Project Report

Intelligent Customer Help Desk With Smart Document Understanding

- Naman Jain

(thenamanjain@outlook.com)

1.Introduction

1.1 Project Overview

A chatbot is designed to simulate conversations with a human user over the internet. It is used to answer queries such as where the store is located and what hours a store is open, or maybe give directions to it or book an appointment.
The problem lies when a chatbot cannot answer a question or understand the language of a user it offers to speak to a customer care representative.

With the help of this project, we will be able to discover another option. If the customer question is about the operation of a device, the application shall pass the question onto Watson Discovery Service, which is preloaded with the device's owner's manual. Instead of "Would you like to speak to a customer representative?" we can return the owner manual's relevant sections to help solve our customers' problems.

Watson Discovery Service uses the Smart Document Understanding feature to train on the device manual and judge what text is essential. It will improve the answers returned from the queries, and the customer needs to require an actual human or go through a lengthy manual, which is dull.
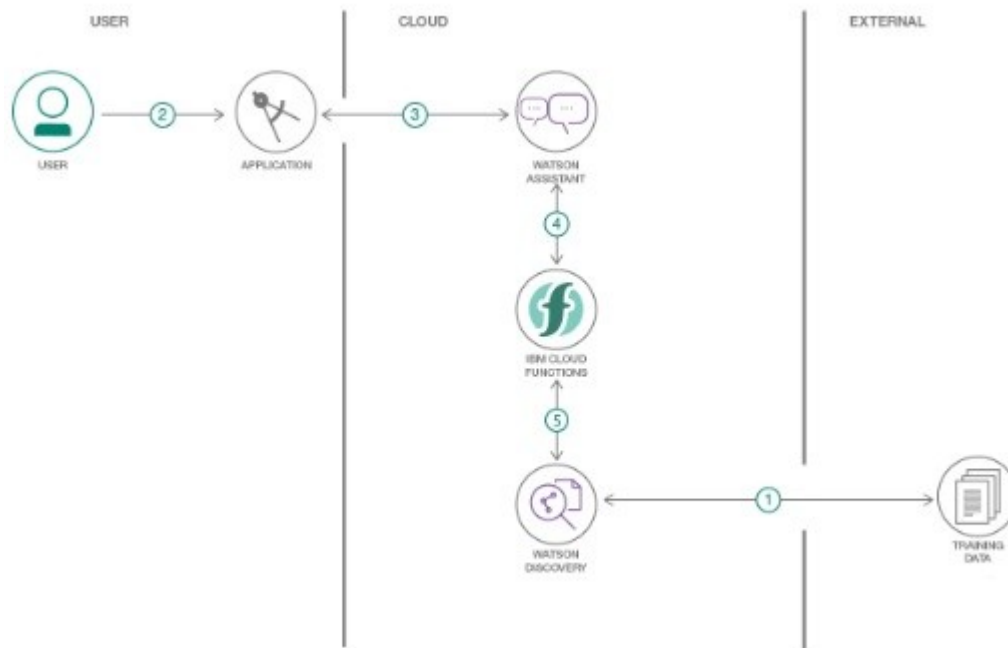
Requirements

☐ Create a customer care dialog skill in Watson Assistant.

☐ Use Smart Document Understanding to build an enhanced Watson Discovery collection.

☐ Create an IBM Cloud Functions web action that allows Watson Assistant to post queries to Watson Discovery.

☐ Build a web application with integration to all these services & deploy the same on the IBM Cloud Platform.

Software Requirements

IBM Cloud which includes Watson Assistant, Discovery, IBM hosted NODE-RED service.

Technical Requirements

Javascript, Python, Training AI.

1.2 Purpose

According to IBM research, chatbots can help reduce customer service costs by 30%

- Businesses spend $1.3 trillion on 265 billion customer service calls each year
- Chatbots can help businesses save on customer service costs by speeding up response times, freeing up agents for more challenging work, and answering up to 80% of routine questions
- A 99% improvement in response times: Cutting resolution from **38 hours to 5.4 minutes** for most Tier 1 inquiries
- A drop in per-query cost from **$15-$200 (human agents) to $1 (virtual agents)**
- A virtual agent that answers and resolves an average of **30,000+ customer support queries** per month
- A virtual agent that recognizes **40+ distinct use cases** to quickly resolve simple requests
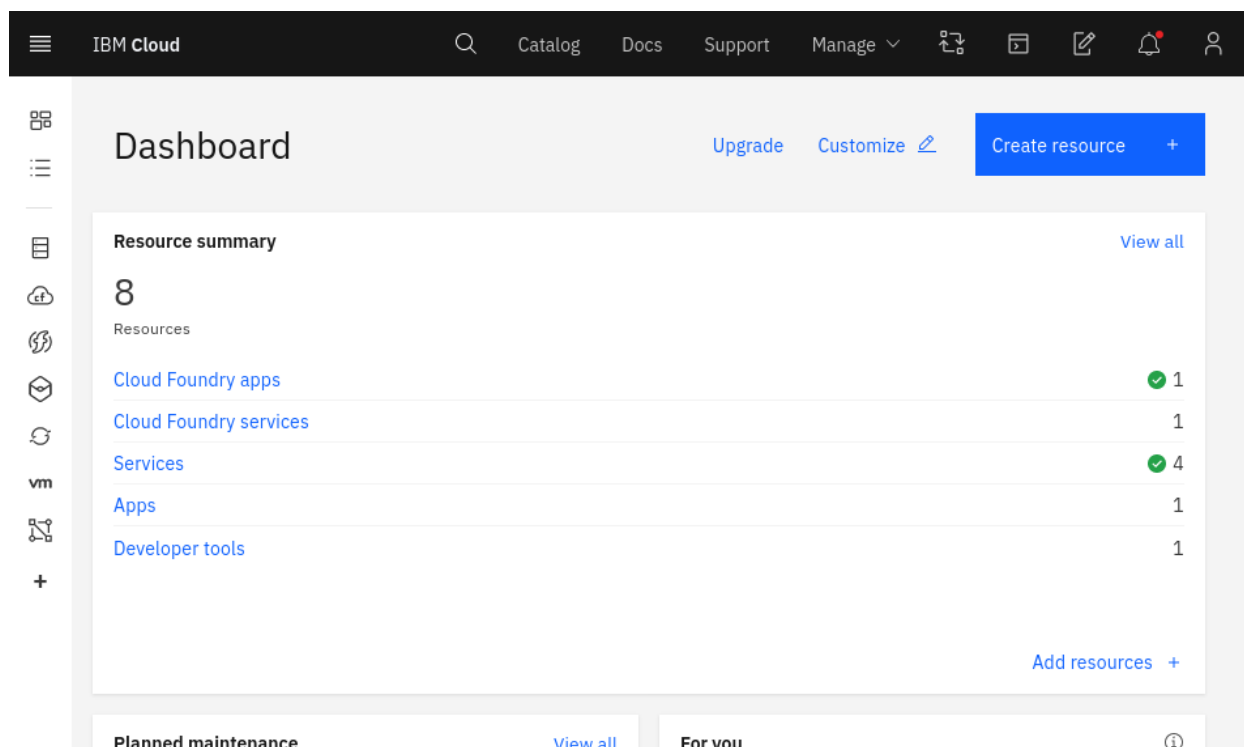
Source

2. Literature Survey

2.1 Existing Problem

When a question falls outside of the scope of the predetermined data set, the chatbot has no option but to offer to speak to a real person.

