***Desired Due Date: 8/Nov/2019.***

***Hubspot Link:*** [***https://app.hubspot.com/contacts/3458671/company/847118402***](https://app.hubspot.com/contacts/3458671/company/847118402)

# Bot Overview

## Overview of Bot

To demonstrate ability of making hotel reservations via chatbot.

Bot Spec:

#1 Make Hotel Reservation

Welcome Msg: “Thank you for choosing Crown Resorts. I’m Abby, your virtual agent. How may I help you today?”

## Audience

**Tech team who will playtest / UAT test the bot.**

## Channels

***BOT Channels: (type ‘x’ in 2nd and 4th column to opt for the channel)***

|  |  |  |  |
| --- | --- | --- | --- |
| Web kit | X | Kore.ai |  |
| Mobile kit Android |  | Tweeter |  |
| Mobile kit iOS | X | Twilio |  |
| Facebook |  | Slack |  |
| Facebook for Workplace |  | Live Person |  |
| Skype |  | Jabber |  |
| Skype for Business |  | IVR |  |
|  |  | Line |  |

## Languages

***English***

## Service-related Information if any

***This interfaces with RESTful APIs: Kore internal DPD (dummy database)***

# Intent: Make Hotel Reservation

The user requests to make a Hotel booking in one of Crown’s three properties in Melbourne or Perth.

## High Level Flow

Crown has three properties each in Melbourne and Perth:

* Towers
* Metropol
* Promenade

There are multiple different room types in each property/location. Details are attached at the end. These will need to be added to a DPD table, so that it can be pulled at runtime from the chatbot.

**Chatbot usage does not requires any login or authentication. Any ‘free’ user can access the bot and make a reservation**

1. User requests a booking to be made. If user doesn’t specify one of the three properties and City, Bot should provide user with a choice.

In b/w this conversation, Bot should politely ask and capture the guest (requestor’s) name.

1. Once user has mentioned the property of choice, Bot should ask for an arrival and a departure date. Once the dates are mentioned, Bot should calculate the number of nights and verify with guest e.g. “so that will be a three night stay?”.
2. Bot should ask for number of guests and number of rooms.
3. For each room, Bot should next ask for a room type. Only certain room types are available for a certain property & City. Please refer to the bottom of document for the listing.
4. Calculate the rate and confirm with guest. For the sake of simplicity for POC, we can use a standard static rate per night for all room types & properties.
5. To confirm the booking, please capture the requestor’s personal details:

First Name; Last Name; Email; Phone number; postal code

1. Bot specifically thanks the guest for the booking and closes the interaction with a polite and appropriate remark. The booking is captured/recorded in DPD table (No need to check room availability for dates specified, additional features, etc.)

"Thanks for your call.  Is there anything further I can assist you with today?"  
"We look forward to welcoming you to Crown <<property name>> and I hope you will have a pleasant stay with us" etc.

**Backend system:** For the POC, simply capture the below fields and add a new row in a “booking” DPD table.

**fields to be captured:**

Property name; room type; arrival date; departure date; total nights; no. of rooms; guest first name; last name; email; phone & postal code

## Room Types:

**Crown Towers - Melbourne:**

* Deluxe King Room – 100AUD /night
* Deluxe Twin Room – 100AUD /night
* Executive Club Suite – 100AUD /night
* Executive Suite – 100AUD /night
* Premier Club Suite – 100AUD /night
* Premier King Room – 100AUD /night
* Premier Suite – 100AUD /night
* Premier Twin Room – 100AUD /night
* Studio Room – 100AUD /night
* Towers Suite – 100AUD /night

**Crown Metropol - Melbourne:**

* City Luxe – 200AUD /night
* Loft – 200AUD /night
* Luxe King Room – 200AUD /night
* Luxe Twin Room – 200AUD /night

**Crown Promenade – Melbourne:**

* Corner King Room – 400AUD /night
* Corner Suite – 400AUD /night
* Standard King Room – 400AUD /night
* Standard Queen Room – 400AUD /night
* Studio Room – 400AUD /night
* Two Bedroom Studio – 400AUD /night

**Crown Towers - Perth:**

* Deluxe Twin Room – 100AUD /night
* Premier Twin Room – 100AUD /night
* Deluxe King Room – 100AUD /night
* Premier King Room – 100AUD /night
* Studio Room – 100AUD /night
* Executive Club Suite – 100AUD /night
* Premier Club Suite – 100AUD /night
* Premier Club View Suite – 100AUD /night

**Crown Metropol - Perth:**

* Luxe King Room – 200AUD /night
* Luxe King Spa – 200AUD /night
* Luxe Twin Room – 200AUD /night
* Luxe View King – 200AUD /night
* Luxe View Twin – 200AUD /night
* Loft – 200AUD /night

**Crown Promenade – Perth:**

* Spa Studio – 400AUD /night
* Superior King – 400AUD /night
* Superior King Balcony – 400AUD /night
* Standard Queen – 400AUD /night
* Superior Twin – 400AUD /night
* Suite – 400AUD /night