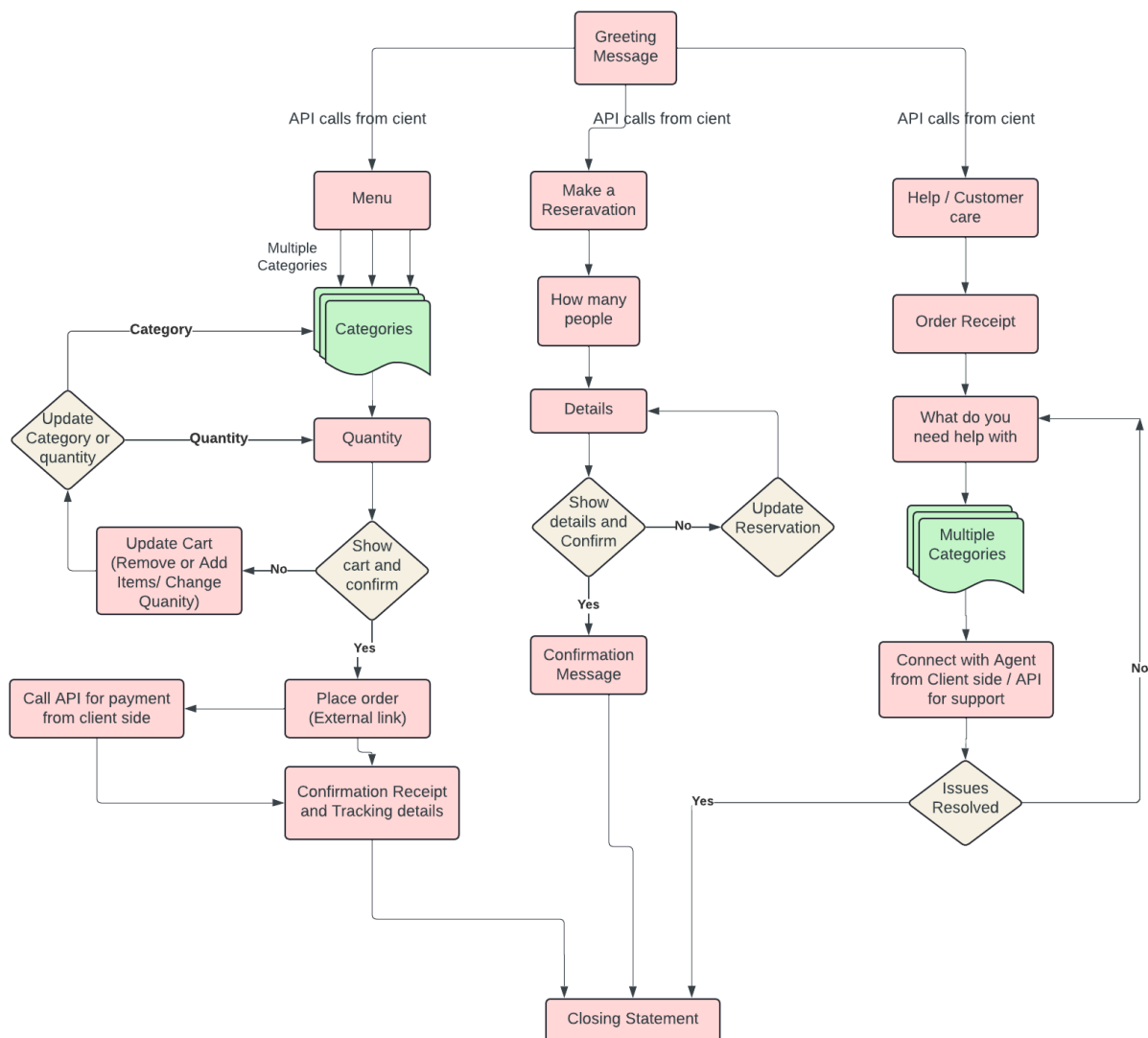


# Integration of chatbot with third party applications (Restaurant)

## 1. Overview

This document outlines the integration of a chatbot with a restaurant's system to handle menu browsing, reservations, order management, customer support, and payment processing. The chatbot interacts with the restaurant's backend through a series of API calls to deliver a seamless user experience.



**Data Flow Design for integrating chatbot with Restaurants**

## 2. Requirements needed from client side :

- **Menu API:**
  - Endpoint to retrieve the menu with category details, pricing, and availability.
- **Reservation API:**
  - Endpoints to create, update, and cancel reservations.
- **Order Management API:**
  - Endpoints for placing orders, updating cart items, and confirming orders.
- **Payment API:**
  - Endpoint for processing payments, including supported payment methods and security protocols.
- **Support API:**
  - Endpoint to connect users with customer support, including details on how to escalate to a live agent.

## 3. User Interaction Flows

- **Greeting Message:**
  - The chatbot initiates the conversation by sending a greeting message to the user.
- **Menu Selection:**
  - Users can browse through multiple categories (e.g., Appetizers, Main Course, Desserts).
  - API calls are made to fetch and display the menu items under each category.
- **Reservation Process:**
  - Users can make a reservation by selecting the number of people and choosing a time slot.
  - API calls handle reservation creation and updates.
- **Order Management:**
  - Users can select items, view details, and adjust quantities.
  - The chatbot updates the cart based on user inputs (e.g., adding/removing items, changing quantities).
  - Users can review and confirm their orders.
  - An external API is called to place the order and process payment.
- **Customer Support:**
  - Users can request help or customer care at any point in the interaction.
  - If needed, the chatbot connects the user with a live agent via API calls.

## 4. Confirmation and Closing

- **Order Confirmation:**
  - After successful order placement, the chatbot sends a confirmation message along with a receipt and tracking details.
- **Issue Resolution:**
  - The chatbot checks if all user issues are resolved before closing the conversation.
- **Closing Statement:**
  - The chatbot ends the session with a closing statement, thanking the user for their interaction.