**Developers Basic Training Assessment – Travel Assistant**

1. Build a bot to simulate a **Travel Assistant**.
2. The bot should initiate a welcome task when the user connects to the bot.
3. The welcome task should greet the user and display the tasks it can perform:  
   **Hello! Welcome to the Travel Assistance Bot. Here are the tasks I can perform for you:  
   a) Book Flight  
   b) Book Cab  
   c) Fetch Booking Details  
   b) Modify Booking**
4. Depending on the user’s choice, the relevant dialog task should be triggered.

**Book Flight**

* The bot should ask for relevant information like name, contact number, boarding city, destination date of travel and email id of the user. Use a digital form to capture these details.
* The date of travel should be greater than the current date. (validation rule in digital form)
* The bot should store the booking request in a data table after confirming the details with the user.
* A message should be displayed confirming the booking request of the user.
* The bot should give the user a choice of booking a cab (new intent), if required once flight booking has been confirmed.
* The task should terminate with the message:  
  “What else can I do for you”

**Book Cab**

* The task should ask the user for his mobile number, name and location where the cab is required.
* It should display a choice of select cab types like sedan, hatchback, SUV or MUV.
* The details of the request should be stored in the backend and appropriate message should be displayed to the user.

**Fetch Booking Details**

* Booking details for flight or cab should be retrieved from the backend using the mobile number of the user.
* Error message should be displayed if no details are found for a given mobile number.

**Modify Booking**

* Booking for flight or cab should be allowed against a valid mobile number.
* The existing details of the booking should be displayed to the user.
* The user should be given a choice either to **cancel the booking** or **change the date or location**.
* Depending on the choice, the backend database should be updated.
* If no bookings are found against a mobile number, appropriate error message should be displayed.

1. Train the ML engine with minimum 5 utterances for each task.
2. Provide atleast 3 synonyms for each word used in the task names.
3. Build patterns for the following:
   1. Need to travel / want to fly / reach by flight / need to take a flight / need to catch a flight (Book Flight)
   2. Travel by car / ride a hatchback / rent a car / lease a SUV for my trip / hire a cab (Book Cab)
   3. Travel plans changed / travelling on another date / change in travel plans
4. Create a concept called “airlines” and store related airline names like:  
   “Air India”, “Emirates”,” Lufthansa”, ”Singapore Airlines”  
   Use the concept in a pattern for “Book Flight”.
5. Train the bot to extract entities from user utterances.
6. Build the given Knowledge graph

| **Question** | **Bot Response** |
| --- | --- |
| What is an e-ticket | An e–ticket (electronic ticket) is a paperless electronic document with a unique confirmation number that neatly replaces the hassles of a paper ticket. When you purchase an e–ticket, we email it to you after the booking is complete. Simply print it out and bring it with you – along with a valid photo ID – to the airline counter when checking in for your flight. |
| How do I know my reservation was booked | We’ll send you an SMS and an email to confirm your flight booking. |
| How do I get my e-ticket details | We’ll send your e–ticket details to the email address you gave us when you made your reservation. |
| How do I print my ticket | Enter your mobile number and you’ll be able to see your e–ticket. Print it or email it. |
| What are the cancellation charges | the cancellation charges depend on the airline, sector, class of booking, and time of cancellation. |
| I need to cancel my flight, what’s the latest I can do this by | you can cancel your flight no later than 3 hours before the time of departure. |

1. Build the Bot ontology. Train the KG engine with synonyms for the nodes/terms in the ontology. Provide alternate questions (2 for each primary question).
2. Enable a channel and publish the bot.