



Celebrities Edition

Jackie Hair Salon Chatbot



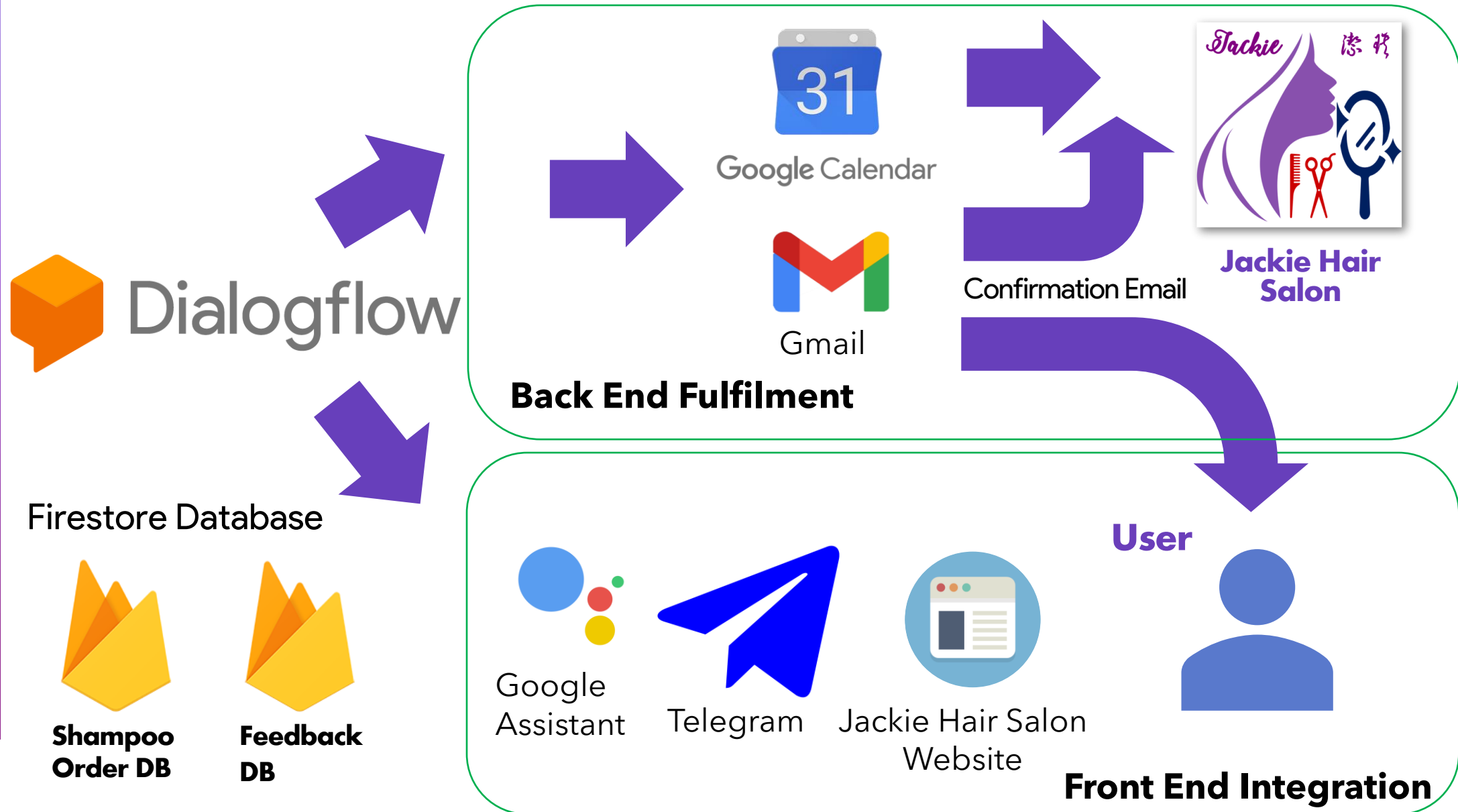
Dialogflow



Overview

- + Jackie Hair Salon chatbot is an educational project designed to automate the job of a hair salon telephone receptionist
- + **Main functions** are:
 - Provide basic information about the Hair Salon like history, location, business hours, hair stylists available, services & pricing
 - Make or cancel appointments
 - Order shampoo
 - Give feedback on customer experience
- + Integration through **Google Assistant**
- + Fulfilment through **Google Calendar, Gmail & Firestore DB**

