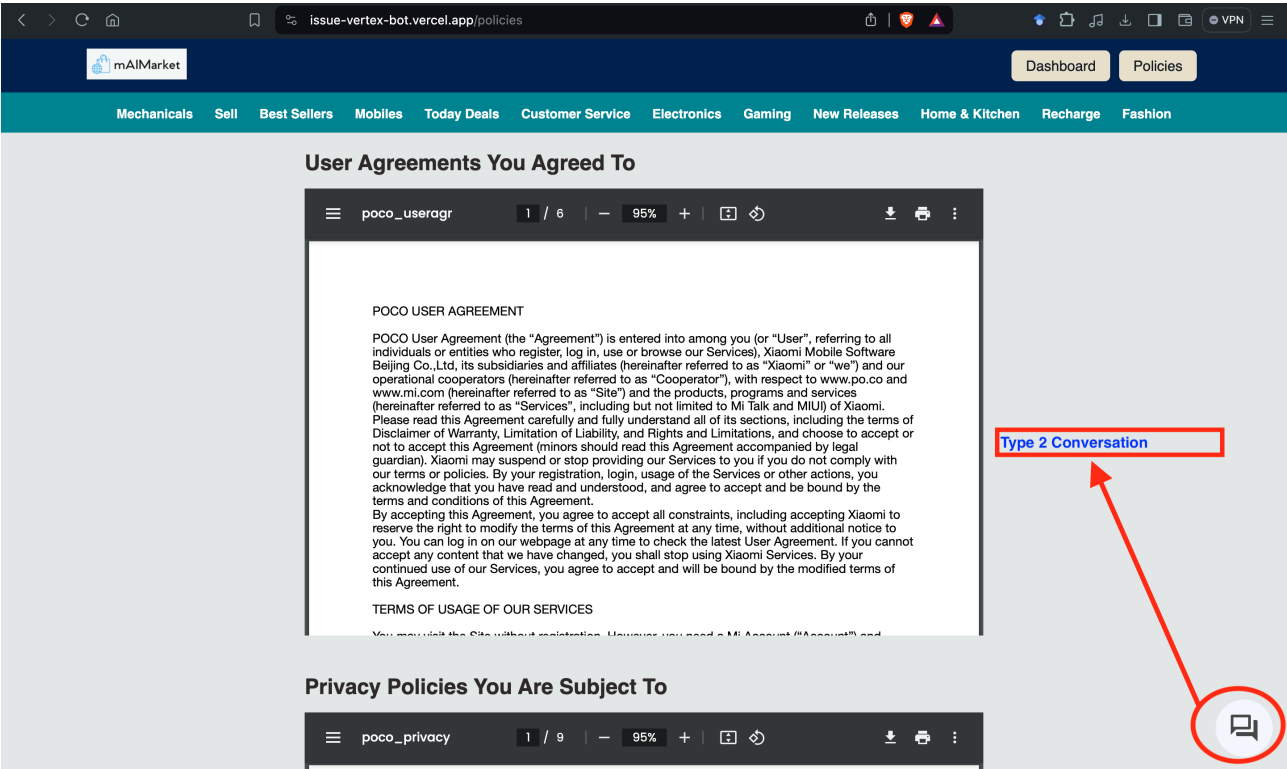
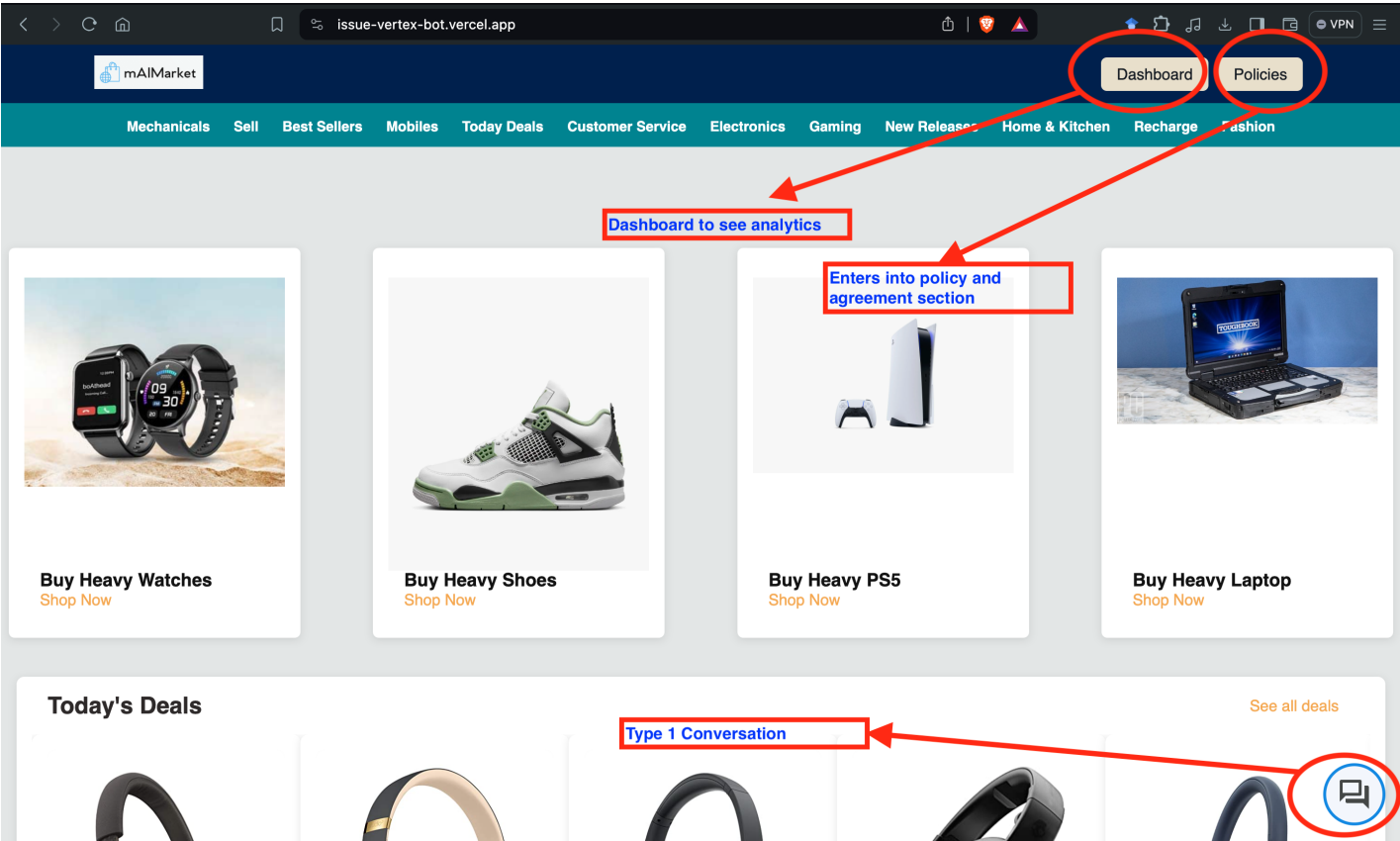


