**SPYRO The Customer care companion**

**1.Introduction**

# 1.1 Over View

A customer care chat bot that can answer all simple questions, such as store locations its whereabouts and hours, directions, and perhaps even making appointments related to the Metro

stores in Hyderabad. When a question falls outside of the scope of the bot it tries to maintain the queries of customers by re-quoting the various possibilities it can do, the option is typically to tell the customer that the question is not valid or offer to speak to a real person.

In this project, there will be another option. If the customer question is about the operation of a device, the application shall pass the question onto the Watson Discovery Service, which has been pre-loaded with the device’s owner’s manual. So now, instead of “Would you like to speak to a customer representative?” we can return the relevant sections of the owner’s manual to help solve our customers’ problems.

To take it a step further, the project shall use the Smart Document Understanding feature of Watson Discovery to train it on what text in the owner’s manual is important and what is not. This will improve the answers returned from the queries.

This is just a basic model of it, we can build more accurate and more efficient system that can be installed in the stores.

# 1.2 Purpose

Chatbots are being made to ease the pain that the industries are facing today. The purpose of chat bots is to support and scale business teams in their relations with customers. It could live in any major chat applications like Facebook Messenger, Slack, Telegram, Text Messages, etc.

Chatbots may sound like a futuristic notion, but according to the Global Web Index statistics, it is said that 75 percent of internet users are adopting one or more messenger platforms. Although

research shows us that each user uses an average of 24 apps a month, 80 percent of the time would be in just five apps. Undoubtedly among them are Facebook Messenger, Snapchat, WhatsApp, WeChat etc. This means you can hardly shoot ahead with an app, but you still have high chances to integrate your chat bot with one of these platforms.

Would it not be great if someone could ease your pain by helping you out 24\*7 making your work easier and less hectic? Chatbots can do just that!! .The main motto of this chat bot i.e spyro is to

create a medium of virtual assistance to the customer pf metro round the clock any time so that the manual work of answering queries or addressing customers is reduced.

**2 LITERATURE SURVEY**

# 2.1 Existing problem

The existing system involves the customer either checking in to actual website and manually surf to get his desired output or calling to representative for his query. Sometimes a customer need to

locate the nearest store so he has check into GPS and get the location. When customer has any query related to a product or he/she needs to make an appointment to get in contact with the staff, which is a very tedious task because as the number of customers would be high in number it becomes a mundane task for staff to answer each customers' query.

# 2.2 Proposed System

The Proposed system involves an AI bot named "Spyro" which is trained with all the possible queries a customer can post regarding the store, location, timing and details of the product. This

bot erases the need of human presence to a certain limit and directly address the customer query, this system makes the entire process robust, portable, compact and easy to use. Due to its

dynamic nature it can be developed in many ways depending on the customer requirements,

hence it is more feasible due to this dynamic feature. The AI of this bot is equipped with smart

document understanding so it learns and updates it knowledge day to day and based on the knowledge fed to Watson discovery it gives accurate answers. This smart document

understanding feature of the bot comes in handy in real time scenarios due to the gradual updating of its knowledge. Sometimes the bot becomes more vital compare to human because of its various learning methods that mere human can’t perform.

**3.THEORITICAL ANALYSIS**

# 3.1 Block Diagram

**3.2 Software Design**

**Step:1** Creations of required Entities and Intents for dialog skill



**Chat**

**bot**



Watson

assistant



Intents

and

Entities



**Step:2** Using Smart Document Understanding to build an enhanced Watson Discovery collection



Data

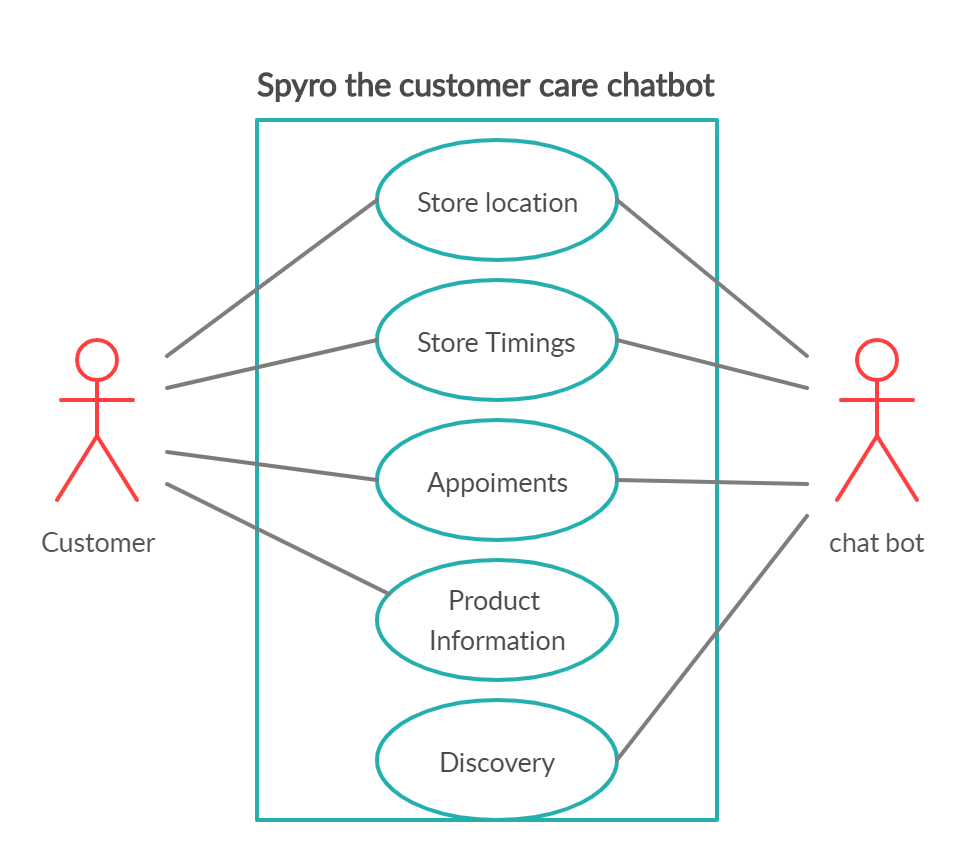
Repository



Watson

Discovery

**Step:3** Create an IBM Cloud Functions web action that allows Watson Assistant to post queries to Watson Discovery

**Use case Diagram:**

**Step:4**

Build a web application with integration to all these services using NODE RED app