2.2 Proposed Solution

1. Connect to the IBM cloud.

2. Configure Watson Assistant for customer care skills.

3. Configure Watson Discovery with smart Document understanding for the device manual.

4. Link Watson Discovery with Assistant.
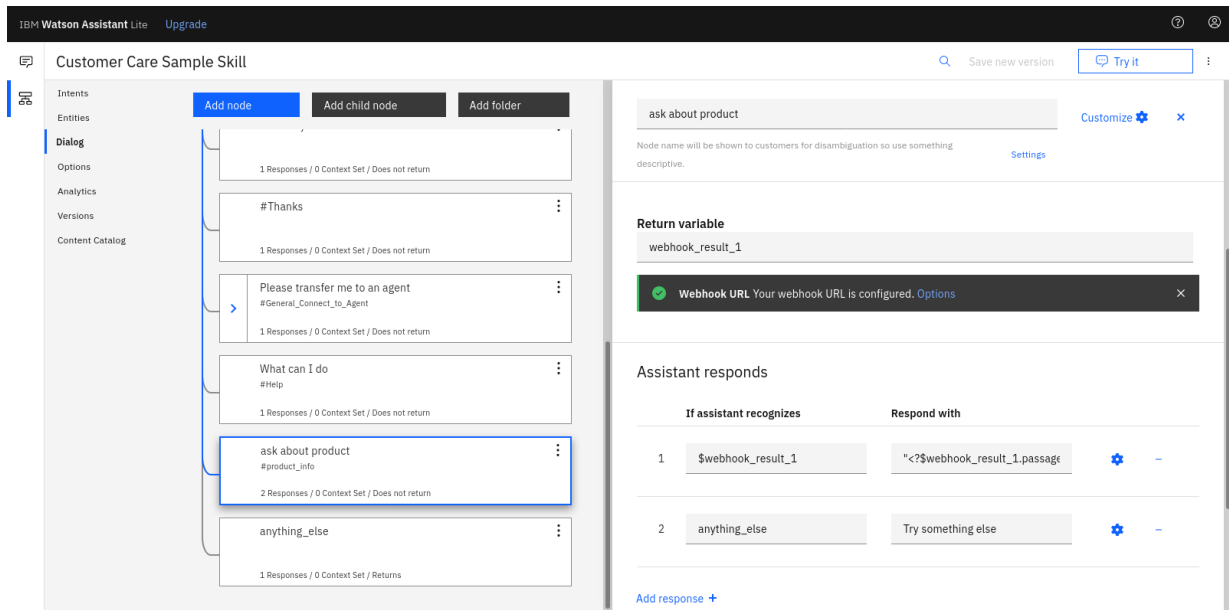
5. To design the UI of the dashboard use Node-RED.
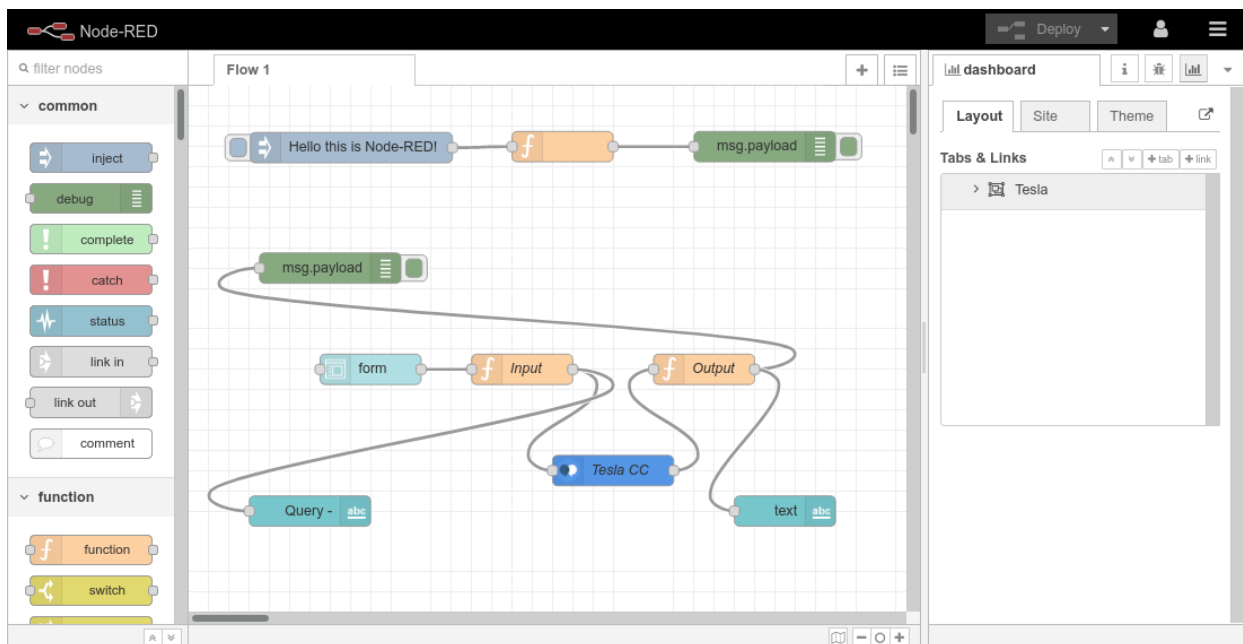
6. Link all the services with input and output in Node-RED.

7.Start the Node-RED app in the cloud.