Sample Test Cases



UI Hosted at : <https://issue-vertex-bot.vercel.app/>

List of valid customer_ids:

- 3f4e5d6f7g8h9i0j
- 7h8i9j0k1l2m3n4o
- 5x6y7z8a9b0c1d2e
- 9p0q1r2s3t4u5v6w

Visit our UI at issue-vertex-bot. In the bottom right corner, you can see the chatbot. You can ask the Type 1 queries on clicking it. On clicking 'Policy' button at top right corner, you enter '<https://issue-vertex-bot.vercel.app/policies>' page where you can ask the Type 2 queries.

Type 1:

User: "Hi, I have a problem with my product. Can you help me?"

MainChat agent treats this as a general query. So no routing is done. It asks the user to provide more details about the issue.

User: "I have availed the warranty for my product. But, I am facing some issues with it."

MainChat agent routes the context to WarrantyReturns agent.

WarrantyReturns agent asks for the customer_id

User: "Yeah sure! My ID is 3f4e5d6f7g8h9i0j"

WarrantyReturns agent fetches the customer's previous logs and activities using customerlogs tool.

From the logs, it is found that the user has availed the warranty for the product.

User: "But in the warranty portal it is showing that the warranty is yet to be activated. But, I have already activated it."

WarrantyReturns agent fetches the similar conversations from the database using similarconv tool.

WarrantyReturns agent provides the user with the necessary information.

User: “Thank you for your assistance.”

WarrantyReturns asks for if there is anything else the user wants to know

User: “No, that’s all. Thank you for your help.”

Handover to MainChat agent. MainChat agent asks if the user is satisfied with the answer.

User: “Yes, I am satisfied with the answer”

MainChat agent sends the resolution_status along with issue_category and conversation to a GCP function using sessionend tool.

User: “I have another query regarding some recently launched products”

MainChat agent routes the context to ProductEnquiry agent.

ProductEnquiry agent asks for exact product name or category.

User: “I want to know about Poco X4”

ProductEnquiry agent fetches the product details from the database using productcatalog tool which is built upon Datastores.

ProductEnquiry agent provides the user with the necessary information.

User: “Does it support 5G?”

ProductEnquiry agent provides the user with the necessary information.

User: “What colors are available?”

ProductEnquiry agent provides the user with the necessary information.

User: “What is the price of it?”

ProductEnquiry agent provides the user with the necessary information.

User: “Could you suggest which spec would be the most budget friendly option?”

ProductEnquiry agent provides the user with the necessary information.

User: “Thank you for the information”

Handover to MainChat agent. MainChat agent asks if the user is satisfied with the answer.

User: “Yes, I am satisfied with the answer”

MainChat agent sends the resolution_status along with issue_category and conversation to a GCP function using sessionend tool.

Type 2:

User: “Hi”

PolicyHelperMain agent treats this as a general query.

User: “I want to know if Xiaomi will leak my personal data, according to the privacy policy of my POCO phone.”

PolicyHelperMain agent fetches the company’s policies and agreements from the database using policyhelper tool.

PolicyHelperMain agent provides the user with the necessary information.

User: “Oh that’s reassuring! Btw can you explain the rules and obligations I have towards POCO?”

PolicyHelperMain agent fetches the company’s privacy policies from the database using policyhelper tool.

PolicyHelperMain agent provides the user with the necessary information.

User: “Ok that’s nice to know!”

‘PolicyHelperMain’ agent asks for if there is anything else the user wants to know

User: “No, that’s all. Thank you for your help.”