Architecture Design

Intent	Entity	Slot	Rule
- request_to_provide_feedback		- user_rating	trade form completed -> activate the feeback_form
- providing_feedback		- user_feedback	
			condition: feedback_form is deactive; user: send feedback; bot: utter_ask_user_feedback;
			condition: feedback_form is deactive; user: providing feedback; bot: utter_reply_user_feedback

Utterance	Action	Form	Story

utter_ask_user_rating	validate_feedback_form
	- validate_user_rating:
	   if latest msg is positive OR negative;
	   send utter_reply_user_rating
	
	- validate_user_feedback:
	  if latest msg intent is providing_feedback OR compliment:
	    write the user utterance to this slot;
		feedback_form
		- user_rating
		- user_feedback
			user: send feedback;
			bot: utter_ask_user_feedback;
			users: providing_feedback with comments; OR compliments; OR negtive;
			bot: utter_reply_user_feedback

utter_reply_user_rating - if positive - else	action_feedback_form: utter_reply_user_feedback		
			user: send feedback; *bot: utter_ask_user_feedback;* *users: DENY* *bot: reply*
utter_ask_user_feedback			

utter_reply_user_feedback			

Unit tests			

Anything Else
Reference:
Rasa Retail demo bot
https://github.com/RasaHQ/retail-demo/blob/main/data/rules.yml
https://github.com/RasaHQ/retail-demo/blob/main/domain.yml