**Watson**

**Discovery**



**Chat**

**bot**



**Cloud**

**Function**



Fetch



Query



**Node**

**Red**



Web

App



Watson

assistant

Watson

Discovery

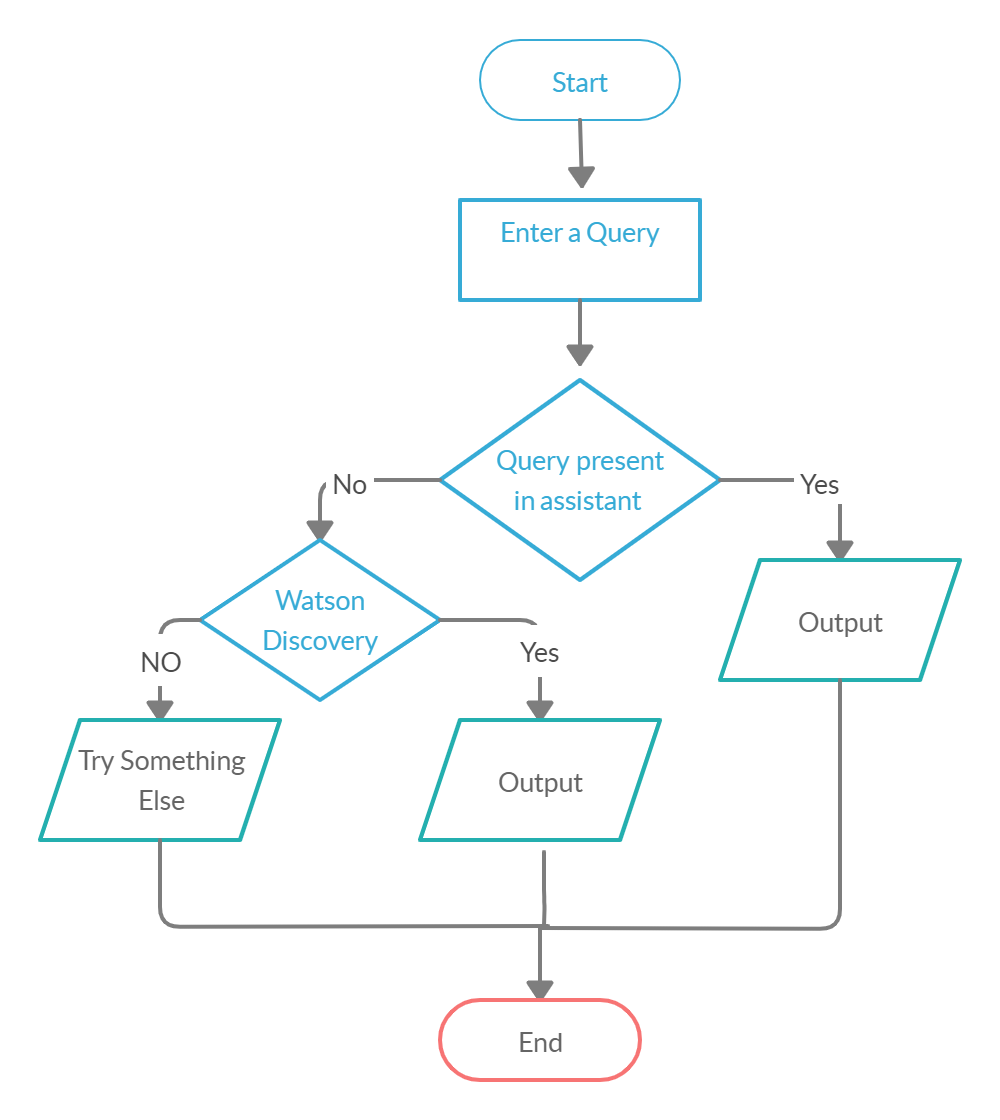
**4 Experimental Investigation**

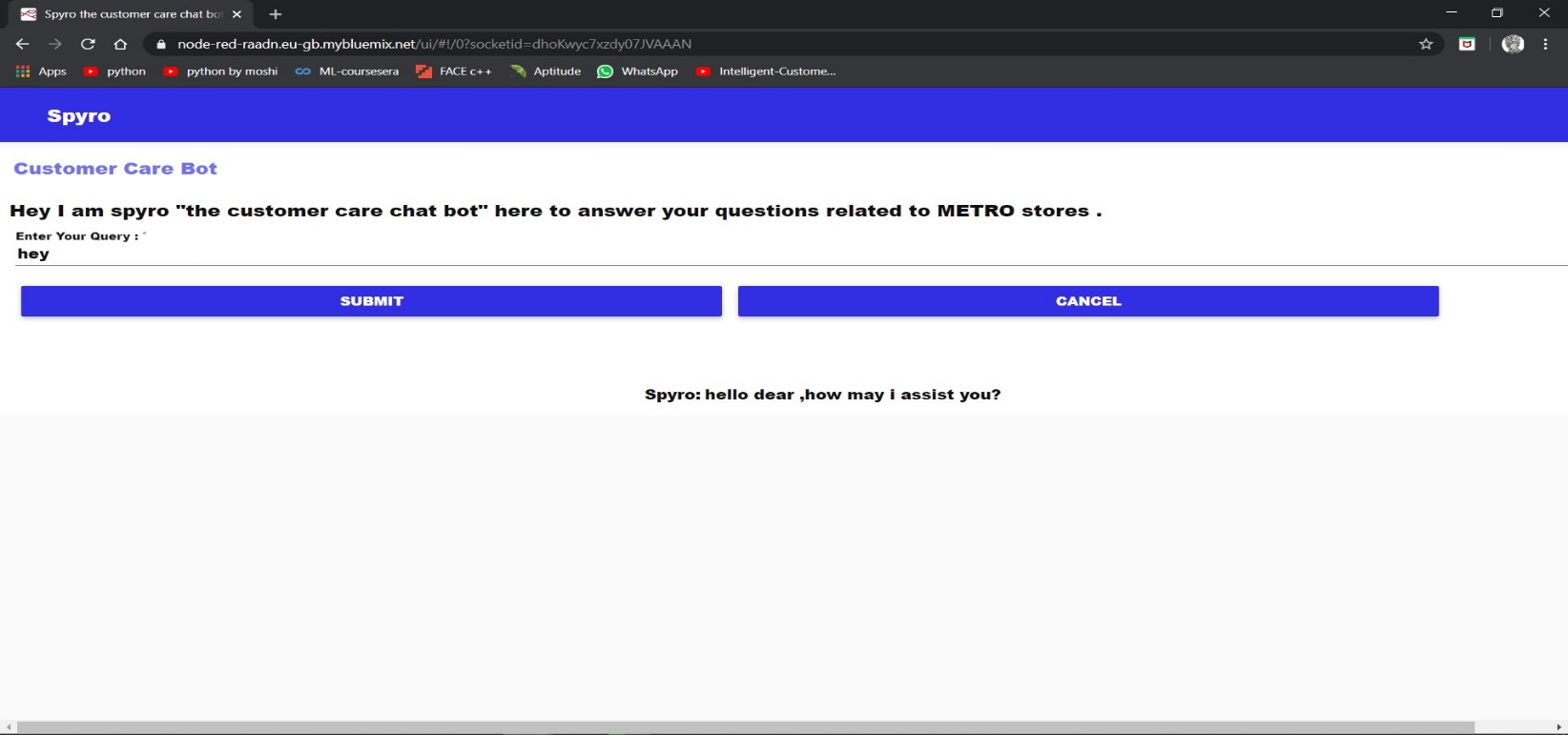
I have gone through a substantial number of tutorials on the net, through links provided in the slack and reference links given in the dashboard to perform a few tweaks on my own and created few other

experimental versions of chat bot like

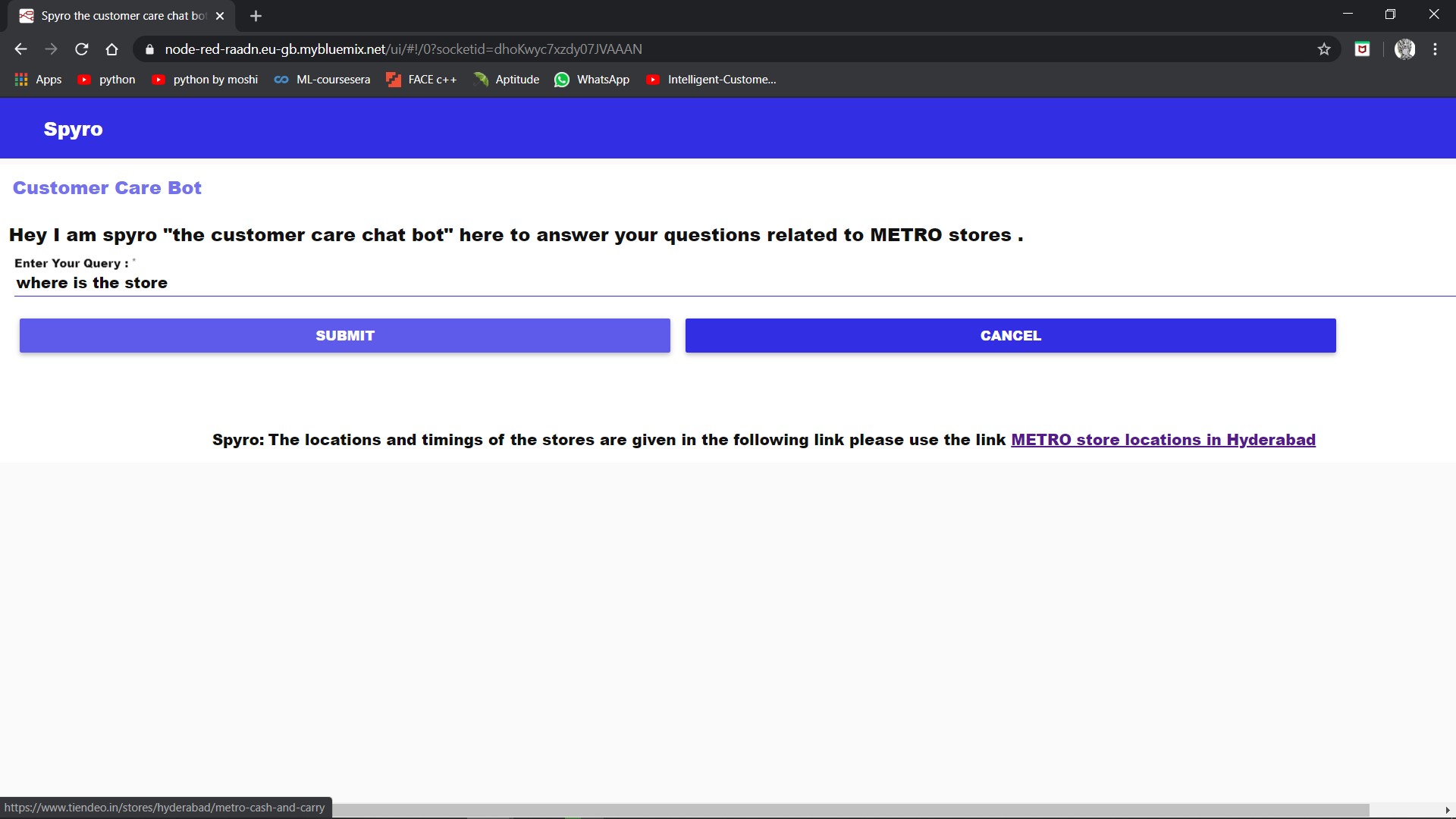
1.Shizuka ( a game suggesting chat bot)