Tesla

Tesla Chatbot

Type your msg *

SUBMIT   CANCEL

Query -

3. Theoretical Analysis

3.1 Block Diagram

User Input

Watson Assistant

If basic query

If product info
query

Output

Watson Discovery
Function
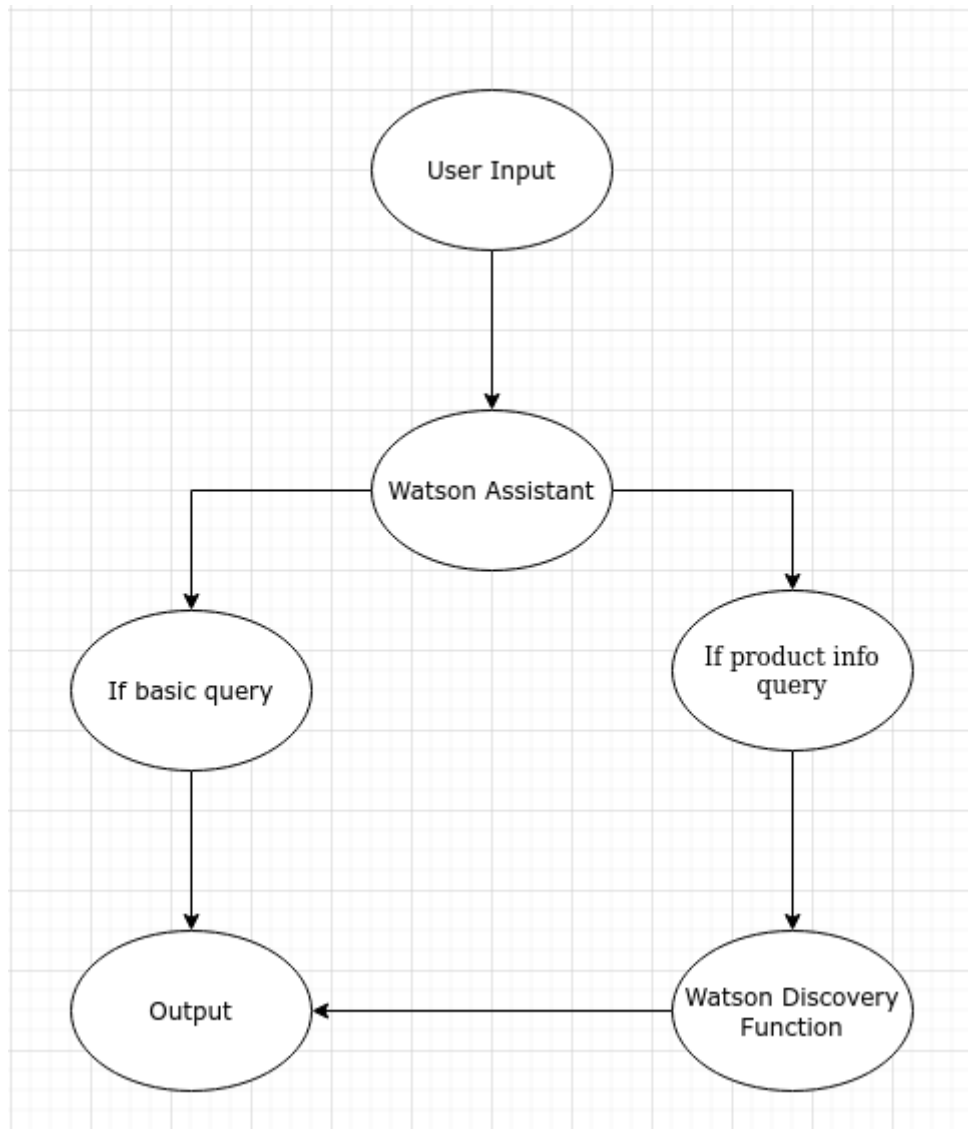
3.2 Software Designing

UI designing is done in Node-RED. It is a flow-based
development tool for visual programming developed

originally by IBM for wiring together hardware devices, APIs and online services as part of the Internet of Things. Node-RED provides a web browser-based flow editor, which can be used to create JavaScript functions. Elements of applications can be saved or shared for re-use. The runtime is built on Node.js. The flows created in Node-RED are stored using JSON.

4.Experimental Investigations

Now from the user manual, we try to search for a specific query to test our project.

When we search manually for speed limit warning, we see this:

Upon inputting the chatbot with the same query, we get our desired output.

5. Flow Chart

START
(Node-RED UI)

User Input

Watson Assistant

If general Query

No

If product Query

No

Yes

Yes

Watson Discovery

Output

END

6. Result

The chatbot is deployed successfully.

Tesla

Tesla Chatbot

Type your msg *
enable autopilot

SUBMIT   CANCEL

Query - **enable autopilot**
"Enabling and Customizing Navigate on Autopilot To enable Navigate on Autopilot, touch Controls > Autopilot > Navigate on Autopilot (Beta). Then, to customize how you want Navigate on Autopilot to operate, touch CUSTOMIZE NAVIGATE ON AUTOPILOT: • Enable At Start Of Every Trip: Choose whether or not you want to automatically enable Navigate on Autopilot for every navigation route."

7.Advantages and Disadvantages

Advantages

- Chatbots can help businesses save on customer service costs by speeding up response times, freeing up agents for more challenging work, and answering up to 80% of routine questions
- A 99% improvement in response times: Cutting resolution from **38 hours to 5.4 minutes** for most Tier 1 inquiries
- A drop in per-query cost from **$15-$200 (human agents) to $1 (virtual agents)**
- A virtual agent that answers and resolves an average of **30,000+ customer support queries** per month
- A virtual agent that recognizes **40+ distinct use cases** to quickly resolve simple requests

Disadvantages

- Continued Conversations

  Chatbots and assistants still are not able to keep track of earlier conversations, and if they can, they are still in the early stages of full-blown conversations with a human.
- Lack of Human touch
  Some people prefer to talk to a human customer care representative to solve their problems, and bots can make a customer angry or frustrated when a representative is not found.

8.Applications

- Instant delivery applications

    Chatbots can also promptly alert a user of something new such as a chatbot which can inform you of new series released on Netflix for a new season of a series you love

- Getting a quick response

    Users with the help of advanced chatbots, such as this project, can avoid reading manuals that consist of hundreds of pages. Instead, they could shoot there query and voila! They get there desired output.

Other applications include
- paying bills
- making a reservation
- resolving a problem

9.Conclusion

A chatbot is there when a user needs it at any time of day; it also streamlines interactions between users and a company's product and services. After-sales services are what people hope not to be disastrous, and if they feel like they are a priority, they recommend the product to others. At the same time, they offer new possibilities to develop client engagement and operational performance by reducing the typical cost of customer service.

To gain success, a chatbot solution should be able to perform both of these tasks effectively. Social support plays a vital role here: Despite this kind of strategy and the platform, human mediation is crucial in configuring, training, and optimizing the chat.

10. Future Scope

The linguistic and conversational ability of a chatbot need to improve

Chatbots are inconvenient in making conversation. The expected advantages of chatbots often come short due to robotic language, inflexibility, and complexity in understanding the intent and subtlety of language. Our country has many languages, and chatbots still are not able to understand the intents of them all. Those mentioned above should improve over time with huger data sets.

11.Bibilography

https://searchenterpriseai.techtarget.com/feature/The-future-scope-of-chatbots-begins-with-addressing-flaws

https://expertsystem.com/chatbot/

https://en.wikipedia.org/wiki/Node-RED

https://www.ibm.com/blogs/watson/2017/10/how-chatbots-reduce-customer-service-costs-by-30-percent/

Appendix A: Source Code

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);
  });
  });
}
```

Node-RED Flow

```
[
    {
        "id": "95f0acc3.e026f",
        "type": "tab",
        "label": "Flow 1",
        "disabled": false,
        "info": ""
    },
    {
        "id": "b1b11140.4e4ef",
        "type": "inject",
        "z": "95f0acc3.e026f",
        "name": "",
        "topic": "",
        "payload": "Hello this is Node-RED!",
        "payloadType": "str",
        "repeat": "",
        "crontab": "",
        "once": false,
        "onceDelay": "",
        "x": 161,
        "y": 61,
        "wires": [
            [
                "9d22d9b6.c94e28"
            ]
        ]
    },
    {
        "id": "f2f2649a.0d0d98",
        "type": "debug",
        "z": "95f0acc3.e026f",
        "name": "",
        "active": true,
        "console": "false",
```