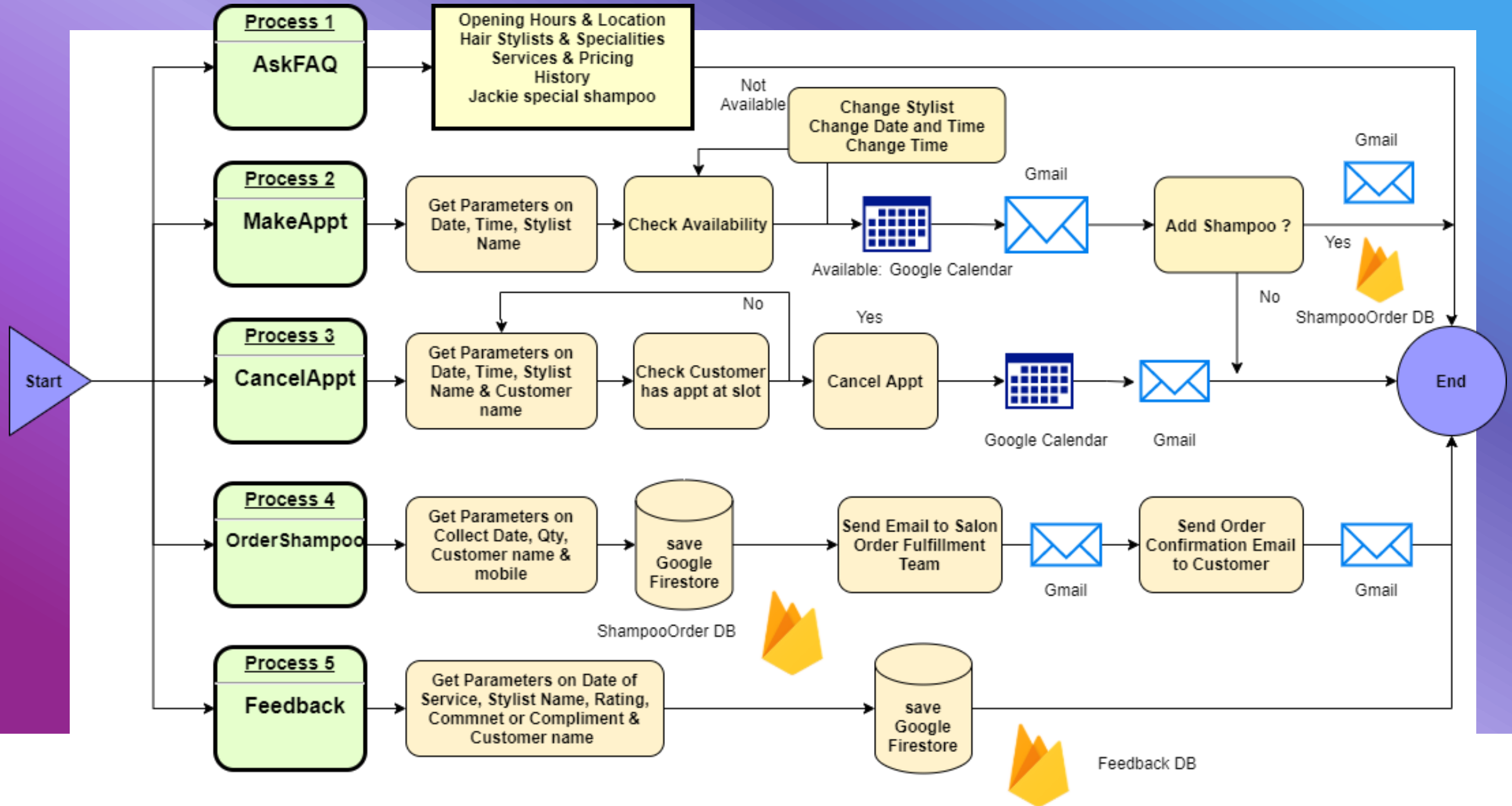
Design Scheme



Overview of Process Flow



Process Flow



What is *Celebrities Edition* ? ? ?

- + Customer names (*) are set to celebrities like Tom Cruise or Nicole Kidman
- + Try out your favourite movie star or singer!!
- + Fun way to learn Dialogflow!!

* Entity set to "sys.music-artist"

Process 1: Ask Jackie Intent

- + Gives FAQ information on Jackie Hair Salon on opening hours, location, services, history, shampoo product etc
- + Implement through **upload of csv file to Dialogflow Knowledge Base**

	A	B	C
1	Location	We are located at Ion Orchard on the first floor at unit 35 and next to Starbucks	
2	Venue	We are located at Ion Orchard on the first floor at unit 35 and next to Starbucks	
3	Where is your location?	We are located at Ion Orchard on the first floor at unit 35 and next to Starbucks	
4	What is your venue?	We are located at Ion Orchard on the first floor at unit 35 and next to Starbucks	
5	Are you at Orchard?	We are located at Ion Orchard on the first floor at unit 35 and next to Starbucks	
6	Where are you?	We are located at Ion Orchard on the first floor at unit 35 and next to Starbucks	
7	What is your location?	We are located at Ion Orchard on the first floor at unit 35 and next to Starbucks	
8	Where are you located?	We are located at Ion Orchard on the first floor at unit 35 and next to Starbucks	
9	How can I find you?	We are located at Ion Orchard on the first floor at unit 35 and next to Starbucks	
10	Where is Jackie Hair Salon?	We are located at Ion Orchard on the first floor at unit 35 and next to Starbucks	
11	Where can I find you?	We are located at Ion Orchard on the first floor at unit 35 and next to Starbucks	
12	Opening Hours	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
13	Business Hours	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
14	Operating Hours	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
15	What are your business hours?	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
16	When are you open?	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
17	What time do you open?	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
18	What time do you close?	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
19	Do you open in the weekends?	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
20	Do you open at night?	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
21	When do you open?	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
22	When do you close?	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
23	What are your opening hours?	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
24	What are your operating hours?	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
25	Are you open on weekends?	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
26	Are you open on public holidays?	We are open from 11 in the morning to 9 at night everyday seven days a week and including public holidays	
27	Stylists	We have three hair stylists who are Jackie and Samantha and Brian	
28	How many stylists do you have?	We have three hair stylists who are Jackie and Samantha and Brian	
29	Who are your stylists?	We have three hair stylists who are Jackie and Samantha and Brian	
30	Who are your hair stylists?	We have three hair stylists who are Jackie and Samantha and Brian	
31	Services	We offer basic and deluxe styling	