2. Damon ( a flower suggesting chat bot)

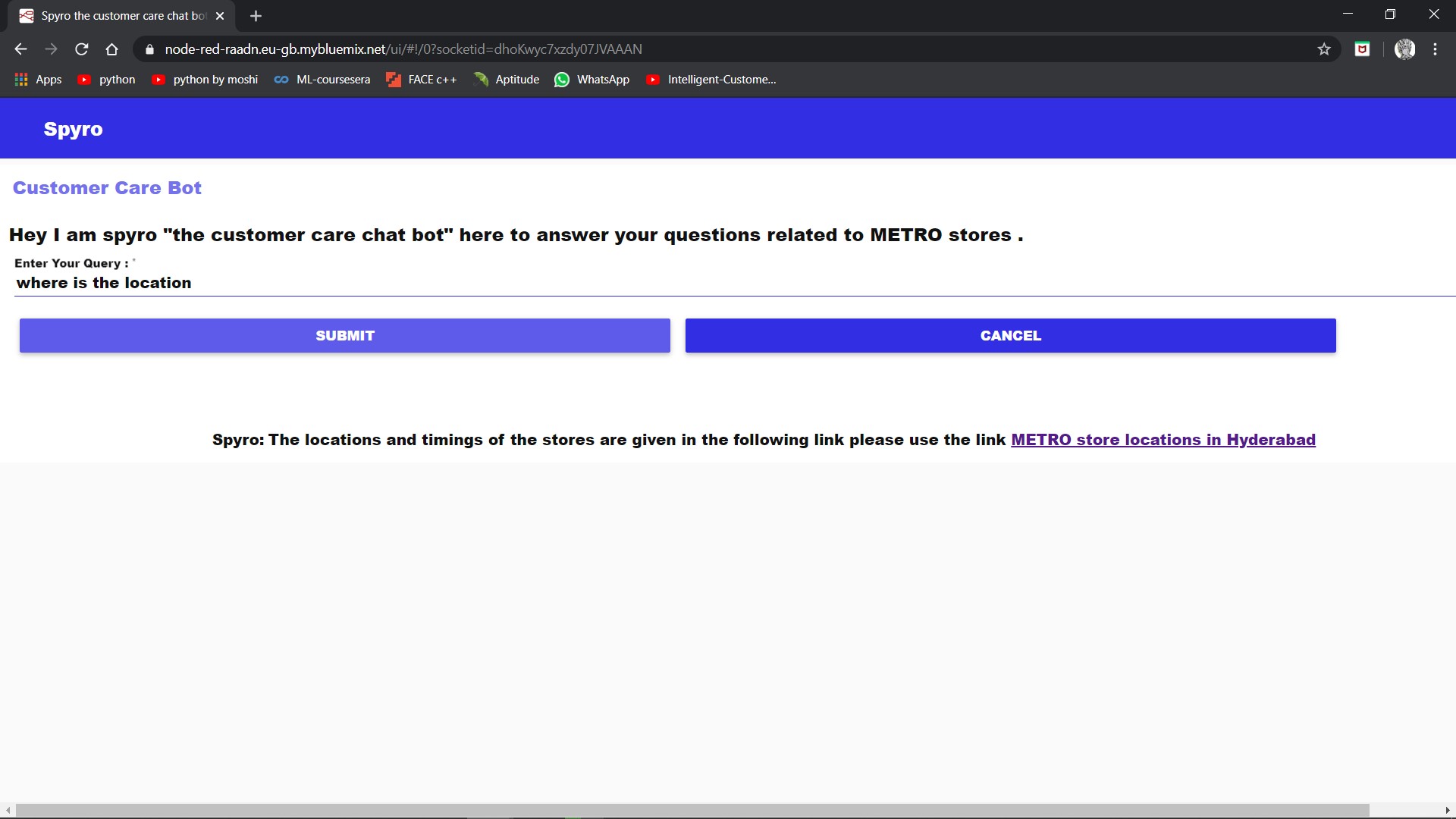
Through the above experiments I've got better understanding of Watson assistant and discovery like how they work and how to make better use of the IBM resources and then experimented on node-red and ventured its possibilities beyond just integrating chat bot to deploy in web-dashboard. Finally created a beta version of chat bot called spyro which helps any query regarding the metro stores. **5 Flow chart**