```json
        "complete": "false",
        "x": 570,
        "y": 60,
        "wires": []
    },
    {
        "id": "9d22d9b6.c94e28",
        "type": "function",
        "z": "95f0acc3.e026f",
        "name": "",
        "func": "msg.payload=msg.payload+\" with IBM WATSON\"\nreturn
msg;",
        "outputs": 1,
        "noerr": 0,
        "x": 370,
        "y": 60,
        "wires": [
            [
                "f2f2649a.0d0d98"
            ]
        ]
    },
    {
        "id": "40b206dc.afeda",
        "type": "watson-conversation-v1",
        "z": "95f0acc3.e026f",
        "name": "Tesla CC",
        "workspaceid": "3b7065dc-84f8-40d8-92c6-164906454a1d",
        "multiuser": false,
        "context": true,
        "empty-payload": false,
        "service-endpoint": "https://api.eu-
gb.assistant.watson.cloud.ibm.com/instances/c5b2d88c-e943-490b-9e8e-
af35db7c1730",
        "timeout": "",
        "optout-learning": false,
        "x": 420,
        "y": 380,
```

```
        "wires": [
            [
                "35bc0fbd.ee8b5"
            ]
        ]
    },
    {
        "id": "338913e1.73369c",
        "type": "ui_form",
        "z": "95f0acc3.e026f",
        "name": "",
        "label": "",
        "group": "8a089ed6.8c2de8",
        "order": 1,
        "width": 0,
        "height": 0,
        "options": [
            {
                "label": "Type your msg",
                "value": "text",
                "type": "text",
                "required": true,
                "rows": null
            }
        ],
        "formValue": {
            "text": ""
        },
        "payload": "",
        "submit": "submit",
        "cancel": "cancel",
        "topic": "",
        "x": 180,
        "y": 280,
        "wires": [
            [
                "f4907d23.f1385"
```

```
            ]
        ]
    },
    {
        "id": "f4907d23.f1385",
        "type": "function",
        "z": "95f0acc3.e026f",
        "name": "Input",
        "func": "msg.payload=msg.payload.text;\nreturn msg;",
        "outputs": 1,
        "noerr": 0,
        "x": 330,
        "y": 280,
        "wires": [
            [
                "40b206dc.afeda",
                "2254634d.945a64"
            ]
        ]
    },
    {
        "id": "35bc0fbd.ee8b5",
        "type": "function",
        "z": "95f0acc3.e026f",
        "name": "Output",
        "func": "msg.payload=msg.payload.output.text[0];\nreturn msg;",
        "outputs": 1,
        "noerr": 0,
        "x": 510,
        "y": 280,
        "wires": [
            [
                "a79cb429.46e628",
                "1fc935e.99caa4a"
            ]
        ]
    },
```

```
{
    "id": "2254634d.945a64",
    "type": "ui_text",
    "z": "95f0acc3.e026f",
    "group": "8a089ed6.8c2de8",
    "order": 2,
    "width": 0,
    "height": 0,
    "name": "",
    "label": "Query - ",
    "format": "{{msg.payload}}",
    "layout": "row-center",
    "x": 120,
    "y": 420,
    "wires": []
},
{
    "id": "a79cb429.46e628",
    "type": "debug",
    "z": "95f0acc3.e026f",
    "name": "",
    "active": true,
    "tosidebar": true,
    "console": false,
    "tostatus": false,
    "complete": "false",
    "x": 140,
    "y": 180,
    "wires": []
},
{
    "id": "1fc935e.99caa4a",
    "type": "ui_text",
    "z": "95f0acc3.e026f",
    "group": "8a089ed6.8c2de8",
    "order": 3,
    "width": 0,
```

```
        "height": 0,
        "name": "",
        "label": "",
        "format": "{{msg.payload}}",
        "layout": "col-center",
        "x": 590,
        "y": 420,
        "wires": []
    },
    {
        "id": "8a089ed6.8c2de8",
        "type": "ui_group",
        "z": "",
        "name": "Tesla Chatbot",
        "tab": "c717b688.bfcf9",
        "order": 1,
        "disp": true,
        "width": 13,
        "collapse": false
    },
    {
        "id": "c717b688.bfcf9",
        "type": "ui_tab",
        "z": "",
        "name": "Tesla ",
        "icon": "dashboard",
        "disabled": false,
        "hidden": false
    }
]
```

Assistant Skill:

```json
{
  "intents": [
    {
      "intent": "product_info",
      "examples": [
        {
          "text": "Cleaning Cameras and Sensors"
        },
        {
          "text": "how to contact tesla roadside assistance?"
        },
        {
          "text": "how to connect pendrive for dash cam?"
        },
        {
          "text": "what is car battery info?"
        },
        {
          "text": "What is dog mode?"
        },
        {
          "text": "what are the chargin instructions?"
        },
        {
          "text": "How to enable autopilot?"
        },
        {
          "text": "What is a key fob?"
        },
        {
          "text": "what is park assistant?"
        },
        {
          "text": "gears info"
        },
        {
```

      "text": "tell me about tire maintenance"
    },
    {
      "text": "how to clean car?"
    },
    {
      "text": "how to clean?"
    },
    {
      "text": "how to enable auto steer?"
    },
    {
      "text": "turn on traffic aware cruise control"
    },
    {
      "text": "how to turn on speed assist?"
    },
    {
      "text": "what are the best practices for cold weather?"
    },
    {
      "text": "how to get maximum range?"
    },
    {
      "text": "how to hold vehicle?"
    },
    {
      "text": "how to clean my car?"
    },
    {
      "text": "what are washer jets?"
    },
    {
      "text": "what are fluid reservoirs?"
    },
    {
      "text": "how to use wiper blades?"

```
    },
    {
      "text": "cold weather practices"
    },
    {
      "text": "jacking and lifting"
    },
    {
      "text": "dimension of car"
    },
    {
      "text": "transporters instructions"
    },
    {
      "text": "vehicle loading instructions"
    },
    {
      "text": "identification labels"
    },
    {
      "text": "software updats"
    },
    {
      "text": "how to connect to wifi?"
    },
    {
      "text": "how to use the touchscreen?"
    },
    {
      "text": "lane assist"
    },
    {
      "text": "smart summon"
    },
    {
      "text": "airbags"
    },
```

```json
{
  "text": "how to switch driving profiles?"
},
{
  "text": "how to open front trunk?"
},
{
  "text": "rear trunk"
},
{
  "text": "windows"
},
{
  "text": "doors"
},
{
  "text": "collision avoidance assist"
},
{
  "text": "How to check car status?"
},
{
  "text": "keys"
},
{
  "text": "what are easter eggs?"
},
{
  "text": "what are the Guidelines for Seating Children?"
},
{
  "text": "Cruising at the Set Speed"
},
{
  "text": "Interior Emergency Trunk Release"
},
{
```

```json
          "text": "Locking Rear Windows"
        },
        {
          "text": "Child-Protection Lock"
        },
        {
          "text": "Doors Keyless Locking and Unlocking"
        },
        {
          "text": "maintenance of my car"
        },
        {
          "text": "weight of the car"
        }
      ],
      "description": ""
    },
    {
      "intent": "Customer_Care_Appointments",
      "examples": [
        {
          "text": "Could I speak to someone in the store next tuesday?"
        },
        {
          "text": "meet in store"
        },
        {
          "text": "I would like to make an appointment to visit the
nearest store to my location."
        },
        {
          "text": "i'd like to make an appointment"
        },
        {
          "text": "can you make an appointment for me"
        },
        {
```

