Smart and Safe Workplace Conversational Bot

# Intents:

* welcome
* bookFacilities
* navigateFacilities
* endConversation
* default

# Entities:

* FacilityType
* EmployeeID
* FacilityID
* FacilityPreference
* PersonAmount
* Floor
* Date
* Time

# Conversation flows:

**FLOW 0- Welcome**

*Intent Found: welcome*

1 User: “Hi/Hello/..”

2 Bot: “Hi, this is Riya, the Safe & Smart Workplace Virtual Agent. How may I help you today?

**FLOW 1- Generic Booking Flow**

1. User: I want to book a cubicle seat in 2nd floor

*Intent Found: bookFacilities*

*Entities Found: FacilityType: cubicle | Floor: 2nd*

2. System- Check entity FacilityType

IF FacilityType not present:

Bot: Which facility would you like to book?

User: Cubicle

3. System- Based on FacilityType entity, it redirects to the control to child dialogs

For Cubicle- GoTo Flow 2

For Office Space- GoTo Flow 3

For Video Conference room – GoTo Flow 4

For Recreational facilities – GoTo Flow 5

**FLOW 2- Cubicle Booking**

*Child Dialog flow of FLOW 1*

1. System- Check entity EmployeeID

IF EmployeeID not present:

Bot: “Can I have you employee ID please”

User: “123456”

2. System- Validation of EmployeeID

IF EmployeeID invalid:

Bot: “Please enter a valid Employee ID”

User: “456789”

System- GoTo 2

3. System- Check entity Date

If Date not present

Bot: “For which date would you like to book? “

User: “28th Feb”

4. System- Check if seat available on that date or not

If not available:

Bot: “No cubicle seat is available on this date, would you like to book for another date?”

User: “Yes/No”

IF “yes” : Clear Date entity and GoTo 3

ELSE: Go to EndConversation Flow

5. System- Check entity Floor

IF Floor not present

Bot: “On which floor would you like to book?”

User: “2nd floor”

6. System- Check IF cubicle seat available on that floor or not

If not available:

Bot:”No seat available on this floor, would you like me to search in some other floor?”

User: “Yes/No”

IF “yes”: Clear Floor entity. Show list of floors where seat is available in an adaptive card for user selection

ELSE: Go to EndConversation Flow

7. System- Check entity facilityPreference

If facilityPreference not present

Bot: “Do you have any particular preference for seat location?”-Display list of preferences in drop down menu

User: Chooses preference from the drop down menu

If preference matches:

Bot: I found this seat which matches your preference, would you like to book this seat C02003?

Else:

Bot: “I could not find seat with matching preference. Would you still like to book a seat anyway?”

User: “Yes/No”

IF “Yes”- GoTo 8

ELSE GoTo EndConversation flow

8. Bot - Adaptive card with booking details

9. System- Trigger mail to employee email with booking details

**FLOW 3- Office Space Booking**

*Child Dialog flow of FLOW 1*

1. System- Check entity EmployeeID

IF EmployeeID not present:

Bot: “Can I have you employee ID please”

User: “123456”

2. System- Validation of EmployeeID and designation

IF EmployeeID invalid:

Bot: “Please enter a valid Employee ID”

User: “456789”

System- GoTo 2

IF designation is below Senior Executive:

Bot: “Sorry office space is only for Senior Executives. Would you like to book an office cubicle instead?”

User: “Yes/No”

IF “Yes”: GoTo Flow 2

ELSE: GoTo EndConversation Flow

3. System- Check entity Date

If Date not present

Bot: “For which date would you like to book? “

User: “28th Feb”

4. System- Check if space available on that date or not

If not available:

Bot: “No office space is available on this date, would you like to book for another date?”

User: “Yes/No”

IF “yes”: Clear Date entity and GoTo 3

ELSE: Go to EndConversation Flow

5. System- Check entity Floor

IF Floor not present

Bot: “On which floor would you like to book?”

User: “2nd floor”

6. System- Check IF office space available on that floor or not

If not available:

Bot: ”No office space is available on this floor, would you like me to search in some other floor?”

User: “Yes/No”

IF “yes”: Clear Floor entity. Show list of floors where office space is available in an adaptive card for user selection

ELSE: Go to EndConversation Flow

7. System- Check entity FacilityPreference

If FacilityPreference not present

Bot: “Do you have any particular preference for seat location?”-Display list of preferences in drop down menu

User: Chooses preference from the drop down menu

If preference matches:

Bot: I found this office space which matches your preference, would you like to book this space O02003?