**6 Result:** **Greetings:** 

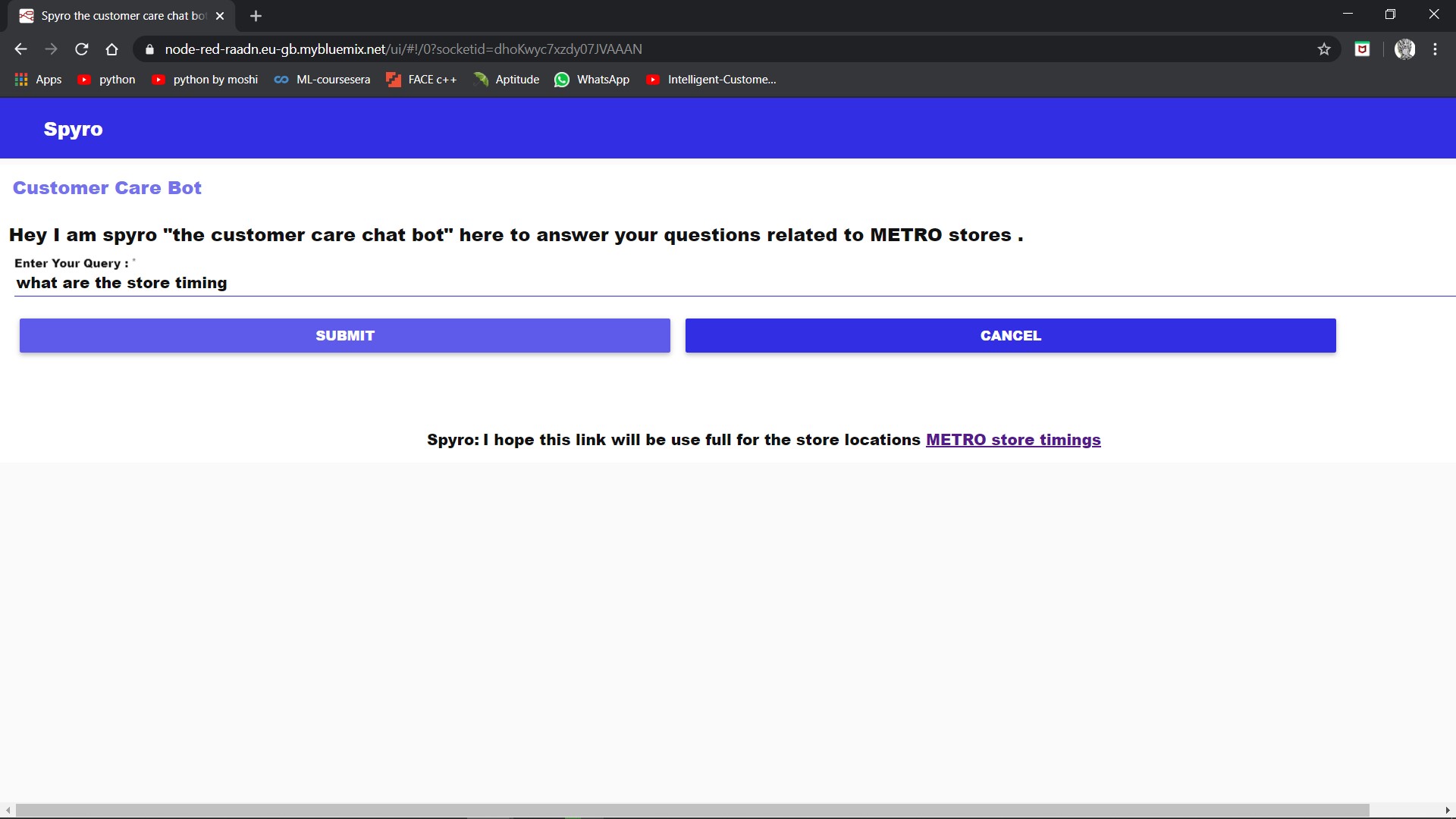
**Store whereabouts:**



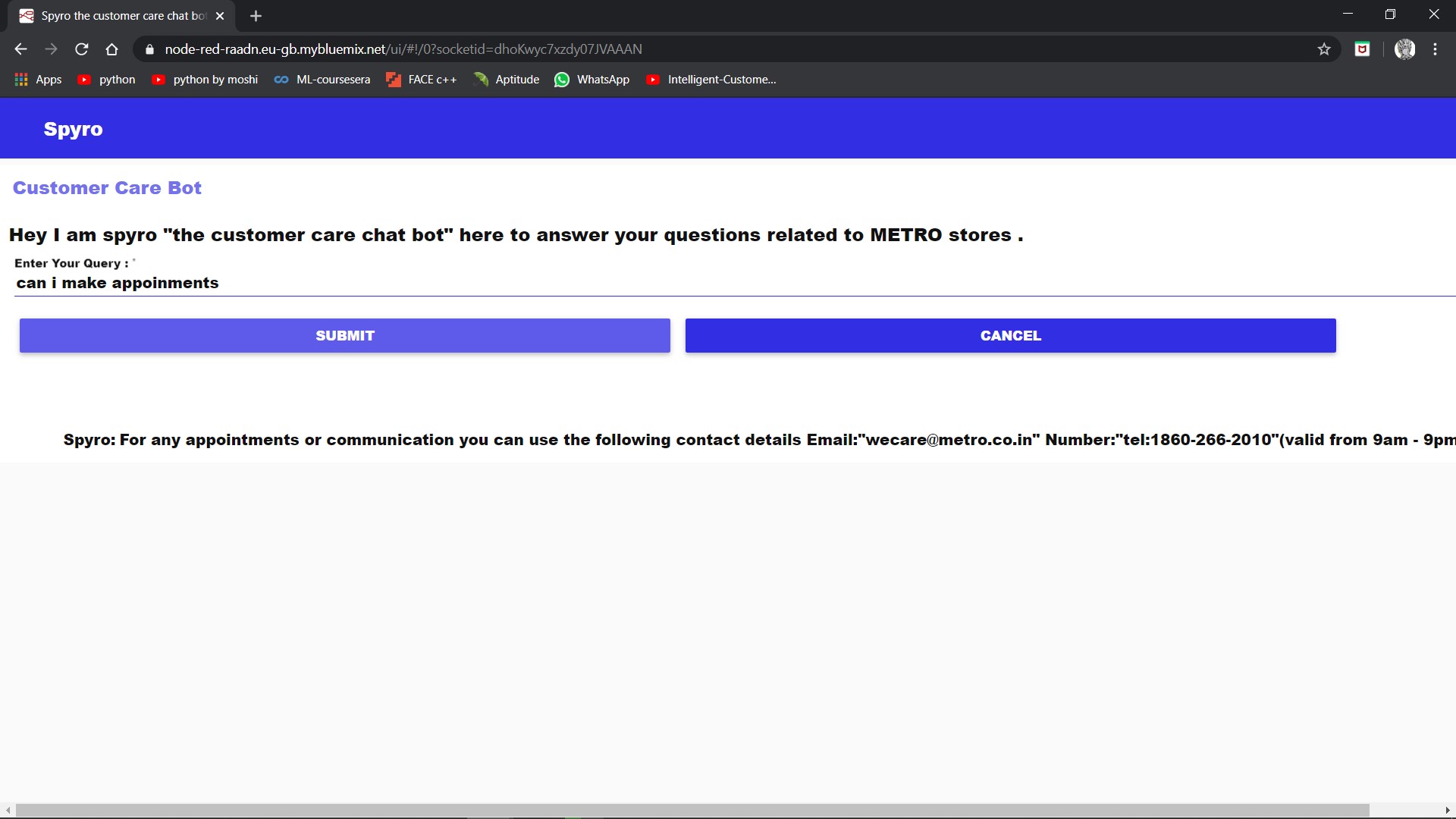
**Locations:**



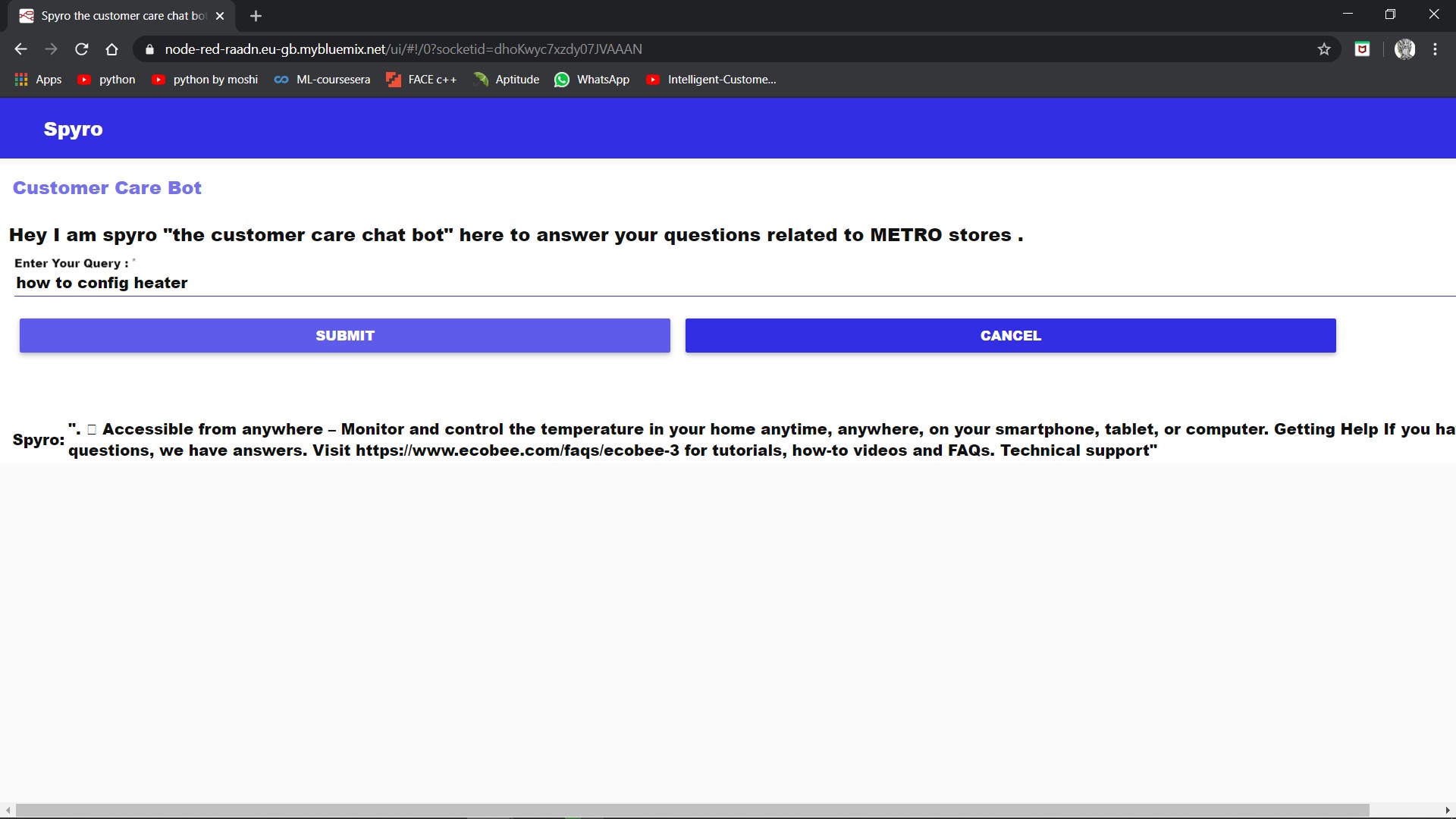
**Timings:**

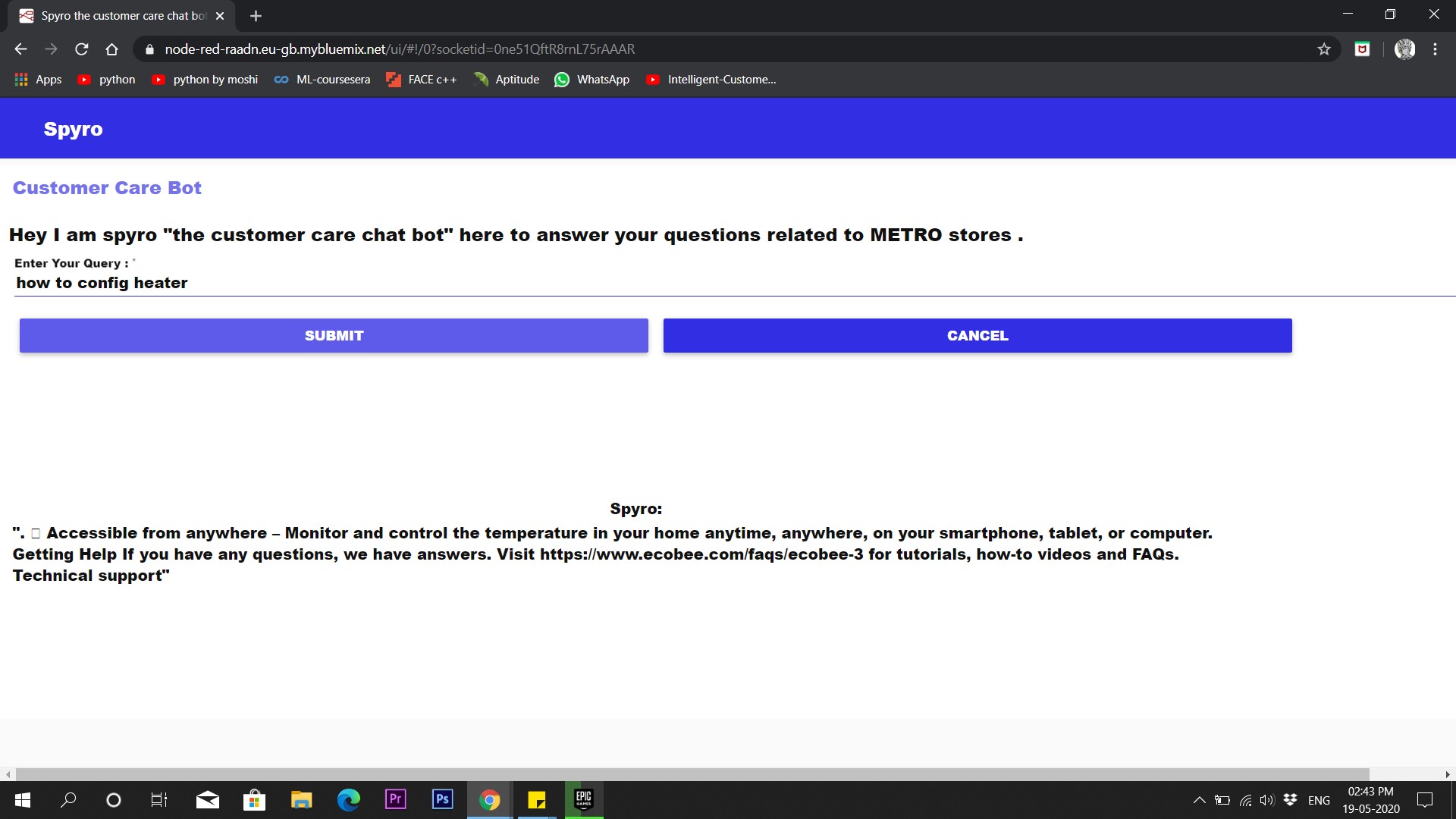


**Appointments:**

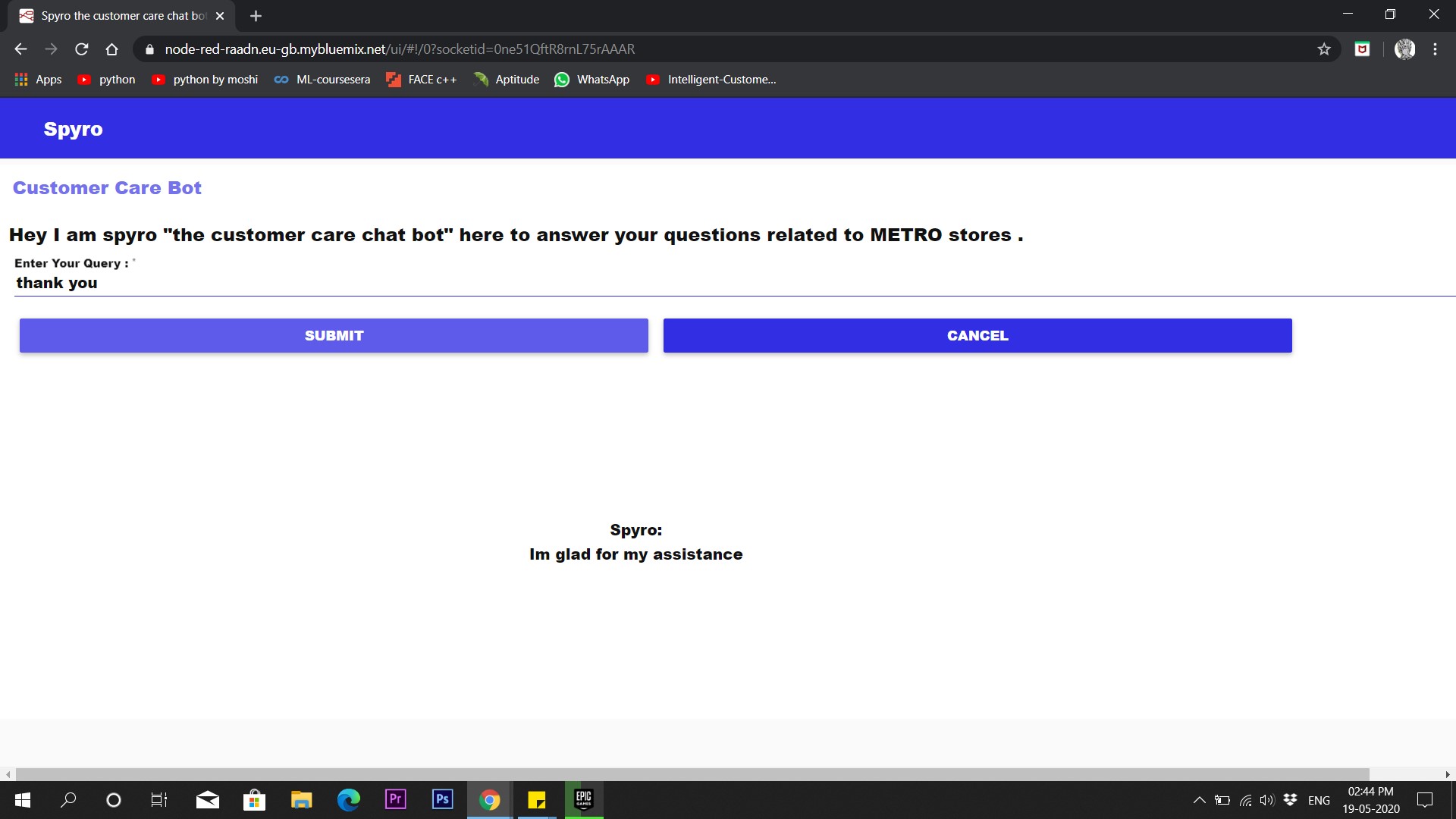


**Product Information through Discovery(heater):**





**Thank You:**



# 7.Advantages & Disadvantages

1. **Accessible anytime:**

Due to its web deployment feature it can be accessed any where.

1. **Handling Capacity**:

As entire query processing is handled by machine the handling capacity increases tremendously.

1. **Flexible:**

Any new further development will be easy due to its flexible features like smart document understanding and any sort of new query can also be trained easily in Watson assistant.

1. **Customer Satisfaction:**

Unlike manual staff bots have certain rules by which they are bounded hence they wont proceed on emotions.

1. **Cost Effective:**

By the rapid growth of technology making a chat bot is a easy task the only cost we have to be liable is for the storage and once they are employed we wont have to bother them monthly wages.

**7. Work Automation:**

As everything is made possibly handled by bot the work gets automated.

**Disadvantages:**

As every coin has two faces the chat bot also comes with its pros and cons but the advantages here out weighs the disadvantages the only possible disadvantages of this bot is there might be few cases where the bot wont answer the desired output, and when the server or the software have issues then the bot fails to give the answer.

# 8.Applications

One of the best application of Spyro is integration to the metro official website itself. I have

seen that there is no chat bot or such features with the Metro so integrating this becomes icing on top of their website. The Bot will be available 24/7 round the clock hence there need not be any near phones answering every call to solve customer queries.

# 9.Conclusion

The chat bot "Spyro" equipped with smart document understanding and has knowledge of all possible beginner level queries like details of the stores their location and their timings etc best fits the role of Customer care companion in every aspect. The simple understandable GUI is a subtle feature which makes interaction with chat bot straightforward and hence even a customer with no knowledge of how to use can use the chat bot. All of this advantages and applications of spyro are the salient features which kick off the project to its success.

# 10.Future Scope

Due to the flexible nature of bot it has various applications.We can develop this chat bot in such a way that the customer need not to go the METRO store he can order himself what all he needs just sitting at

home and select the closest store to place order and get his order received to his home. We can also add notification feature to a certain commodity which has are rare. The Scope of spyro is endless the only end is our imagination we can develop the bot in any possible way or can even deploy it any where like slack, messenger, telegram etc.

# 11.BIBILOGRAPHY

Refrence from Slack, youtube, IBM, Interns Dashboard

**APPENDIX**   **NODE RED:**

[{"id":"e9f79032.58a1c","type":"function","z":"454d4c77.ccb104","name":"input","func":"msg.payload=msg.payload.input\n\nretur n msg;","outputs":1,"noerr":0,"x":410,"y":220,"wires":[["48d2c8ff.3cfdf8","297cf389.f1e88c"]]},{"id":"48d2c8ff.3cfdf8","type":"watsonconversation-v1","z":"454d4c77.ccb104","name":"","workspaceid":"78e5f4d5-5174-429d-8acf-10892d7e70eb","multiuser":false,"c ontext":true,"empty-payload":false,"service-endpoint":"https://gateway-lon.watsonplatform.net/assistant/api/v1/workspaces/7 8e5f4d5-5174-429d-8acf-10892d7e70eb/message","timeout":"","optout-learning":false,"x":740,"y":180,"wires":[["f65c28d.59959d 8"]]},{"id":"f65c28d.59959d8","type":"function","z":"454d4c77.ccb104","name":"parser","func":"msg.payload.text=\"\";\n/\*if(msg.p ayload.context.webhook\_result\_1)\n{ \n for( var i in msg.payload.context.webhook\_result\_1.results)\n{\nmsg.payload.text=msg.payload.text+\"\\n\"+msg.payload.context.webho ok\_result\_1.results[i].text;\n}\n msg.payload=msg.payload.text;\n \n}\nelse\*/\nmsg.payload = msg.payload.output.text[0];\n return