```
    "text": "can i make an appointment"
  },
  {
    "text": "do you have availability next week"
  },
  {
    "text": "can i book for tonight"
  },
  {
    "text": "are you available on tuesday"
  },
  {
    "text": "Can I book an in person session"
  },
  {
    "text": "I want to talk in person with someone about my case"
  },
  {
    "text": "I prefer a face to face visit"
  },
  {
    "text": "i'd like to come in for an appointment"
  },
  {
    "text": "Make an appointment"
  },
  {
    "text": "Set up an appt"
  },
  {
    "text": "Store appointment"
  },
  {
    "text": "Want to change my visit"
  },
  {
```

```json
        "text": "When can I meet with one of your employees at your
store?"
        },
        {
          "text": "What time can I meet the staff?"
        },
        {
          "text": "I would like to discuss my situation face to face"
        }
      ],
      "description": "Schedule or manage an in-store appointment."
    },
    {
      "intent": "Help",
      "examples": [
        {
          "text": "what can i say"
        },
        {
          "text": "can you help"
        },
        {
          "text": "can you assist me"
        },
        {
          "text": "help"
        },
        {
          "text": "help me decide"
        },
        {
          "text": "help me"
        },
        {
          "text": "i need assistance"
        },
        {
```

```
          "text": "what can i do"
        }
      ],
      "description": "Ask for help"
    },
    {
      "intent": "General_Connect_to_Agent",
      "examples": [
        {
          "text": "Do not want a robot?"
        },
        {
          "text": "Could you please transfer me to your master?"
        },
        {
          "text": "Contact person"
        },
        {
          "text": "Connect me to a live operator please."
        },
        {
          "text": "Can you connect me with a real person?"
        },
        {
          "text": "Can you assist me to connect to an agent?"
        },
        {
          "text": "Can I talk to someone?"
        },
        {
          "text": "Can I speak with somebody?"
        },
        {
          "text": "Can I speak to an advisor?"
        },
        {
          "text": "Can I speak to a live person?"
        }
```

```
  },
  {
    "text": "Can I speak to a human please?"
  },
  {
    "text": "Can I connect to an agent?"
  },
  {
    "text": "get me a person"
  },
  {
    "text": "I don't want to speak with a robot"
  },
  {
    "text": "Send me to an agent"
  },
  {
    "text": "Where is the closest agent?"
  },
  {
    "text": "Yes, take me to a real person"
  },
  {
    "text": "Agent help"
  },
  {
    "text": "talk to a human"
  },
  {
    "text": "I dont want to talk to a computer"
  },
  {
    "text": "call the manager"
  },
  {
    "text": "I want to speak to a human"
  },
```

```json
{
  "text": "I want to talk to the manager"
},
{
  "text": "A real agent, please."
},
{
  "text": "Call agent"
},
{
  "text": "I want to speak to a person"
},
{
  "text": "representative"
},
{
  "text": "Put me through to someone"
},
{
  "text": "Pls connect"
},
{
  "text": "Please let me talk to a human being."
},
{
  "text": "Please connect me to a live agent"
},
{
  "text": "Operator please"
},
{
  "text": "Please assist me to get to an agent"
},
{
  "text": "Need help from human"
},
{
```

```
      "text": "I would like to speak to someone"
    },
    {
      "text": "I would like to speak to a human"
    },
    {
      "text": "I want to talk to a person"
    },
    {
      "text": "I want an agent to help me"
    },
    {
      "text": "I want a manager"
    },
    {
      "text": "I want agent"
    },
    {
      "text": "I need to speak to a representative. How would I go
about doing so?"
    },
    {
      "text": "Is there anyone there I can actually talk to for
real?"
    },
    {
      "text": "I don't want to talk to you"
    },
    {
      "text": "I don't want to talk to a bot."
    },
    {
      "text": "How can I skip the recorded menu and go straight to a
live person?"
    },
    {
      "text": "Hi can you transfer me"
    },
```

```
      {
        "text": "Customer service representative please."
      }
    ],
    "description": "Request a human agent."
  },
  {
    "intent": "Customer_Care_Store_Location",
    "examples": [
      {
        "text": "please suggest route from times square"
      },
      {
        "text": "Where is your office?"
      },
      {
        "text": "how can i get to you from grand central"
      },
      {
        "text": "which cross streets are you on"
      },
      {
        "text": "give me directions"
      },
      {
        "text": "what's your location"
      },
      {
        "text": "where are you"
      },
      {
        "text": "what is the address"
      },
      {
        "text": "how do i find you"
      },
      {
```

```
    "text": "location please"
  },
  {
    "text": "can you give me directions"
  },
  {
    "text": "where are you located"
  },
  {
    "text": "how do i get to your place"
  },
  {
    "text": "Find store"
  },
  {
    "text": "Where is?"
  },
  {
    "text": "Where are you located?"
  },
  {
    "text": "how do i get to your business"
  },
  {
    "text": "Go to your company"
  },
  {
    "text": "I'd like to go to a store"
  },
  {
    "text": "I need help with find a store"
  },
  {
    "text": "I want to know about a store"
  },
  {
    "text": "Looking for a location"
```

```
        },
        {
          "text": "What is the closest store to my address?"
        },
        {
          "text": "What is the nearest branch?"
        },
        {
          "text": "What is the store near my zip code?"
        }
      ],
      "description": "Locate a physical store location or an address."
    },
    {
      "intent": "Thanks",
      "examples": [
        {
          "text": "thank you"
        },
        {
          "text": "i appreciate it"
        },
        {
          "text": "thx"
        },
        {
          "text": "thank you very much"
        },
        {
          "text": "many thanks"
        },
        {
          "text": "that's nice of you"
        },
        {
          "text": "thanks"
        },
```

```json
      {
        "text": "much appreciated"
      }
    ],
    "description": "Thanks"
  },
  {
    "intent": "Customer_Care_Store_Hours",
    "examples": [
      {
        "text": "store open"
      },
      {
        "text": "store open hours?"
      },
      {
        "text": "What is the opening time for the washington store?"
      },
      {
        "text": "Are you closing early today"
      },
      {
        "text": "Are you closed new Year's eve"
      },
      {
        "text": "how early do you open on Saturdays"
      },
      {
        "text": "how late are you there"
      },
      {
        "text": "how late y'all stay up till"
      },
      {
        "text": "will you open on christmas"
      },
      {
```

```
        "text": "Are the stores open early?"
      },
      {
        "text": "Are you open on bank holidays?"
      },
      {
        "text": "Are you open on sundays, and if so what are the
hours?"
      },
      {
        "text": "At what hour can I swing by?"
      },
      {
        "text": "Can you tell me how late the stores are open till?"
      },
      {
        "text": "Does the store in the city center opens till 8pm on
weekends?"
      },
      {
        "text": "How early do you open?"
      },
      {
        "text": "How long are you open?"
      },
      {
        "text": "Is the branch open now?"
      },
      {
        "text": "What are the business hours of the store nearest to
me?"
      },
      {
        "text": "What are the hours of operation?"
      },
      {
        "text": "What are the saturday opening times for the local
store?"
```

