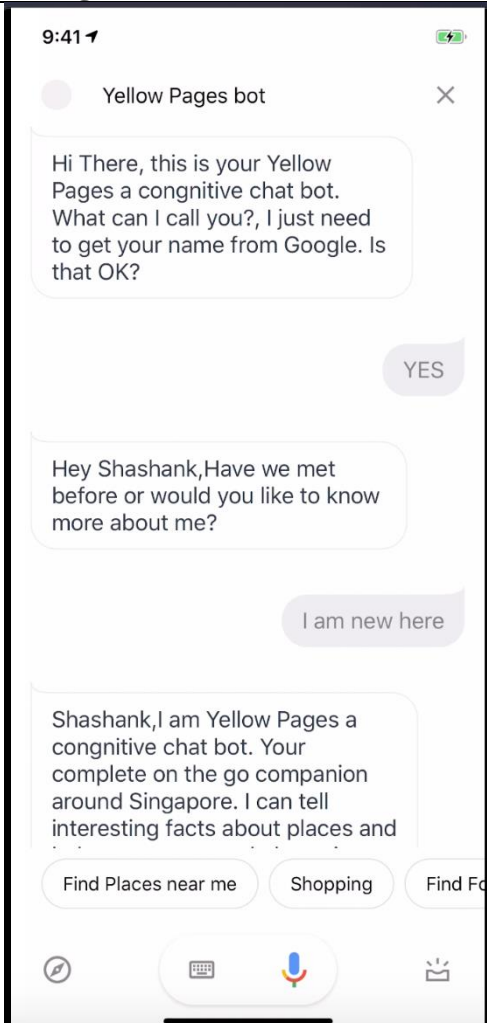


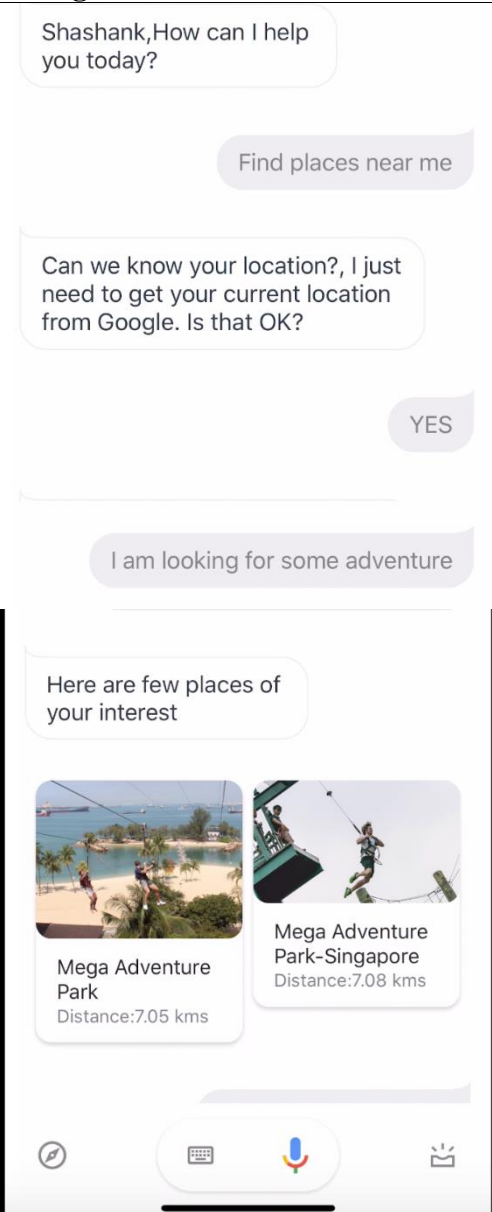
# User Guide

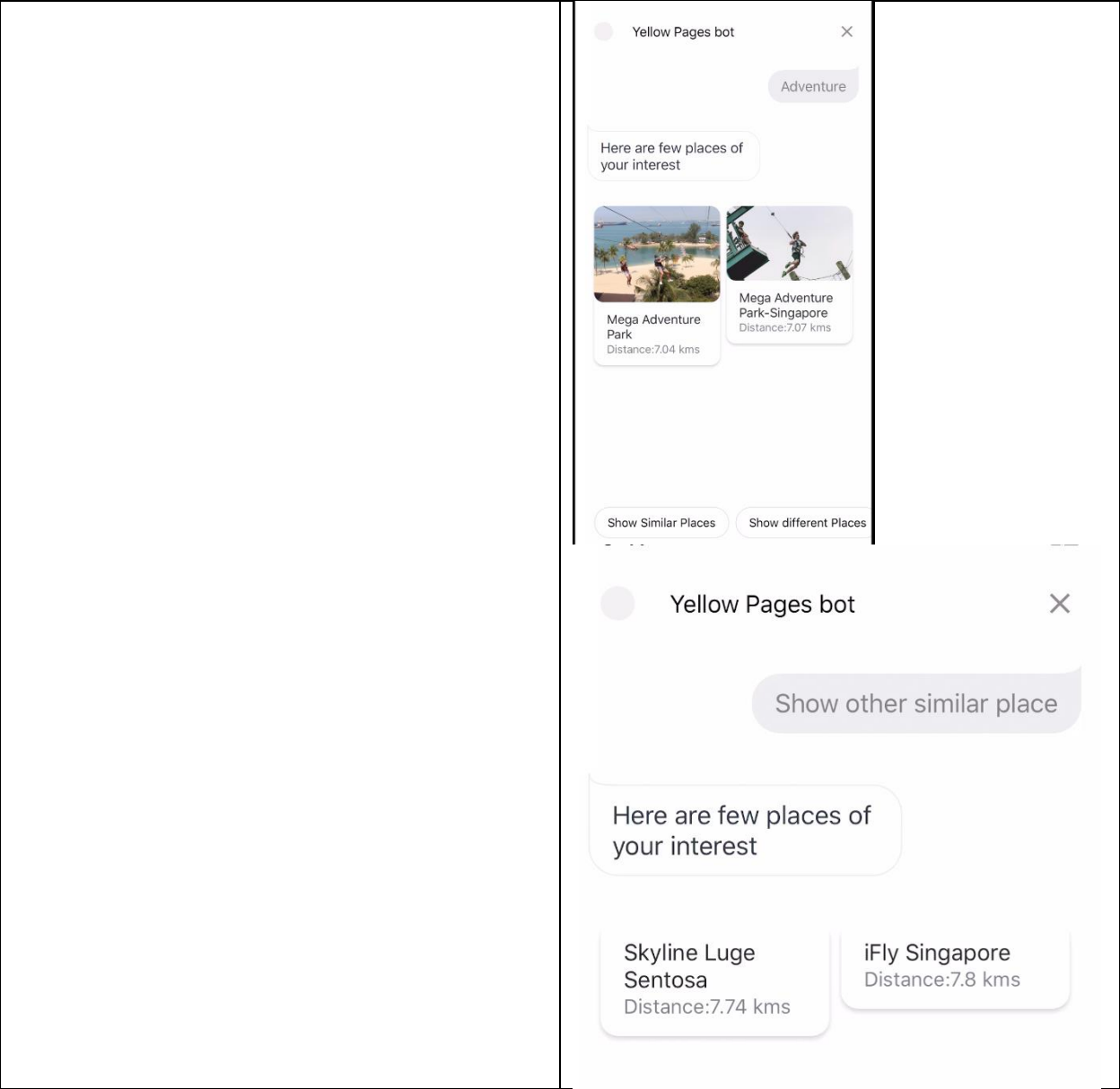
This user guide is provided in order to give an insight of how Yellow pages works. It takes through an example of how to start the conversation by greeting the chatbot. This is followed by the user asking the bot regarding the places, restaurants and shopping malls near him/her. The customer can also speak about a location and receive information about the MRT in its vicinity, opening and closing time and a detailed description about it. The travelers can also question the bot about specific aspects in any area, that is they can enquire about the restaurants, the shop names etc., in any area.