msg;","outputs":1,"noerr":0,"x":690,"y":360,"wires":[["f993ba70.c45c98"]]},{"id":"297cf389.f1e88c","type":"debug","z":"454d4c77.ccb 104","name":"","active":true,"tosidebar":true,"console":false,"tostatus":false,"complete":"payload","targetType":"msg","x":290,"y":400 ,"wires":[]},{"id":"f993ba70.c45c98","type":"ui\_text","z":"454d4c77.ccb104","group":"ceaa3da7.34413","order":4,"width":0,"height":0," name":"","label":"Spyro:","format":"{{msg.payload}}","layout":"row-center","x":790,"y":500,"wires":[]},{"id":"a3e6a303.52a82","type":"ui \_form","z":"454d4c77.ccb104","name":"","label":"Hey I am spyro \"the customer care chat bot\" here to answer your questions related to METRO stores .","group":"ceaa3da7.34413","order":2,"width":0,"height":0,"options":[{"label":"Enter Your Query

:","value":"input","type":"text","required":true,"rows":null}],"formValue":{"input":""},"payload":"","submit":"submit","cancel":"cancel","top ic":"","x":235,"y":160,"wires":[["e9f79032.58a1c"]],"l":false},{"id":"ceaa3da7.34413","type":"ui\_group","z":"","name":"Customer Care

Bot","tab":"772f427f.fd4c9c","order":1,"disp":true,"width":"30","collapse":false},{"id":"772f427f.fd4c9c","type":"ui\_tab","z":"","name":" Spyro","icon":"dashboard","disabled":false,"hidden":false}]

**ASSISTANT SKILL:**

{

"intents": [

{

"intent": "Customer\_Care\_Open\_Account",

"examples": [

{

"text": "Go joining here?"

},

{

"text": "Can someone new be able to login?"

},

{

"text": "Can you show me where to register for the program?"

},

{

"text": "Could you explain how to create a fresh account?"

},

{

"text": "How can I register over here?"

},

{

"text": "How do I become a customer?"

},

{

"text": "How do I login?"

},

{

"text": "I'd like to register"

},

{

"text": "Make account"

},

{

"text": "Please tell me how to register as one of your members."

},

{

"text": "What do I need to do to start an account with your company?"

},

{

"text": "What is required to get signed up here?"

},

{

"text": "What is the log in process for new users?"

},

{

"text": "What is the process to making an account?"

},

{

"text": "Where can I register?"

},

{

"text": "Where do I find guidance on signing up?"

},

{

"text": "Where do I register for this?"

},

{

"text": "Where does a first time visitor sign up?"

},

{

"text": "Where is the sign in page?"

},

{

"text": "Where to login for the first time?"

}

],

"description": "Open an account."

},

{

"intent": "Customer\_Care\_Program\_Inquiry",

"examples": [

{

"text": "Are past purchases rewarded?"

},

{

"text": "What about your loyalty program?"

},

{

"text": "Rewards frequent purchasing?"

},

{

"text": "Reward scheme?"

},

{

"text": "Reward points backdated?"

},

{

"text": "Receive credits buys?"

},

{

"text": "Loyalty rewards program?"

},

{

"text": "Is there a rewards system for customers?"

},

{

"text": "Is there a program that rewards me for my use?"

},

{

"text": "Is there a customer loyalty program of some sort available at the moment?"

},

{

"text": "Is there a bonus group offered?"

},

{

"text": "Is it possible to obtain points for buys I have made in the past?"

},

{

"text": "If I purchase frequently will I get benefits?"

},

{

"text": "Frequent purchaser benefits?"

},

{

"text": "Do you have a points program?"

},

{

"text": "Do I get anything for buying a lot?"

},

{

"text": "Can I receive loyalty credit for previous acquisitions?"

},

{

"text": "Can I get points on transactions I've already made?"

},

{

"text": "Can I get points for stuff I bought?"

},

{

"text": "Are pre-purchased items eligible for rewards?"

}

],

"description": "Learn about customer loyalty programs."

},

{

"intent": "Customer\_Care\_Notification\_Preferences",

"examples": [

{

"text": "Can you help me with changing delivery method?"

},

{

"text": "Can I use another way of receiving alerts by editing existing one?"

},

{

"text": "Can you send alert on my whatsapp?"

},

{

"text": "Can you send text notifications to additional mobile number?"

},

{

"text": "Change notifications to sms"

},

{

"text": "Changing my notification preferences"

},

{

"text": "How can I change delivery method?"

},

{

"text": "How can I edit delivery methods to new one?"

},

{

"text": "How can I modify notification alerts?"

},

{

"text": "How can I update my delivery methods?"

},

{

"text": "How do I change credit card transaction alerts?"

},

{

"text": "How to change my notification preferences?"

},

{

"text": "How to customize notifications that I am receiving?"