```
      },
      {
        "text": "What are ur opening hours?"
      },
      {
        "text": "What are your hous?"
      },
      {
        "text": "What time are you closing today?"
      },
      {
        "text": "What time does the central manchester store shut on a
saturday?"
      },
      {
        "text": "What time do stores close?"
      },
      {
        "text": "Are you open during thanksgiving?"
      },
      {
        "text": "store open now"
      },
      {
        "text": "open hours store"
      },
      {
        "text": "when do your stores open"
      },
      {
        "text": "when does the store close"
      },
      {
        "text": "when can i visit your store"
      },
      {
        "text": "store hrs"
```

    },
    {
      "text": "store hours"
    },
    {
      "text": "What time is your store open on saturday?"
    },
    {
      "text": "what are your hours"
    },
    {
      "text": "will you open for christmas"
    },
    {
      "text": "will you be open Memorial day"
    },
    {
      "text": "when do you close"
    },
    {
      "text": "What time do you close"
    },
    {
      "text": "What time do you open on Saturdays"
    },
    {
      "text": "what time do you close on Sunday"
    },
    {
      "text": "What time do you close today"
    },
    {
      "text": "Hours of operation"
    },
    {
      "text": "Are you open on Sunday"
    },

```json
      {
        "text": "how late are you open"
      },
      {
        "text": "how late are you open tonight"
      },
      {
        "text": "are stores open on sunday"
      }
    ],
    "description": "Find business hours."
  },
  {
    "intent": "Goodbye",
    "examples": [
      {
        "text": "so long"
      },
      {
        "text": "good bye"
      },
      {
        "text": "see ya"
      },
      {
        "text": "arrivederci"
      },
      {
        "text": "ciao"
      },
      {
        "text": "bye"
      }
    ],
    "description": "Good byes"
  },
  {
```

```json
"intent": "General_Greetings",
"examples": [
  {
    "text": "Hey there all"
  },
  {
    "text": "Ok take me back"
  },
  {
    "text": "Hi advisor"
  },
  {
    "text": "Hey twin"
  },
  {
    "text": "Hi there"
  },
  {
    "text": "Greetings"
  },
  {
    "text": "Have you been well?"
  },
  {
    "text": "Hello Agent"
  },
  {
    "text": "Hello"
  },
  {
    "text": "Hello I am looking for some help here"
  },
  {
    "text": "Hey how are you doing"
  },
  {
    "text": "Hey there"
```

```
    },
    {
      "text": "What's new?"
    },
    {
      "text": "What's up?"
    },
    {
      "text": "Who is this?"
    },
    {
      "text": "You there"
    },
    {
      "text": "How is it going?"
    },
    {
      "text": "Hey you"
    },
    {
      "text": "Looking good eve"
    },
    {
      "text": "How r u?"
    },
    {
      "text": "hi"
    },
    {
      "text": "How have you been?"
    },
    {
      "text": "How are you today?"
    },
    {
      "text": "How are things going?"
    },
```

```
      {
        "text": "yo"
      },
      {
        "text": "hiya"
      },
      {
        "text": "Good day"
      },
      {
        "text": "Good evening"
      },
      {
        "text": "Good morning"
      },
      {
        "text": "Good to see you"
      }
    ],
    "description": "Greetings"
  },
  {
    "intent": "Cancel",
    "examples": [
      {
        "text": "i changed my mind"
      },
      {
        "text": "cancel that"
      },
      {
        "text": "never mind"
      },
      {
        "text": "cancel the request"
      },
      {
```

```json
        "text": "i don't want a table anymore anymore"
      },
      {
        "text": "nevermind"
      },
      {
        "text": "forget it"
      }
    ],
    "description": "Cancel the current request"
  }
],
"entities": [
  {
    "entity": "landmark",
    "values": [
      {
        "type": "synonyms",
        "value": "empire state building",
        "synonyms": [
          "empire state",
          "emprire state"
        ]
      },
      {
        "type": "synonyms",
        "value": "grand central",
        "synonyms": []
      },
      {
        "type": "synonyms",
        "value": "times square",
        "synonyms": [
          "time sqaure",
          "time square",
          "times sqaure"
        ]
```

```
      }
    ],
    "fuzzy_match": true
  },
  {
    "entity": "sys-date",
    "values": []
  },
  {
    "entity": "specialist",
    "values": [
      {
        "type": "synonyms",
        "value": "Nicholas",
        "synonyms": [
          "nick"
        ]
      },
      {
        "type": "synonyms",
        "value": "Maria",
        "synonyms": []
      },
      {
        "type": "synonyms",
        "value": "Derrik",
        "synonyms": [
          "derek",
          "derik",
          "derrik",
          "derrick"
        ]
      },
      {
        "type": "synonyms",
        "value": "Brenda",
        "synonyms": []
```

```
        },
        {
          "type": "synonyms",
          "value": "Barbara",
          "synonyms": [
            "barbra"
          ]
        },
        {
          "type": "synonyms",
          "value": "Robert",
          "synonyms": [
            "bob"
          ]
        }
      ]
    },
    {
      "entity": "zip_code",
      "values": [
        {
          "type": "patterns",
          "value": "US Zip",
          "patterns": [
            "(\\b|\\s)\\d{5}(\\b|\\s)"
          ]
        }
      ]
    },
    {
      "entity": "sys-time",
      "values": []
    },
    {
      "entity": "holiday",
      "values": [
        {
```

```json
    "type": "synonyms",
    "value": "thanksgiving",
    "synonyms": [
      "turkey day"
    ]
  },
  {
    "type": "synonyms",
    "value": "halloween",
    "synonyms": []
  },
  {
    "type": "synonyms",
    "value": "christmas",
    "synonyms": [
      "christmas day",
      "x man day",
      "xmas",
      "x mas",
      "x-mas",
      "x-mas day",
      "xmas day"
    ]
  },
  {
    "type": "synonyms",
    "value": "valentine's day",
    "synonyms": [
      "valentine day",
      "valentines day"
    ]
  },
  {
    "type": "synonyms",
    "value": "independence day",
    "synonyms": [
      "7/4",
```

```json
        "fourth of july",
        "july 4",
        "july 4th",
        "july fourth"
      ]
    },
    {
      "type": "synonyms",
      "value": "labor day",
      "synonyms": []
    },
    {
      "type": "synonyms",
      "value": "christmas eve",
      "synonyms": [
        "x mas eve",
        "x-mas eve",
        "xmas eve"
      ]
    },
    {
      "type": "synonyms",
      "value": "new years eve",
      "synonyms": [
        "12-31",
        "12/31",
        "dec 31",
        "dec 31st",
        "new year's eve"
      ]
    },
    {
      "type": "synonyms",
      "value": "new years",
      "synonyms": [
        "1/1",
        "jan 1",
```

```json
          "jan 1st",
          "jan first",
          "january 1",
          "january 1st",
          "january first",
          "new year",
          "new year day",
          "new years day"
        ]
      },
      {
        "type": "synonyms",
        "value": "memorial day",
        "synonyms": []
      }
    ]
  },
  {
    "entity": "phone",
    "values": [
      {
        "type": "patterns",
        "value": "US Phone pattern",
        "patterns": [
          "(\\d{3})-(\\d{3})-(\\d{4})"
        ]
      }
    ]
  },
  {
    "entity": "sys-number",
    "values": []
  },
  {
    "entity": "reply",
    "values": [
      {
```