## 1. Introduction to the Chat bot



| User Agent Conversation  | Dialog Flow   |
|--|---|
| <p>User: Hi<br/><i>Invokes Default welcome intent</i></p> <p>Bot: Hi There, this is your Yellow Pages a cognitive chat bot. What can I call you? I just need your name from Google. Is that Ok?<br/><i>Invokes Intent permission for Names</i></p> <p>User: Ok<br/><i>User Permission for using Name is obtained model can address user by its name</i></p> <p>Bot: Hey username, have we met before or would you like to know more about me?<br/><i>Bot ask whether the user is a returning user or a first-time user</i></p> <p>User: I am new here<br/><i>Invokes know more intent</i></p> <p>Bot: Username, I am Yellow Pages a cognitive chat bot. Your complete on to go companion around Singapore I can tell interesting facts about places and help you get around in your locality<br/><i>Bot gives suggestions of activities which the user can do with the bot</i></p> |  |

## 2. Asking about the activities that could be done near me

| User Agent Conversation   | Dialog Flow   |
|---|---|
| <p>User: Find Places near me</p> <p><i>Invokes <b>near me</b> intent</i></p> <p>Bot: Can we know your current location?, I just need to know your current location from Google. Is that Ok?</p> <p><i>Bot request for user's current location through <b>DEVICE_PRECISE_LOCATION</b> and invokes <b>intent_permission</b> intent</i></p> <p>User: Ok</p> <p><i>User Gave Permission to access location invokes <b>attraction</b> intent</i></p> <p>Bot: What kind of activity are you interested in?</p> <p>User: I am looking for some adventure</p> <p><i>Invokes <b>attractiontype</b> intent</i></p> <p>Bot: Here are the few places of your interest</p> <p><i>Bot displays nearest adventure attraction near user With the distance information</i></p> |  |
| <p>Finding similar places of interest Based on selection:</p> <p>User : Show other similar places</p> <p><i>Invokes <b>LocationNameLike</b> intent</i></p> <p>Bot: Displays other adventure places</p> <p><i>Places listed are with increase distance from original</i></p> <p>A similar workflow would follow for rest of attraction types</p>   |   |



|   |  |
|---|--|
|   | <div><div>9:41</div><div>Yellow Pages bot</div><div>Show Similar Places</div><div>Here are few places of your interest</div><div><div><div>AIRZONE<br/>Distance:9.79 kms</div></div><div><div>Forest Adventure<br/>Distance:17.07 kms</div></div></div></div> |
| <div><div>3. Listing Restaurants Near User</div><div>User: Where can I find food near me?</div><div>Invokes <i>attractions</i> intent</div><div>Bot: Are you looking for some specific cuisine?</div><div>Invokes <i>attractiontype=yes</i> and <i>attractiontype=no</i></div><div>User: Yes</div><div>Invokes <i>RestuarantCusine</i> intent</div><div>User Vegetarian</div><div>Invokes the <i>attractiontype</i> intent</div><div>Bot: Here are few places of your interest</div><div>Displays the carousels and invokes <i>locationName</i> intent</div><div>A similar intent workflow would follow for other cuisine types</div></div> | <div><div>9:41</div><div>Yellow Pages bot</div><div>What would you like to do today?</div><div>Where can I find food near me?</div><div>Are you looking for some specific cuisine?</div><div>Yes</div><div>Are you looking for some specific dish or cuisine?</div><div>Vegetarian</div><div>Here are few places of your interest</div></div>  |