},

{

"text": "How to switch over from sms to email delivery alert?"

},

{

"text": "I need to change my current alert method to something else"

},

{

"text": "I request to get alerts via email"

},

{

"text": "I want my bank messages to notify me on emails as well"

},

{

"text": "I want to stop getting emails every time my card gets swiped"

},

{

"text": "Notifications are to be received on sms"

},

{

"text": "Tell me process to change alerts method"

}

],

"description": "Manage user's notifications."

},

{

"intent": "Customer\_Care\_Employment\_Inquiry",

"examples": [

{

"text": "What positions do you have available?"

},

{

"text": "What's the process for job application?"

},

{

"text": "Where is your careers page?"

},

{

"text": "Are there any job vacancies currently open at your company?"

},

{

"text": "Are you hiring at the moment?"

},

{

"text": "Can I join you guys?"

},

{

"text": "Halp me I need work"

},

{

"text": "Hire me please"

},

{

"text": "How would I go about joining your company?"

},

{

"text": "I am looking for a job and would like to know if you have anything available.."

},

{

"text": "I need to find some work"

},

{

"text": "Is there any current employment opportunities?"

},

{

"text": "Search job"

},

{

"text": "Well I m asking what level of the marketing position your company is looking for"

},

{

"text": "What are the job openings available with the company?"

},

{

"text": "What are the jobs you are hiring for?"

},

{

"text": "What employment opportunities are currently available?"

},

{

"text": "What is your jobs web site?"

},

{

"text": "What jobs are available that are hiring for now?"

},

{

"text": "What kind of jobs do you have?"

}

],

"description": "Find job opportunities."

},

{

"intent": "Customer\_Care\_Profile\_Security\_Questions", "examples": [

{

"text": "How can I set up a phone security question?"

},

{

"text": "Can I reset my online security answer?"

},

{

"text": "Can you reset my security question?"

},

{

"text": "Help me with security questions"

},

{

"text": "I have a feeling that default security questions for accessing my account are too generic and weak. is there a way to have them changed?"

},

{

"text": "Can I change the saved security questions I use when accessing my account via the phone?"

},

{

"text": "Hi I want to know if I can change my security settings for talking to customer services over the phone?"

},

{

"text": "Why do I need to answer security questions when I speak to a representative on the phone?"

},

{

"text": "When I talk to a customer rep, what security questions can I use?"

{

"text": "What are my profile questions?"

},

{

"text": "Update security questions"

},

{

"text": "Security verification question"

},

{

"text": "Security question answers"

},

{

"text": "My email may have been hacked so I'm changing all my passwords and security questions can you change the ones I use for talking to customer support?"

},

{

"text": "It has been a while since I updated my online security questions. can you give me directions on how I can edit my account to create better, more recent and more secure questions?"

},

{

"text": "Is it possible to change the security questions I use to access my account when I call you?"

},

{

"text": "I would like to change the security question used to access my account. could you please explain the procedure."

},

{

"text": "I want to know my security question when I'm dealing with customer service representative."

},

{

"text": "I need to change my questions to get in"

},

{

"text": "I have forgotten my phone security questions"

}

],

"description": "Review or change user's security questions."

},

{

"intent": "Thank\_You",

"examples": [

{

"text": "Thanks"

{

"text": "Thank you"

}

],

"description": ""

},

{

"intent": "Greetings",

"examples": [

{

"text": "Hello"

},

{

"text": "Hey"

},

{

"text": "hi"

}

],

"description": "hey and all those greetings"

},

{

"intent": "Customer\_Care\_Cancel\_Account",

"examples": [

{

"text": "What is the procedure on canceling my account?"

},

{

"text": "Cancel account"

},

{

"text": "Cancel plan"

},

{

"text": "Cancel service please"

},

{

"text": "How do I cancel my phone service with your company?"

},

{

"text": "How do I close out my account?"

},

{

"text": "I am not very happy with services rendered on your part and want my account closed."

{

"text": "I need help with cancellation"

},

{

"text": "I need to close my account at this time."

},

{

"text": "I want to cancel my service"

},

{

"text": "I want to cancel."

},

{

"text": "I want to disconnect my service"

},

{

"text": "I would like to cancel my service, can you do that for me?"

},

{

"text": "Id like to cancel or stop my service from my account"

},

{

"text": "My phone is broken so I am wondering if I could cancel my contract"

},

{

"text": "Please close my data card account"

},

{

"text": "Put an end to my account."

},

{

"text": "Can you please terminate this service?"

},

{

"text": "Terminate service"

},

{

"text": "What do I have to do to stop all my services with you and close my account?"

}

],

"description": "Cancel or close an account."

},

{

"intent": "Customer\_Care\_Products\_Offered",

"examples": [

{

"text": "I would like to know what I can buy"

},

{

"text": "Catalogue look"

},

{

"text": "I need information on one of your products"

},

{

"text": "Items available?"

},

{

"text": "Items currently sold"

},

{

"text": "Need to know what products you have"

},

{

"text": "New products"

},

{

"text": "Show me retirement products"

},

{

"text": "Show me some cars"

},

{

"text": "Tell me about shoes"

},

{

"text": "What are your business banking products?"

},

{

"text": "What does your business sell?"

},

{

"text": "What does your shop provide?"

},

{

"text": "What kind of products are available?"

},

{

"text": "What kinds of products do you sell?"

},

{

"text": "What potential products or services are available?"

},

{

"text": "What product do you recommend for a tech consultant?"

},

{

"text": "What products are offered in the company?"

},

{

"text": "What products can I get from your company?"

},

{

"text": "What products do you offer in the company?"

}

],

"description": "Find products that are available for purchase."

},

{

"intent": "Customer\_Care\_Appointments",

"examples": [

{

"text": "Can you explain me this in my house?"

},

{

"text": "Could I speak to someone in the store next tuesday?"

},

{

"text": "Could you cancel the engagement I had tomorrow in my apartment?"

},

{

"text": "How can I change the schedule?"

},

{

"text": "I am due at a store tomorrow at 2pm and wish to change my appointment please?"

},

{

"text": "I need to reschedule"

},

{

"text": "I prefer a face to face visit"

},

{ "text": "I want to cancel the appointment that I have with the store"

},

{

"text": "I want to talk in person with someone about my case"

},

{

"text": "I would like to discuss my situation face to face"

},

{

"text": "I would like to make an appointment to visit the nearest store to my location."

},

{

"text": "Is it possible to set a date?"

},

{

"text": "Make an appointment"

},

{

"text": "Set up an appt"

},

{

"text": "Store appointment"

},

{

"text": "Want to change my visit"

},

{

"text": "What time can I meet the staff?"

},

{

"text": "When can I meet with one of your employees at your store?"

},

{

"text": "appoiments"

},

{

"text": "Can I book an in person session to learn how to use my new phone at the store near my house?"

},

{

"text": "Can someone support me at home?"

}

],

"description": "Schedule or manage an in-store appointment."

},

{

"intent": "product",

"examples": [

{

"text": "what are sensor settings"

}

],

"description": "about product"

},

{

"intent": "Customer\_Care\_Authorized\_User",

"examples": [

{

"text": "Is it possible to add a user that is allowed to do change everything but cannot anything on the financial part?"

},

{

"text": "I'd like to add a person to my billing account"

},

{

"text": "Please update my account to allow my spouse to access the account?"

},

{

"text": "Add new user please"

},

{

"text": "Add user"

},

{

"text": "Can I add another person to have authority over my account?"

},

{

"text": "Can I add another user?"

},

{

"text": "Can you help me add another user to this account?"

},

{

"text": "Hi, how can I add a user so he can have all the access to my account?"

},

{

"text": "I need to add someone to my account settings."

},

{

"text": "I want to add a new user who can make changes to and use the account, while I retain sole ownership?"

},

{

"text": "I want to add a secondary user to my account"

},

{

"text": "I want to add my roommate to my plan, but keep sending the bill to me. can I do that here?"

},

{

"text": "I want to add my wife to the account"

},

{

"text": "I want to add someone who can access my account."

},

{

"text": "I want to authorize my spouse to be able to make changes in my account, but not correlated with any financial or ownership responsibilities."

},

{

"text": "I would like to add an authorized user to my account."

},

{

"text": "I would like to add my son to my account. I want him to be able to access the account and to make any changes he needs. can you help me with this?"

},

{

"text": "I would like to add my wife to my account with access and management privileges"

},

{

"text": "I would like to add someone to my account who will be authorized to access the account and make changes."

}

],

"description": "Change who has access to an account."

},

{

"intent": "Customer\_Care\_Transfer\_Points",

"examples": [

{

"text": "Can I carry over my points?"

},

{

"text": "What can be done to to send points?"

},

{

"text": "Transfer mileage"

},

{

"text": "Is there any way I can move points balance to a new account?"

},

{

"text": "Is it possible to send my credits to a buddy?"

},

{

"text": "I'd like to transfer credits to a new account"

},

{

"text": "I would like to send my credits to a relative"

},

{

"text": "I need to share points between two accounts"

},

{

"text": "I have a new account and want my points moved there"

},

{

"text": "How to transfer points to a new account please?"

},

{

"text": "How do old account points transfer to new account?"

},

{

"text": "How can I move points from one account to another?"

},

{

"text": "Could you move my points total please?"

},

{

"text": "Can you tell me how I can place my prior account points into my new account?"

},

{

"text": "Can you carry my points over to other account?"

},

{

"text": "Can I transfer to another account my points?"

},

{

"text": "Can I transfer my minutes to my wife's phone?"

},

{

"text": "Can I have my points transferred to a different account please?"

},

{

"text": "Can I give my points for my friend?"

},

{

"text": "Am I able to move points?"

}

],

"description": "Transfer points between accounts."

},

{

"intent": "Customer\_Care\_User\_Profile",

"examples": [

{

"text": "Can you please make changes in my account regarding my phone contact information?"

},

{

"text": "Change mailing address"

},

{

"text": "Could you change the phone number in my profile?"