```
            "type": "synonyms",
            "value": "yes",
            "synonyms": [
              "definitely",
              "go for it",
              "let's do it",
              "ok",
              "please",
              "sure",
              "why not",
              "yeah",
              "yes",
              "you bet",
              "you betcha",
              "yep"
            ]
          },
          {
            "type": "synonyms",
            "value": "no",
            "synonyms": [
              "definitely not",
              "don't think so",
              "dont think so",
              "i think not",
              "nope",
              "not at this time",
              "not now"
            ]
          }
        ]
      }
    ],
    "metadata": {
      "api_version": {
        "major_version": "v2",
        "minor_version": "2018-11-08"
```

```
      }
    },
    "webhooks": [
      {
        "url":
"https://eu-gb.functions.cloud.ibm.com/api/v1/web/keledo9285%40gilfun.co
m_dev/default/Action4discovery.json",
        "name": "main_webhook",
        "headers": []
      }
    ],
    "dialog_nodes": [
      {
        "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": {},
        "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": "What day would you like to come in?"
    },
    "parent": "slot_102_1498132501942",
    "metadata": {},
    "event_name": "focus",
    "dialog_node": "handler_104_1498132501942"
  },
  {
    "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",
```

```json
    "output": {},
    "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": "I'll just need a phone to hold your reservation"
    },
    "parent": "slot_22_1522444583114",
    "metadata": {},
    "event_name": "focus",
    "dialog_node": "handler_24_1522444583114"
  },
  {
    "type": "standard",
    "output": {
      "text": "OK. Let me know how I can help"
    },
    "parent": "node_22_1467833484410",
    "metadata": {},
    "conditions": "@reply:no",
    "dialog_node": "node_21_1468350173406",
    "previous_sibling": "node_19_1468350024009"
  },
  {
    "type": "standard",
    "output": {
      "text": {
        "values": [
```

```
          "OK. Transferring... [Use IBM Cloud Functions to connect to
backend systems]"
        ]
      }
    },
    "parent": "node_22_1467833484410",
    "metadata": {},
    "conditions": "@reply:yes",
    "dialog_node": "node_19_1468350024009"
  },
  {
    "type": "event_handler",
    "output": {
      "text": {
        "values": [
          "Perfect!"
        ]
      }
    },
    "parent": "slot_8_1509132875735",
    "metadata": {},
    "conditions": "@reply:yes",
    "event_name": "filled",
    "dialog_node": "handler_14_1509133469904",
    "previous_sibling": "handler_9_1509132875735"
  },
  {
    "type": "event_handler",
    "output": {},
    "parent": "slot_8_1509132875735",
    "context": {
      "confirm": "@reply && slot_in_focus"
    },
    "metadata": {},
    "conditions": "@reply && slot_in_focus",
    "event_name": "input",
    "dialog_node": "handler_9_1509132875735",
```

```
      "previous_sibling": "handler_10_1509132875735"
    },
    {
      "type": "event_handler",
      "output": {
        "text": {
          "values": [
            "Sorry... let's try again"
          ]
        }
      },
      "parent": "slot_8_1509132875735",
      "context": {
        "date": null,
        "time": null,
        "confirm": null
      },
      "metadata": {},
      "conditions": "@reply:no",
      "event_name": "filled",
      "dialog_node": "handler_17_1509135162089",
      "previous_sibling": "handler_14_1509133469904"
    },
    {
      "type": "event_handler",
      "output": {
        "text": "Let me confirm: You want an appointment for <?
$date.reformatDateTime(\"EEEEE\") ?> at <? $time.reformatDateTime(\"h
a\") ?>. Is this correct?"
      },
      "parent": "slot_8_1509132875735",
      "metadata": {},
      "event_name": "focus",
      "dialog_node": "handler_10_1509132875735"
    },
    {
      "type": "response_condition",
```

```
    "output": {
      "text": {
        "values": [
          "Let me know how else I can help"
        ],
        "selection_policy": "sequential"
      }
    },
    "parent": "Reservation using slots",
    "context": {},
    "metadata": {},
    "conditions": "$user_cancelled",
    "dialog_node": "node_10_1509697567474",
    "previous_sibling": "node_25_1522598839584"
  },
  {
    "type": "slot",
    "output": {},
    "parent": "Reservation using slots",
    "metadata": {
      "_customization": {
        "mcr": true
      }
    },
    "variable": "$time",
    "dialog_node": "slot_105_1498132552870",
    "previous_sibling": "slot_102_1498132501942"
  },
  {
    "type": "response_condition",
    "output": {
      "text": {
        "values": [
          "[Use IBM Cloud Functions to connect to to backend systems]"
        ]
      }
    },
  },
```

```json
      "parent": "Reservation using slots",
      "metadata": {},
      "conditions": "$user_needs_help",
      "dialog_node": "node_25_1522598839584",
      "previous_sibling": "handler_7_1509696539866"
    },
    {
      "type": "slot",
      "output": {},
      "parent": "Reservation using slots",
      "metadata": {
        "_customization": {}
      },
      "variable": "$phone",
      "dialog_node": "slot_22_1522444583114",
      "previous_sibling": "slot_8_1509132875735"
    },
    {
      "type": "event_handler",
      "output": {
        "text": {
          "values": []
        }
      },
      "parent": "Reservation using slots",
      "disabled": true,
      "metadata": {},
      "event_name": "focus",
      "dialog_node": "handler_7_1509696539866",
      "previous_sibling": "handler_16_1509133697261"
    },
    {
      "type": "slot",
      "output": {},
      "parent": "Reservation using slots",
      "metadata": {},
      "variable": "$confirm",
```

```json
      "dialog_node": "slot_8_1509132875735",
      "previous_sibling": "slot_12_1522596437268"
    },
    {
      "type": "slot",
      "output": {},
      "parent": "Reservation using slots",
      "metadata": {
        "_customization": {
          "mcr": true
        }
      },
      "variable": "$date",
      "dialog_node": "slot_102_1498132501942",
      "previous_sibling": "node_3_1519173961259"
    },
    {
      "type": "event_handler",
      "output": {
        "text": {
          "values": [
            "OK. Canceling your request..."
          ]
        }
      },
      "parent": "Reservation using slots",
      "context": {
        "date": null,
        "time": null,
        "phone": null,
        "confirm": null,
        "specialist": null,
        "user_cancelled": true
      },
      "metadata": {},
      "next_step": {
        "behavior": "skip_all_slots"
```

```
      },
      "conditions": "#Cancel",
      "event_name": "generic",
      "dialog_node": "handler_16_1509133697261",
      "previous_sibling": "handler_3_1501275087289"
    },
    {
      "type": "slot",
      "output": {},
      "parent": "Reservation using slots",
      "metadata": {},
      "variable": "$specialist",
      "dialog_node": "slot_12_1522596437268",
      "previous_sibling": "slot_105_1498132552870"
    },
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "Let me check availability...  [Use IBM Cloud Functions to
connect to backend systems]"
          ]
        }
      },
      "parent": "Reservation using slots",
      "context": {},
      "metadata": {},
      "conditions": "true",
      "dialog_node": "node_3_1519173961259",
      "previous_sibling": "node_10_1509697567474"
    },
    {
      "type": "event_handler",
      "output": {
        "text": {
          "values": [
```

