

ROOM CANCELLATION INTENT:

Utterances:

Cancel
Cancel
Cancel my booking
help cancelling
Room Cancellation
Delete room
Do not need room anymore

Initial Response:

NA

Slots along with their Prompts:

Slot: Location
Slot type: AMAZON.AlphaNumeric
Prompt: Okay, I can help you with that. Please provide us your booking ID.

Confirmation:

Confirmation prompt:
You have requested to cancel [CancelBookingID_Sess_Attr]. [Cancellation_Charges_Message] Type 'Yes' if you want to proceed.

Decline response:
Okay. No changes are made to your booking.

Fullfillment:

Success Fullfillment prompt:
[CancelBookingID_Sess_Attr] has been cancelled as per your request. We're sorry to let you go.

Closing response:

Message: Thanks for contacting us.