Process 2: Make Appt Intent

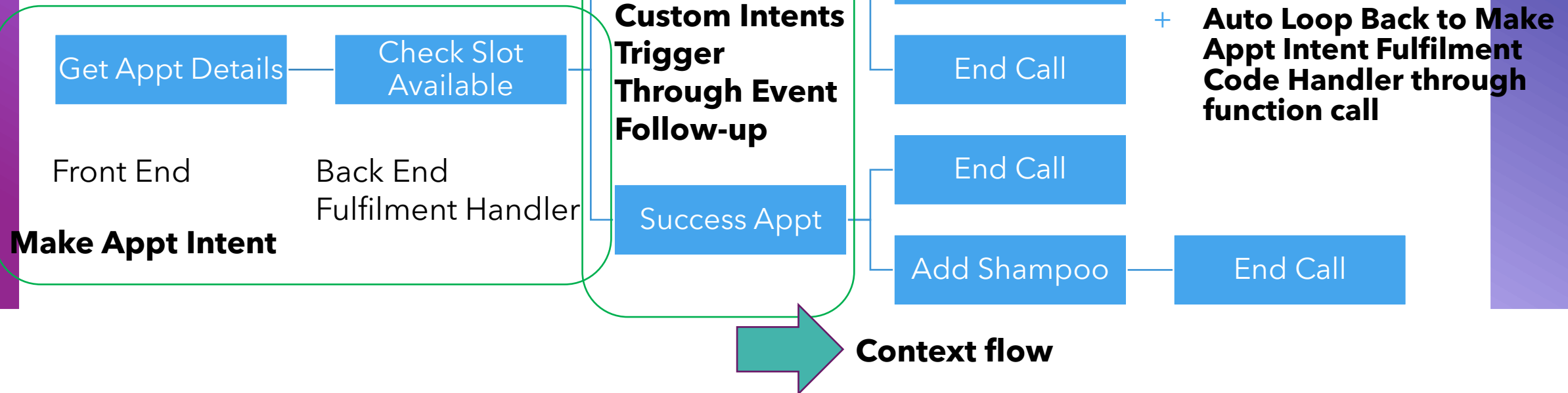
- + **Successful appointments recorded at Hair Salon's Google Calendar & Confirmation Email to customer**



Google Calendar



Gmail



Process 3: Delete Appt Intent

- + Appointments deleted at Hair Salon's Google Calendar & Confirmation Email to customer