|   |  |  |
|---|--|--|
|   | <div><div>9:41</div><div><div>Yellow Pages bot</div><div>Here are few places of your interest</div><div><div><div>Swagat Indian Vegetarian (ICON Building)<br/>Distance:4.13 kms</div></div><div><div><div>Omar Shariff<br/>Distance:4.22 kms</div></div></div></div></div></div> |  |
| <p>6. Finding Hawker Centres near by</p> <p>User: Where can I find food near me?</p> <p><i>Invokes <b>attractions</b> intent</i></p> <p>Bot: Are you looking for some specific cuisine?</p> <p><i>Invokes <b>attractiontype=yes</b> and <b>attractiontype=no</b></i></p> <p>User: No</p> <p><i>Invokes <b>AttractionType</b> intent</i></p> <p>Bot: Here are few places of your interest</p> <p><i>Displays the carousels and invokes <b>locationName</b> intent</i></p> <p>A similar intent workflow will follow for restaurants, cuisine, café, hawker centres,</p> | <div><div>9:41</div><div><div>Yellow Pages bot</div><div>Shashank,How can I help you today?</div><div><div>Find Food</div></div><div><div>Are you looking for some specific cuisine?</div><div><div>No</div></div></div><div><div>Where would you like to go?</div><div><div>Find Hawker centres near me</div></div></div></div></div>   |  |

|  |   |  |
|--|---|--|
|  |   |  |
| <p>5. Listing Shopping centers(Malls)</p> <p>User: Where can I go Shopping?</p> <p><i>Invokes <b>Attraction</b> Intent</i></p> <p>Bot: What Kind of activity are you current interested in and suggests Boutiques Malls Bazars etc</p> <p>User: Which Malls are near me?</p> <p><i>Invokes the <b>attractiontype</b> intent</i></p> <p>Bot :List the Malls near the user with distances.</p> <p>Similar workflow can be followed for Bars and other shop types</p> |  |  |

3.Exploring a location (exploring Singapore Botonic Gardens):

|                         |             |
|-------------------------|-------------|
| User Agent Conversation | Dialog Flow |
|-------------------------|-------------|

User: Singapore Botonic Gardens

Invokes **LocationName** intent

Bot: Nice Choice, Let’s search Singapore Botonic Garden

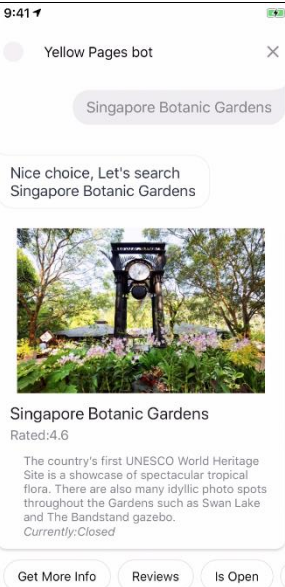
Bot displays the picture of the location