},

{

"text": "Delete a number on my account"

},

{

"text": "I got a new number, help me edit my account"

},

{

"text": "I have a new email account and would like to change my primary contact email. how do I do this?"

},

{

"text": "I moved and have a new landline number. where do I go to update my contact information?"

},

{

"text": "I need to change my contact information."

},

{

"text": "I need to update the email on my account"

},

{

"text": "I need to update the phone number that you have listed as my contact phone number."

},

{

"text": "I want to change my home address in payment associated with my account, what steps"

},

{

"text": "I will be moving next month. when do I need to give you my new address?"

},

{

"text": "I wish to amend my email address please"

},

{

"text": "I would like to change my contact information. can this be done online or do I have to come in?"

},

{

"text": "I would like to update the email for my online account"

},

{

"text": "I'm trying to change the email address associated with my account but it keeps giving me an error message can I do it with you?"

},

{

"text": "It seems like you have my old contact phone number on file, so I would like to have it updated, with your help."

},

{

"text": "There is a typo in my listed email address, I need to fix it"

},

{

"text": "Can I set another email address for my account?"

},

{

"text": "Can you help me change the contact email for my account?"

}

],

"description": "Change user's information on their account."

},

{

"intent": "Customer\_Care\_Report\_Fraudulent\_Use",

"examples": [

{

"text": "How do I respond to texts that I do not think are true?"

},

{

"text": "Frauded login"

},

{

"text": "How can I report non authorized user?"

},

{

"text": "How can I tell you if there is a suspect in the record?"

},

{

"text": "How do I notify you that my account has been accessed without my permission?"

},

{

"text": "How to inform on dubious proceedings?"

},

{

"text": "How to register fraud for savings or checking account?"

},

{

"text": "How would I go about telling someone of unwanted usage of my account?"

},

{

"text": "I want to make you aware of a case of fake login"

},

{

"text": "I'm worried that my savings account might have been compromised."

},

{

"text": "Is there a way to alert you to a suspicious login?"

},

{

"text": "Is there contact information to report unauthorized logins?"

},

{

"text": "My account is been misused. can you assist me with this"

},

{

"text": "Someone has opened an account in my name"

},

{

"text": "Strange activity"

},

{

"text": "Want to report data breach"

},

{

"text": "What should I do to report a scam? what can I do to report unauthorized log in?"

},

{

"text": "What should I do with an unknown visitor?"

},

{

"text": "Where to inform on a skeptical profile login?"

},

{

"text": "Who do I tell about suspect activity?"

}

],

"description": "Report the fraudulent use of an account."

},

{

"intent": "Customer\_Care\_Contact\_Us",

"examples": [

{

"text": "Can I contact the business by post?"

},

{

"text": "Can I get some more information?"

},

{

"text": "Can I text you a question?"

},

{

"text": "Can you give me the number to the general manager?"

},

{

"text": "Can you please arrange for someone to call me!?"

},

{

"text": "Hi can you let me have the telephone number of my local store please?"

},

{

"text": "What number should I call to order new line of service?"

},

{

"text": "What is you email?"

},

{

"text": "What is the customer number?"

},

{

"text": "What is the closest store's phone number?"

},

{

"text": "Tell me the number to your general department"

},

{

"text": "Need your phone number"

},

{

"text": "Is there a phone number to your shop at fort worth tx?"

},

{

"text": "I would like to speak to customer service."

},

{

"text": "I want to know number to the store closest to me"

},

{

"text": "How do I best contact you when there has been a problem with my bill?"

},

{

"text": "How can I contact your business?"

},

{

"text": "Where can I reach the company personally?"

},

{

"text": "Which is the number of the main office here in los angeles?"

},

{

"text": "Who can I call?"

}

],

"description": "Find basic contact information."

},

{

"intent": "Customer\_Care\_Profile\_Password",

"examples": [

{

"text": "I want to create new code for my credit card"

},

{

"text": "What password do I use when chatting with an agent?"

},

{

"text": "What is the policy for revising my current pin number?"

},

{

"text": "What is the pin that is used to speak to a representative?"

},

{

"text": "What are the rules for a valid password?"

},

{

"text": "Wanna change pass"

},

{

"text": "Can you assist me with card code change?"

},

{

"text": "How do I find out the pin I need to use speak to someone on the phone?"

},

{

"text": "How do I get a new 4-digit code?"

},

{

"text": "How to renew pin of credit card?"

},

{

"text": "I don't remember my debit card pin. how do I recover it?"

},

{

"text": "I forgot my password"

},

{

"text": "I have a pw issue"

},

{

"text": "I have had the same pin used to contact telephone customer support for a long time and would like to change it. could you please help me to set this up."

},

{

"text": "I need to talk to customer service, but I've lost my password. can you help me?"

},

{

"text": "Where can I find information about changing my card pin?"

},

{

"text": "Locate pin"

},

{

"text": "My password has stopped working"

},

{

"text": "Reset password"

},

{

"text": "Tell me the steps to change the pin on my credit card"

}

],

"description": "Retrieve or change user's password."

},

{

"intent": "Customer\_Care\_Loyalty\_Status",

"examples": [

{

"text": "What is my reward tier right now?"

},

{

"text": "Check rewards"

},

{

"text": "What is the new point total?"

},

{

"text": "Where do I learn my frequent purchaser tier?"

},

{

"text": "Where is my points shown at?"

},

{

"text": "What's the number of mileage that I have on my account?"

},

{

"text": "Points statement?"

},

{

"text": "Points balance?"

},

{

"text": "Please inform me of my current status?"

},

{

"text": "Please display my loyalty credits."

},

{

"text": "How many miles do I have?"

},

{

"text": "How many loyalty bonus points do I have?"

},

{

"text": "How do I verify my rewards balance?"

},

{

"text": "How can I see the points on my account?"

},

{

"text": "You can show to me my points?"

},

{

"text": "Can you tell me the status of my reward?"

},

{

"text": "Customer loyalty status"

},

{

"text": "See available rewards?"

},

{

"text": "View my reward status."

},

{

"text": "What is my frequent buyer credit accumulation?"

}

],

"description": "Inquire about customer loyalty program status."

},

{

"intent": "Customer\_Care\_Store\_Hours",

"examples": [

{

"text": "What are ur opening hours?"

},

{

"text": "Are the stores open early?"

},

{

"text": "What are the store timings?"

},

{

"text": "What time do stores close?"

},

{

"text": "What time does the central manchester store shut on a saturday?"

},

{

"text": "What time is your store open on saturday?"

},

{

"text": "What time are you closing today?"

},

{

"text": "What is the opening time for the washington store?"

},

{

"text": "What are your hous?"

},

{

"text": "What are the saturday opening times for the local store?"

},

{

"text": "What are the hours of operation?"

},

{

"text": "What are the business hours of the store nearest to me?"

},

{

"text": "Is the branch open now?"

},

{

"text": "How long are you open?"

},

{

"text": "How early do you open?"

},

{

"text": "Does the store in the city center opens till 8pm on weekends?"

},

{

"text": "Can you tell me how late the stores are open till?"

},

{

"text": "At what hour can I swing by?"

},

{

"text": "Are you open on sundays, and if so what are the hours?"

},

{

"text": "Are you open on bank holidays?"

},

{

"text": "Are you open during thanksgiving?"

}

],

"description": "Find business hours."

},

{

"intent": "Customer\_Care\_Store\_Location",

"examples": [

{

"text": "Go to your company"

},

{

"text": "Find store"

},

{

"text": "Do you have an office in denver?"

},

{

"text": "Can you tell me about physical locations you have in new jersey?"

},

{

"text": "Can you help me find locations in the general area of downtown baltimore?"

},

{

"text": "Where is?"

},

{

"text": "Where is your office?"

},

{

"text": "Where are you located?"

},

{

"text": "Where are the store locations closest to davis city hall?"

},

{

"text": "What is the store near my zip code?"

},

{

"text": "What is the nearest branch?"

},

{

"text": "What is the closest store to my address?"

},

{

"text": "What is the closest pharmacy?"

},

{

"text": "Show me nearest service center"

},

{

"text": "Restuarants nearby please"

},

{

"text": "Looking for a location"

},

{

"text": "Is there any shopping mall around me?"

},

{

"text": "I'd like to go to a store"

},

{

"text": "I want to know about a store"

},

{

"text": "I need help with find a store"

}

],

"description": "Locate a physical store location or an address."

},

{

"intent": "Customer\_Care\_Redeem\_Points",

"examples": [

{

"text": "How do I earn rewards for my points balance?"

},

{

"text": "Apply loyalty credit"

},

{

"text": "Cash mileage"

},

{

"text": "How can I exchange my points for something?"

},

{

"text": "How can I use my miles?"

},

{

"text": "What is the process of using my credits?"

},

{

"text": "What is the procedure for redeeming my mileage?"

},

{

"text": "Use rewards towards my bill"

},

{

"text": "Use mileage"

},

{

"text": "Shop bonus points?"

},

{

"text": "Redeem reward points?"

},

{

"text": "Pay balance with points"

},

{

"text": "May I gain rewards from the current loyalty points?"

},

{

"text": "I would like to know how to get rewards by using my credit card loyalty"

},

{

"text": "I wish to go about caching in my points for a purchase,can you show me how?"

},

{

"text": "I want to pay points for an incentive"

},

{

"text": "I want rewards with my points"

},

{

"text": "I want a reward by using my points."

},

{

"text": "I have outstanding credit,please apply the loyalty points"

},

{

"text": "How do I redeem bonus points?"

}

],

"description": "Redeem points to make a purchase."