```
              "I see you need help making an appointment. Let me transfer
you to an agent..."
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "Reservation using slots",
      "context": {
        "date": null,
        "time": null,
        "phone": null,
        "confirm": null,
        "specialist": null,
        "user_needs_help": true
      },
      "metadata": {},
      "next_step": {
        "behavior": "skip_all_slots"
      },
      "conditions": "#Help",
      "event_name": "generic",
      "dialog_node": "handler_3_1501275087289"
    },
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "We are open on <? @sys-date.reformatDateTime(\"EEEEE\") ?>
from 10am until 8pm"
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "Hours of Operation",
      "context": {},
      "metadata": {},
```

```
      "conditions": "@sys-date.reformatDateTime(\"EEEEE\") == \"Monday\"
|| @sys-date.reformatDateTime(\"EEEEE\") == \"Tuesday\" || @sys-
date.reformatDateTime(\"EEEEE\") == \"Wednesday\" || @sys-
date.reformatDateTime(\"EEEEE\") == \"Thursday\" || @sys-
date.reformatDateTime(\"EEEEE\") == \"Friday\"",
      "dialog_node": "node_1_1522387330204",
      "previous_sibling": "node_4_1482425833988"
    },
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "We are open on @holiday regular hours"
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "Hours of Operation",
      "context": {},
      "metadata": {},
      "conditions": "@holiday",
      "dialog_node": "node_5_1482426503106",
      "previous_sibling": "node_1_1522387330204"
    },
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "Our hours are Monday to Friday 10am to 8pm and Friday and
Saturday 11am to 6pm."
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "Hours of Operation",
      "context": {},
```

```
      "metadata": {},
      "conditions": " true",
      "dialog_node": "node_6_1482426521282",
      "previous_sibling": "node_2_1482424204936"
    },
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "Our hours on <? @sys-date.reformatDateTime(\"EEEEE\") ?>
are 11am to 6pm."
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "Hours of Operation",
      "context": {},
      "metadata": {},
      "conditions": "@sys-date.reformatDateTime(\"EEEEE\")
== \"Saturday\" || @sys-date.reformatDateTime(\"EEEEE\") == \"Sunday\"",
      "dialog_node": "node_2_1482424204936",
      "previous_sibling": "node_5_1482426503106"
    },
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "We are closed on @holiday"
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "Hours of Operation",
      "context": {},
      "metadata": {},
```

```json
      "conditions": "@holiday:christmas || @holiday:thanksgiving ||
@holiday:(new years)",
      "dialog_node": "node_4_1482425833988"
    },
    {
      "type": "event_handler",
      "output": {},
      "parent": "slot_12_1522596437268",
      "context": {
        "specialist": "@specialist"
      },
      "metadata": {},
      "conditions": "@specialist",
      "event_name": "input",
      "dialog_node": "handler_13_1522596437268",
      "previous_sibling": "handler_14_1522596437268"
    },
    {
      "type": "event_handler",
      "output": {
        "text": {
          "values": [
            "We'll do our best to book you with @specialist"
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "slot_12_1522596437268",
      "event_name": "filled",
      "dialog_node": "handler_15_1522596463593",
      "previous_sibling": "handler_13_1522596437268"
    },
    {
      "type": "event_handler",
      "output": {},
      "parent": "slot_12_1522596437268",
      "event_name": "focus",
```

```
          "dialog_node": "handler_14_1522596437268"
    },
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "Hello",
            "Hi there",
            "Hi. How can I help"
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "node_13_1502484041694",
      "metadata": {},
      "dialog_node": "node_28_1522448362216",
      "previous_sibling": "node_15_1488295465298"
    },
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "Hello. Good evening",
            "Hi. Good evening",
            "Hello. How can I help this evening?"
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "node_13_1502484041694",
      "metadata": {},
      "conditions": "now().after('17:00:00')",
      "dialog_node": "node_15_1488295465298",
      "previous_sibling": "node_1_1495022305143"
    },
```

```json
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "Hello. Good afternoon",
            "Hi there. It's a beautiful afternoon",
            "Good afternoon. How can I help?"
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "node_13_1502484041694",
      "metadata": {},
      "conditions": "now().after('12:00:00') &&
now().before('16:59:59')",
      "dialog_node": "node_1_1495022305143",
      "previous_sibling": "node_16_1488295517679"
    },
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "Hello. Good morning",
            "It's a beautiful morning. Hello",
            "Hi there. How can I help you this morning?"
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "node_13_1502484041694",
      "metadata": {},
      "conditions": "now().after('04:00:00') &&
now().before('11:59:59')",
      "dialog_node": "node_16_1488295517679"
    },
```

```
{
  "type": "response_condition",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "Try something else"
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  },
  "parent": "node_10_1591382635214",
  "conditions": "anything_else",
  "dialog_node": "response_2_1591382702488",
  "previous_sibling": "response_10_1591382701219"
},
{
  "type": "response_condition",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "\"<?$webhook_result_1.passages[0].passage_text?
>\""
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  },
  "parent": "node_10_1591382635214",
```

```
        "conditions": "$webhook_result_1",
        "dialog_node": "response_10_1591382701219"
      },
      {
        "type": "event_handler",
        "output": {
          "text": {
            "values": [
              "We only accept appointments between 11am and 5pm"
            ]
          }
        },
        "parent": "slot_105_1498132552870",
        "metadata": {},
        "next_step": {
          "behavior": "reprompt"
        },
        "conditions": "$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": {},
        "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"
      },
      {
```

```json
      "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": "response_condition",
      "output": {
        "text": {
          "values": [
            "To get to our business from Times Square, take the N train
downtown to Union Square"
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "Directions",
      "metadata": {},
      "conditions": "@landmark:(times square)",
      "dialog_node": "node_8_1482459217052",
      "previous_sibling": "node_7_1482459200886"
    },
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "To get to our business from Grand Central, take the 4,5 or
6 train downtown to Union Square."
          ],
          "selection_policy": "sequential"
        }
      },
    },
```

```
      "parent": "Directions",
      "metadata": {},
      "conditions": "@landmark:(grand central)",
      "dialog_node": "node_4_1522439442155",
      "previous_sibling": "node_8_1482459217052"
    },
    {
      "type": "response_condition",
      "output": {
        "text": {
          "values": [
            "To get to our business from the Empire State Building, walk
to Herald Square and take the N train to Union Square"
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "Directions",
      "metadata": {},
      "conditions": "@landmark:(empire state building)",
      "dialog_node": "node_7_1482459200886",
      "previous_sibling": "node_3_1522439390442"
    },
    {
      "type": "standard",
      "title": "Provide location",
      "output": {
        "text": {
          "values": [
            "We're located by Union Square on the corner of 13th and
Broadway"
          ],
          "selection_policy": "sequential"
        }
      },
      "parent": "Directions",
      "metadata": {},
```

```json
      "conditions": "true",
      "dialog_node": "node_3_1522439390442"
    },
    {
      "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": {},
      "metadata": {},
      "conditions": "#General_Greetings",
      "digress_in": "does_not_return",
      "dialog_node": "node_13_1502484041694",
      "previous_sibling": "Reservation using slots"
    },
```

```json
    {
      "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",
      "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": [
```

```json
          "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",
    "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",
    "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_10_1591382635214",
    "disambiguation_opt_out": true
  },
  {
    "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_info",
    "dialog_node": "node_10_1591382635214",
    "previous_sibling": "node_4_1570050459690"
  },
  {
    "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": "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."

}
```