Else:

Bot: “I could not find office space with matching preference. Would you still like to book a seat anyway?”

User: “Yes/No”

IF “Yes”- GoTo 8

ELSE GoTo EndConversation flow

8. Bot - Adaptive card with booking details

9. System- Trigger mail to employee email with booking details

**FLOW 4- Video Conference room booking**

*Child Dialog flow of FLOW 1*

1. System- Check entity EmployeeID

IF EmployeeID not present:

Bot: “Can I have you employee ID please”

User: “123456”

2. System- Validation of EmployeeID

IF EmployeeID invalid:

Bot: “Please enter a valid Employee ID”

User: “456789”

System- GoTo 2

3. System- Check entity Date

If Date not present

Bot: “For which date would you like to book? “

User: “28th Feb”

System- Check entity Time

If Time not present

Bot: “At what time would you like to book?”

User: “8 am ET”

4. System- Check if conference room available on that date and time or not

If not available:

Bot: “No conference room available on this date and time, would you like to book in some other date and time?”

User: “Yes/No”

IF yes:

Bot: Display all times slots available for that date.

IF No:

System- GoTo EndConversation Flow

5. System- Check entity Floor

IF Floor not present

Bot: “On which floor would you like to book?”

User: “2nd floor”

6. System- Check IF conference room available on that floor or not

If not available:

Bot:”No conference room available on this floor, would you like me to search in some other floor?”

User: “Yes/No”

IF “yes”: Clear Floor entity. Show list of floors where conference is available in an adaptive card for user selection

ELSE: Go to EndConversation Flow

7. System- Check entity FacilityPreference

If FacilityPreference not present

Bot: “Do you have any particular preference for conference room location?”-Display list of preferences in drop down menu

User: Chooses preference from the drop down menu

If preference matches:

Bot: I found this conference room which matches your preference, would you like to book “Martin”?

Else:

Bot: “I could not find a conference room with matching preference. Would you still like to book a conference room anyway?”

User: “Yes/No”

IF “Yes”- GoTo 8

ELSE GoTo EndConversation flow

8. System- Check entity PersonAmount

IF PersonAmount not present

Bot: “For how many people would you like to book?”

User: 3

9. System- IF PersonAmount >1

Bot: Please enter the employee id of the employees participating separated by commas

User: 123456,345456,323567

10. Bot - Adaptive card with booking details

11. System- Trigger mail to all employee with booking details

**FLOW 5- Recreational facility Booking**

*Child Dialog flow of FLOW 1*

1. System- Check entity EmployeeID

IF EmployeeID not present:

Bot: “Can I have you employee ID please”

User: “123456”

2. System- Validation of EmployeeID

IF EmployeeID invalid:

Bot: “Please enter a valid Employee ID”

User: “456789”

System- GoTo 2

3. System- Check entity Date

If Date not present

Bot: “For which date would you like to book? “

User: “28th Feb”

System- Check entity Time

If Time not present

Bot: “At what time would you like to book?”

User: “8 am ET”

4. System- Check if facility available on that date or not

If not available:

Bot: “No $facility is available on this date, would you like to book for another date?”

User: “Yes/No”

IF “yes”: Clear Date entity and GoTo 3

ELSE: Go to EndConversation Flow

5. System- Check entity Floor

IF Floor not present

Bot: “On which floor would you like to book?”

User: “2nd floor”

6. System- Check IF $facility available on that floor or not

If not available:

Bot:”No $facility available on this floor, would you like me to search in some other floor?”

User: “Yes/No”

IF “yes”: Clear Floor entity. Show list of floors where $facility is available in an adaptive card for user selection

ELSE: Go to EndConversation Flow

7. Bot - Adaptive card with booking details

8. System- Trigger mail to employee email with booking details

Note: Incase $facility = Pantry – Additional Seat availability check will be validated by system.

**FLOW 6- Facility Navigation**

*Intent:* navigateFacilities

*Entities: FacilityID = C1002*

1: Bot: “I want to navigate to seat C1002”

2. System- Check entity FacilityID

IF FacilityID not present:

Bot: “Where do you wish to be navigated?

User: “Seat C1002”

3. System- Check Database with Facility ID, Fetch details

4. Bot: Display the navigation details fetched from database in a proper template

**FLOW 7- EndConversation**

*Intent Found: endConversation*

1 User: “Thanks/ Thanks a lot”

2 Bot: “Is there anything else I can help you with?”