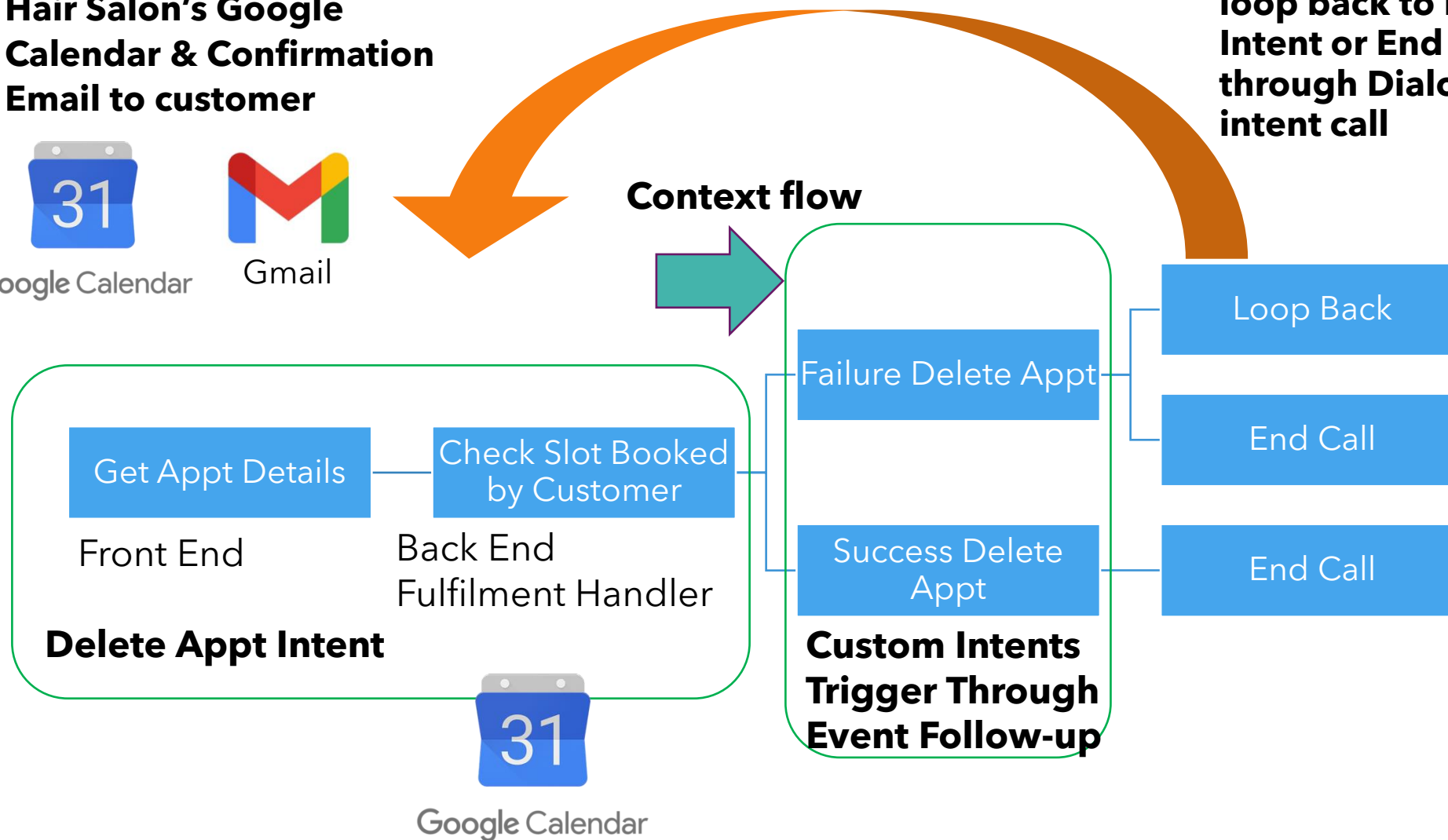


Google Calendar



Gmail

- + Customer can choose to loop back to Delete Appt Intent or End Call through Dialogflow intent call



Process 4: Order Shampoo Intent

Order Shampoo Intent

Back End
Fulfilment Handler

Get Order Details

Save to Firestore
DB

Notification Email
to Shampoo Team

End Call

Front End

+ Start collection	+ Add document	+ Start collection
FeedbackDB	2XYqqgt3wsXLrYo9eCh1	+ Add field
ShampooOrderDB >	HnVAPYfxSrt3opLy8FA0	CollectDate: "23-06-2021"
	K5E2LC4CcZohTPsIKKjg	CustMobile: "12345678"
	0agTwmJij0w85Kz6d9k0	CustName: "Nancy"
	RcFY4Kjo0d2cw1Hnm2fj	DateCurrent: "22-06-2021"
	dBjUjqeN0NzD1eBQTrlq	ShampooQty: 8

+ Customer can End Call
or choose to activate
other intents through
Dialogflow intent call

New Shampoo Order from Nancy



Dear Shampoo Order Fulfillment Team

This is an automatically generated email for Shampoo Order.

Please be informed that there is a new order as follows.

Customer Name: Nancy
Customer Mobile: 12345678
Shampoo Quantity: 8
Date of Collection: 23-06-2021

Please get ready the shampoo for collection.

Thank you.

From: Jackie Hair Salon Chatbot



Firestore



Gmail

Process 5: Give Feedback Intent

+ **Customer can End Call or choose to activate other intents through Dialogflow intent call**

Get Feedback
Details

Front End

Give Feedback Intent

Save to
Firestore DB

Back End
Fulfilment Handler

End Call



+ Start collection	+ Add document	+ Start collection
FeedbackDB >	HjDkuHWG8trv2pbR2A0c	+ Add field
ShampooOrderDB	P06y08Lw9uWYC06zDpn7	Comment: "He is good and polite"
	X1WBatIfLd3BqSUi38Jc	CustName: "Christine"
	bmKTJYyhskzFr2EE5SMV	DateCurrent: "22-06-2021"
		DateService: "20-06-2021"
		Rating: "5"
		Stylist: "Brian"