}

],

"entities": [

{

"entity": "greetings",

"values": [

{

"type": "synonyms",

"value": "good night",

"synonyms": [

"gn",

"good night",

"night"

]

},

{

"type": "synonyms",

"value": "good evening",

"synonyms": [

"ge ",

"evening ",

"good evening "

]

},

{

"type": "synonyms",

"value": "good afternoon",

"synonyms": [

"ga",

"good afternoon"

]

},

{

"type": "synonyms",

"value": "good morning",

"synonyms": [

"morning",

"gm"

]

}

],

"fuzzy\_match": true

},

{

"entity": "heater",

"values": [

{

"type": "synonyms",

"value": "heater", "synonyms": [

"water heater ",

"gyser",

"heating",

"furnace",

"heaters",

"thermostat"

]

}

],

"fuzzy\_match": true

},

{

"entity": "sys-date",

"values": [],

"fuzzy\_match": true

},

{

"entity": "sys-time",

"values": [],

"fuzzy\_match": true

}

],

"metadata": {

"api\_version": {

"major\_version": "v2",

"minor\_version": "2018-11-08"

},

"from-sample": true

},

"webhooks": [

{

"url": "https://eu-gb.functions.cloud.ibm.com/api/v1/web/saiteja0704%40gmail.com\_dev/default/scan.json", "name": "main\_webhook",

"headers": []

}

],

"dialog\_nodes": [

{

"type": "response\_condition",

"output": {

"text": {

"values": [],

"selection\_policy": "sequential"

}

},

"parent": "node\_4\_1588843996773",

"disabled": true,

"conditions": "anything\_else",

"dialog\_node": "response\_9\_1589393048557",

"previous\_sibling": "response\_6\_1589393047899"

},

{

"type": "response\_condition",

"output": {

"text": {

"values": [],

"selection\_policy": "sequential"

}

},

"parent": "node\_4\_1588843996773",

"disabled": true,

"conditions": "$webhook\_result\_1",

"dialog\_node": "response\_6\_1589393047899",

"previous\_sibling": "response\_1\_1589393045992"

},

{

"type": "slot",

"parent": "node\_4\_1588843996773",

"dialog\_node": "slot\_10\_1588923086891",

"previous\_sibling": "response\_9\_1589393048557"

},

{

"type": "response\_condition",

"output": {

"generic": [

{

"values": [

{

"text": ""

},

{

"text": ""

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"parent": "node\_4\_1588843996773",

"disabled": true,

"conditions": "#Customer\_Care\_Store\_Hours", "dialog\_node": "response\_1\_1589393045992"

},

{

"type": "slot",

"output": {},

"parent": "Welcome",

"variable": "$person",

"dialog\_node": "slot\_10\_1589453050365"

},

{

"type": "response\_condition",

"output": {

"generic": [

{

"values": [

{

"text": "@greetings how may i assist you?"

}

],

"response\_type": "text",

"selection\_policy": "random"

}

]

},

"parent": "node\_9\_1588841775126",

"conditions": "@greetings",

"dialog\_node": "response\_10\_1588929345125",

"previous\_sibling": "response\_5\_1588930002747"

},

{

"type": "response\_condition",

"output": {

"text": {

"values": [

"hey, how can I help you?",

"Greetings , how can I help you?",

"hello dear ,how may i assist you?"

],

"selection\_policy": "random"

}

},

"parent": "node\_9\_1588841775126",

"conditions": "#Greetings",

"dialog\_node": "response\_5\_1588930002747"

},

{

"type": "event\_handler",

"output": {

"generic": [

{

"values": [

{

"text": "Hey I am spyro \"the customer care chat bot\" here to answer your questions related to METRO stores what should I call you ?"

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"parent": "slot\_10\_1589453050365",

"event\_name": "focus",

"dialog\_node": "handler\_9\_1589453050403",

"previous\_sibling": "handler\_5\_1589453050403"

},

{

"type": "event\_handler",

"output": {},

"parent": "slot\_10\_1589453050365",

"context": {

"person": "@sys-person"

},

"conditions": "@sys-person",

"event\_name": "input",

"dialog\_node": "handler\_5\_1589453050403"

},

{

"type": "event\_handler",

"output": {},

"parent": "slot\_10\_1588923086891",

"event\_name": "focus",

"dialog\_node": "handler\_2\_1588923086913",

"previous\_sibling": "handler\_3\_1588923086913"

},

{

"type": "event\_handler",

"parent": "slot\_10\_1588923086891",

"event\_name": "input",

"dialog\_node": "handler\_3\_1588923086913"

},

{

"type": "response\_condition",

"parent": "node\_6\_1589475108561",

"conditions": "anything\_else",

"dialog\_node": "response\_10\_1589475267473",

"previous\_sibling": "response\_1\_1589475264517"

},

{

"type": "response\_condition",

"output": {

"generic": [

{

"values": [

{

"text": "\"<?$webhook\_result\_1.passages[0].passage\_text?>\""

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"parent": "node\_6\_1589475108561",

"conditions": "$webhook\_result\_1",

"dialog\_node": "response\_1\_1589475264517"

},

{

"type": "standard",

"title": "product",

"actions": [

{

"name": "main\_webhook",

"type": "webhook",

"parameters": {

"input": "<?input.text?>"

},

"result\_variable": "webhook\_result\_1"

}

],

"metadata": {

"\_customization": {

"mcr": true

}

},

"conditions": "@heater",

"dialog\_node": "node\_6\_1589475108561",

"previous\_sibling": "node\_4\_1588843996773"

},

{

"type": "standard",

"title": "greeting",

"metadata": {

"\_customization": {

"mcr": true

}

},

"conditions": "#Greetings || @greetings",

"dialog\_node": "node\_9\_1588841775126",

"previous\_sibling": "Welcome"

},

{

"type": "standard",

"title": "Appointments",

"output": {

"generic": [

{

"values": [

{

"text": "For any appointments or communication you can use the following contact details\nEmail:\"wecare@metro.co.in\"\nNumber:\"tel:1860-266-2010\"(valid from 9am - 9pm)"

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"conditions": "#Customer\_Care\_Appointments || #Customer\_Care\_Contact\_Us",

"dialog\_node": "node\_5\_1588923692220",

"previous\_sibling": "node\_9\_1588923458696"

},

{

"type": "standard",

"title": "Hours",

"output": {

"generic": [

{

"values": [

{

"text": "oh the store timings are given in the following link please use the link\n<a href=\"https://www.metro.co.in/store-timings\">METRO store timings</a>\n"

},

{

"text": "I hope this link will be use full for the store locations \n<a href=\"https://www.metro.co.in/store-timings\">METRO store timings</a>"

}

],

"response\_type": "text",

"selection\_policy": "random"

}

]

},

"metadata": {

"callout": {

"name": "main\_webhook",

"type": "webhook",

"parameters": {

"": ""

},

"result\_variable": "webhook\_result\_1"

},

"\_customization": {

"mcr": false

}

},

"conditions": "#Customer\_Care\_Store\_Hours",

"dialog\_node": "node\_4\_1588843996773",

"previous\_sibling": "node\_9\_1588841775126"

},

{

"type": "standard",

"title": "Anything else",

"output": {

"generic": [

{

"values": [

{

"text": "I didn't understand . please repeat what you intended i can help you with METRO store locations and timings "

},

{

"text": "Can you reword your statement? I'm not understanding.I can help you with store locations and timings."

},

{

"text": "I didn't get your meaning. Please repeat what you intended i can help you with METRO store locations and timings "

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"conditions": "anything\_else",

"dialog\_node": "Anything else",

"previous\_sibling": "node\_9\_1588842511159",

"disambiguation\_opt\_out": true

},

{

"type": "standard",

"title": "Location",

"output": {

"generic": [

{

"values": [

{

"text": "The locations and timings of the stores are given in the following link please use the link\n<a href=\"https://www.tiendeo.in/stores/hyderabad/metro-cash-and-carry\">METRO store locations in Hyderabad</a>"

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"conditions": "#Customer\_Care\_Store\_Location",

"dialog\_node": "node\_9\_1588923458696",

"previous\_sibling": "node\_6\_1589475108561"

},

{

"type": "standard",

"title": "Thank you",

"output": {

"generic": [

{

"values": [

{

"text": "Im glad for my assistance "

},

{

"text": "welcome any time"

},

{

"text": "I am obliged for my assistance"

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"conditions": "#Thank\_You",

"dialog\_node": "node\_9\_1588842511159",

"previous\_sibling": "node\_5\_1588923692220"

},

{

"type": "standard", "title": "Welcome",

"output": {

"generic": [

{

"values": [

{

"text": "Hey I am spyro \"the customer care chat bot\" here to answer your questions related to METRO stores ."

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"conditions": "welcome",

"dialog\_node": "Welcome"

}

],

"counterexamples": [

{

"text": "gm"

},

{

"text": "good morning"

}

],

"system\_settings": {

"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

},

"human\_agent\_assist": {

"prompt": "Did you mean:"

},

"spelling\_auto\_correct": true

},

"learning\_opt\_out": false,

"name": "Customer query",

"language": "en",

"description": "A skill for customer care"

}

# CLOUD FUNCTION

/\*\*

\*

* @param {object} params
* @param {string} params.iam\_apikey
* @param {string} params.url
* @param {string} params.username
* @param {string} params.password
* @param {string} params.environment\_id
* @param {string} params.collection\_id
* @param {string} params.configuration\_id
* @param {string} params.input

\*

* @return {object}
* \*/ const assert = require('assert'); const DiscoveryV1 = require('watson-developer-cloud/discovery/v1');

/\*\*

\*

* main() will be run when you invoke this action

\*

* @param Cloud Functions actions accept a single parameter, which must be a JSON object. \*
* @return The output of this action, which must be a JSON object.
* \*/ function main(params) {

return new Promise(function (resolve, reject) {

let discovery;

if (params.iam\_apikey){

discovery = new DiscoveryV1({

'iam\_apikey': params.iam\_apikey,

'url': params.url,

'version': '2019-03-25'

});

}

else {

discovery = new DiscoveryV1({

'username': params.username,

'password': params.password,

'url': params.url,

'version': '2019-03-25'

});

}

discovery.query({

'environment\_id': params.environment\_id,

'collection\_id': params.collection\_id,

'natural\_language\_query': params.input,

'passages': true,

'count': 3,

'passages\_count': 3

}, function(err, data) {

if (err) {

return reject(err);

}

return resolve(data);

});

});

}

**Email: saiteja0704@gmail.com**

# -----------------------------------THANK YOU---------------------------------