Rating

Description

Current status whether its open or not

And gives user the different options to select from to further view the location

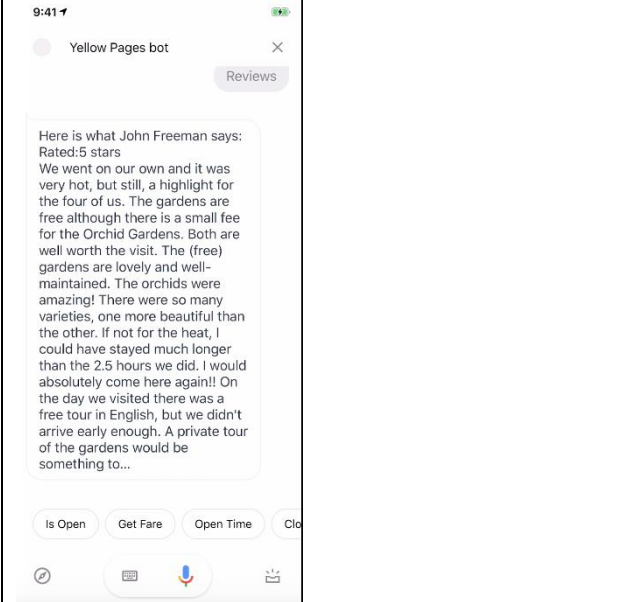
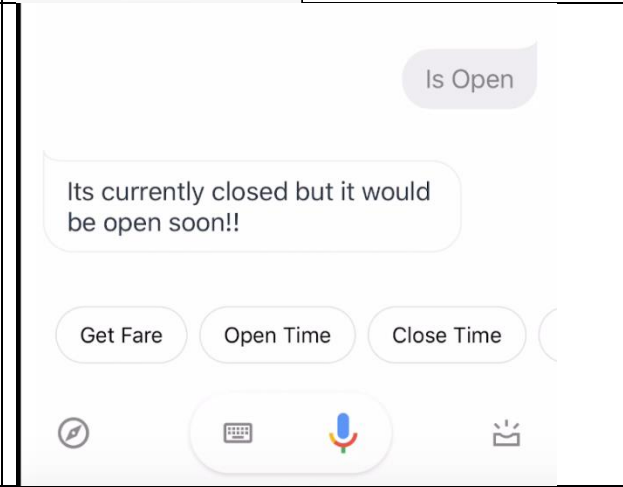