Intent Map	No	Intent	Intent Type	Parameters	Description
	1	Ask Jackie	Main	Nil	Placeholder to FAQ
	2	Make Appt	Main	Date, Time, Stylist, Service, CustName, CustMobile: From User	
	3	Success Appt	Custom	Date, Time, Stylist, Service, CustName, CustMobile - Passed by Context	Trigger by Event follow-up only at Make Appt
	4	Failure Appt	Custom	Date, Time, Stylist, Service, CustName, CustMobile - Passed by Context	Trigger by Event follow-up only at Make Appt
	5	Change Stylist	Follow-up	Date, Time, Service, CustName, CustMobile - Passed by Context Stylist: Required Parameter from User	Follow-up intent to Failure Appt
	6	Change Date & Time	Follow-up	Stylist, Service, CustName, CustMobile - Passed by Context Date, Time: Required Parameters from User	Follow-up intent to Failure Appt
	7	Change Time	Follow-up	Date, Stylist, Service, CustName, CustMobile - Passed by Context Time: Required Parameter from User	Follow-up intent to Failure Appt
	8	Add Shampoo	Follow-up	Date, CustName, CustMobile - Passed by Context ShampooQty: Required parameter from User	Follow-up intent to Success Appt
	9	Delete Appt	Main	Date, Time, Stylist, CustName: From User	
	10	Delete Appt Success	Custom	Date, Time, Stylist, CustName - Passed by Context	Trigger by Event follow-up only at Delete Appt
	11	Delete Appt Failure	Custom	Date, Time, Stylist, CustName - Passed by Context	Trigger by Event follow-up only at Delete Appt
	12	Order Shampoo	Main	CollectDate, ShampooQty, CustName, CustMobile: From User	Take order details , save to Order Shampoo DB & email notification
	13	Give Feedback	Main	DateService, Stylist, Rating, Comment, CustName: From User	Take feedback details & save to Feedback DB
	14	End	Main	Nil	Final greetings & end conversation
	15	Welcome	Main	Nil	Upon invocation at Google Assistant

Parameters/Entities

No	Parameters	Entity Type	Elements	Description
1	Date	@sys.date		Customer date of appointment
2	Time	@sys.time		Customer date of appointment
3	Stylist	Custom Entity	Jackie, Samantha, Brian	Available stylists at Jackie Hair Salon
4	CustName	@sys.music-artist		Customer name set to celebrities
5	CustMobile	@sys.phonenumber		Customer mobile
6	Service	Custom Entity	Basic, Deluxe	Types of service available
7	DateService	@sys.date		Date of service received (used in Give feedback intent)
8	Rating	Custom Entity	1,2,3,4,5	Rating on scale of 1 to 5 in feedback
9	Comment	@sys.any		Any compliment or comment on stylist & service
10	DateCollect	@sys.date		Collection date for shampoo order
11	ShampooQty	@sys.number-int		Quantity of shampoo ordered

Fulfilment Code Intent-Function Handler Map

No	Intent	Function Handler in Index JS
1	MakeAppt	makeAppointment
2	ChangeStylist	makeAppointment
3	ChangeDateTime	makeAppointment
4	ChangeTime	makeAppointment
5	ChangeTime	makeAppointment
6	DeleteAppt	DeleteApptHandler
7	OrderShampoo	ShampooHandler
8	AddShampoo	ShampooHandler
9	GiveFeedBack	GiveFeedBackHandler

DEMO

- + Jackie Hair Salon demo (English):
<https://youtu.be/likz7zNZo6k>
- + Jackie Hair Salon demo (Chinese Mandarin):
<https://youtu.be/8XH8lYHBFgU>
- + Jackie Hair Salon website & chatbot:
<https://sites.google.com/view/jackie-hair-salon>
- + Telegram Link (English):
<http://t.me/JackieHairSalonBot>
- + Telegram Link (Chinese):
<http://t.me/JackieHairSalonChineseBot>
- + Have fun with Dialogflow!!