

·) Intents: user's goal or purpose

- Only contains the logic to detect what the user want
- Can be reused in multiple places of a conversation

·) Lager:

- Control the flow of the conversation and what to do next
- Can also cover fulfillment (answer)

·) Flows: split complex conversation → multiple sub-conversation

·) Router: called when an end-user input matches an intent and / or some conditions are met

- Intent route: intent requirement needed
- Condition route: a route with only 1 condition req

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Grocery chat bot:

Intents:

① Ask for menu

- Put into order list (name + quantity)
- Remove from order list (name + quantity)

② Make purchases

→ Reconfirm order

③ Ask for refund

→ Direct to employees

⑤ Make delivery method choice

- Ask which option (pick up / delivery)

Pick up :

→ Date / time

→ Which store

Delivery :

→ Date / time

→ Address