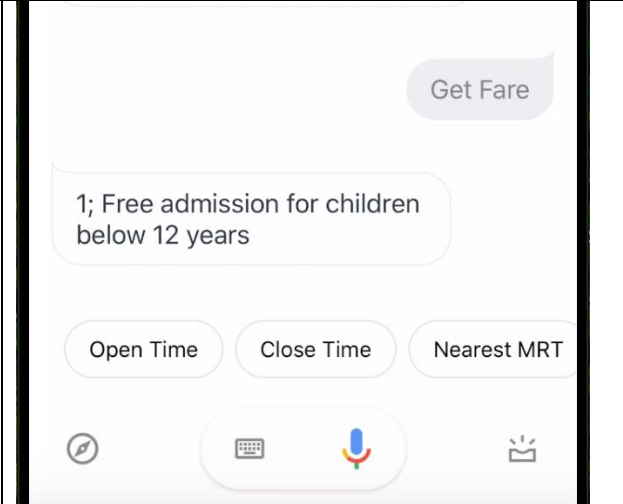


User: Get More Info

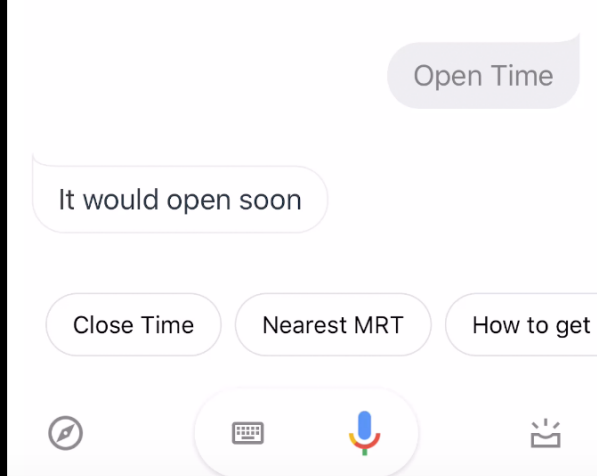
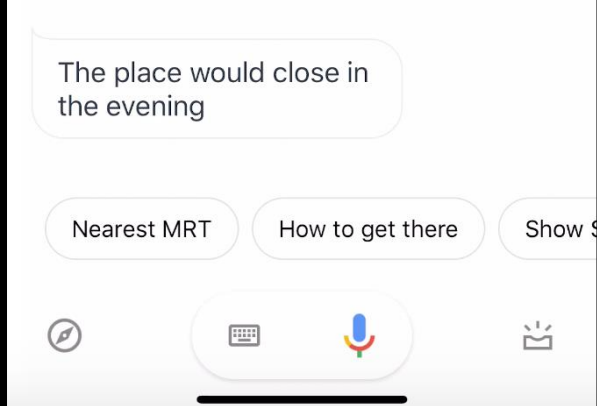
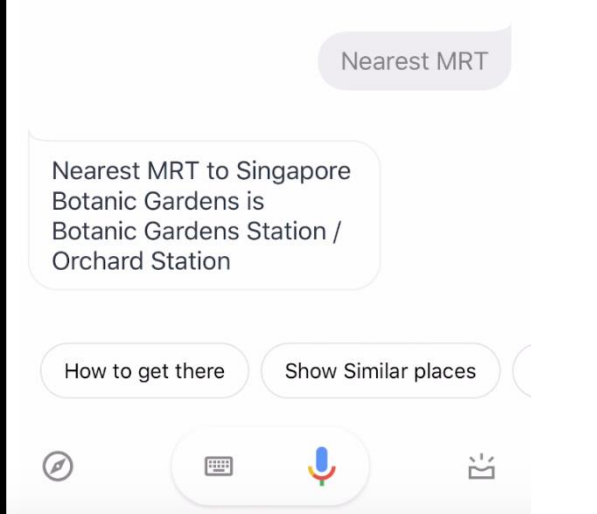
Invokes the **LocationName-Getdetails** for the location.

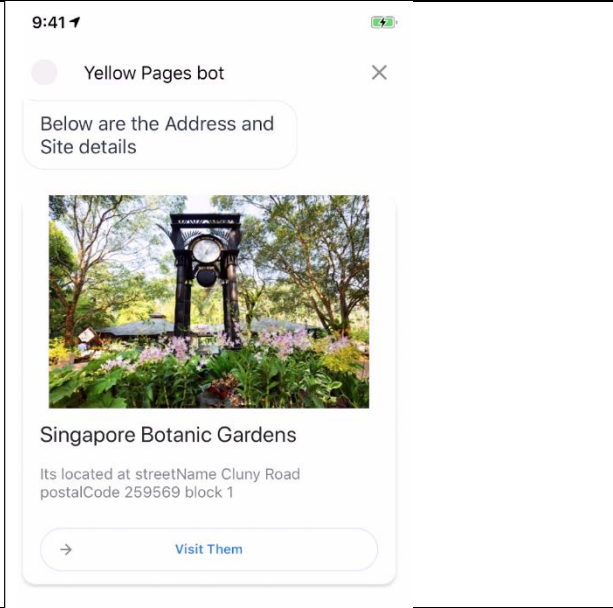
Bot: List a random interesting fact about the location.



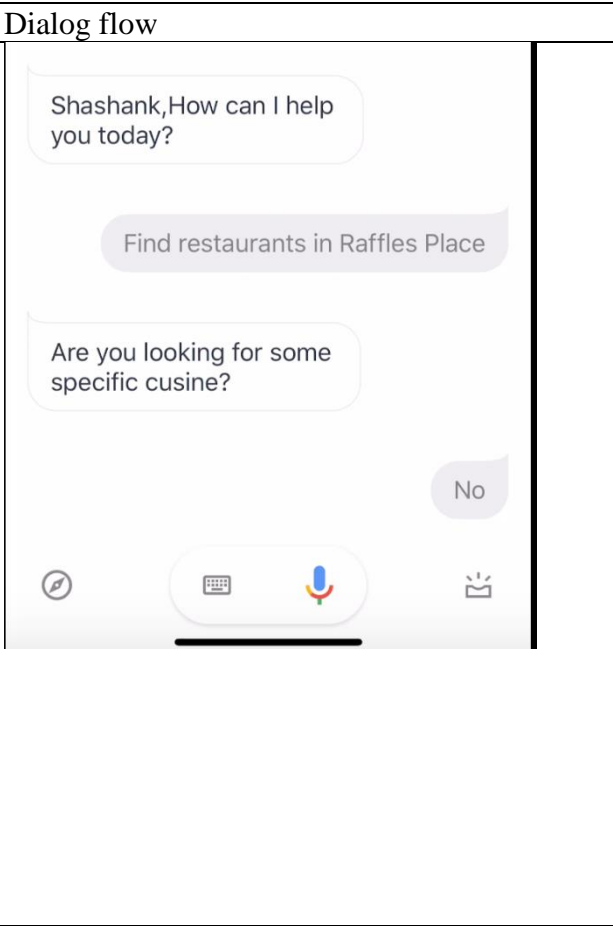
|   |  |
|---|--|
| <p>User: Reviews</p> <p><i>Invokes <b>LocationNameReview</b></i></p> <p>Bot: Returns a user review for the location.</p>                                |    |
| <p>User: IsOpen</p> <p><i>Invokes <b>LocationNameIsOpen Intent</b></i></p> <p>Bot: Returns if the location is open in case not by when it will open</p> |   |
| <p>User: Get Fare</p> <p><i>Invokes <b>LocationName-GetFare Intent</b></i></p> <p>Bot: Returns the Fare for the location if it has any</p>              |  |



|  |  |
|--|--|
| <p>User: Open Time</p> <p><i>Invokes LocationName-OpenTime</i></p> <p>Bot: Returns the opening time of the location</p>          |    |
| <p>User: Close Time</p> <p><i>Invokes LocationName ClosingTime</i></p> <p>Bot: The place will close in the evening.</p>          |   |
| <p>User: Nearest Mrt</p> <p><i>Invokes LocationNameNearestMrT</i></p> <p>Bot: Returns the list of MRT closer to the location</p> |  |

|   |   |
|---|---|
| <p>User: How to Get there?</p> <p>Invokes <i>LocationNameAddress</i></p> <p>Bot: Returns the details of the location including the address, postal code and a web URL to the official site.</p> <p>The Bot also ask user whether he needs to see places around. This recommend places around the location in this case places around Botanical gardens.</p> |  <p>The screenshot shows a chat window titled 'Yellow Pages bot'. A message bubble says 'Below are the Address and Site details'. Below this is a card for 'Singapore Botanic Gardens' featuring a photo of a garden. The card text says 'Its located at streetName Cluny Road postalCode 259569 block 1' and includes a 'Visit Them' button with a right arrow icon.</p> |
|---|---|

4 Searching in a specific location (Restaurants in Raffles Place)

| User Agent Conversation  | Dialog flow  |
|--|--|
| <p>Bot: Username, How can I Help you today?</p> <p>Username: Find restaurants in Raffles Place</p> <p>Invokes LocationCat intent</p> <p>Bot: Are you looking for some specific cuisine?</p> <p>User : No</p> <p>Invokes attractionType Intent</p> <p>Bot:Where would you like to go?</p> <p>User: Restuarants</p> <p>Invokes LocationName intent</p> <p>Bot: Returns the list of restaurant in Raffles Place</p> |  <p>The screenshot shows a chat window with the following sequence of messages:      <ul style="list-style-type: none"> <li>Bot: Shashank,How can I help you today?</li> <li>User: Find restaurants in Raffles Place</li> <li>Bot: Are you looking for some specific cuisine?</li> <li>User: No</li> </ul>     At the bottom, there is a navigation bar with icons for location, keyboard, voice search, and messages.   </p> |

Are you looking for some specific cuisine?

No

Where would you like to go?



9:41

Yellow Pages bot



Restaurants

Here are few places of your interest



MEDZS Bistro & Bar (Clifford Centre)  
Distance: 72.79 mts



Zafferano - Italian Restaurant & Lounge  
Distance: 76.67 mts

Show Similar Places

Show different Places

