Bot: Hi! How can I help you today?

User: Hello, I’d like some Italian recommendations for dinner tonight please

Bot: Sure thing! Do you have a location in mind?

User: Nope, anywhere in AZ is fine.

Bot: Alright, how about a budget?

User: Maybe under $30 per pax?

Bot: I have 5 restaurants here that fit your criteria, which one would you prefer?

User: Oh Alfredo looks interesting, let’s go with that.

Bot: Wonderful! Will you be dining-in or ordering out?

User: I’ll dine in.

Bot: Great, can I help you make a reservation?

User: That’s be super!

Bot: What time should I make the reservation for?

User: 7pm for 6 please

Bot: Okay, making a reservation at Alfredo at 7pm tonight for 6 people. Is that right?

User: Yes

Bot: Done. Is there anything else I can help you with?

User: Nope I’m good.

Bot: Excellent, have a great day!

Bot: Hi! How can I help you today?

User: Yes, I’d like to make a reservation for Sally’s tonight at 7 for 2pax please.

Bot: Got it, a reservation for 2 people, at Sally’s restaurant, at 7pm tonight. Is that right?

User: You got it!

Bot: Great, is there anything else I can help you with?

User: Yea, are there any gelato places near Sally’s? I’d might want to get dessert after.

Bot: Let me check that for you, do you have a budget in mind?

User: Under $10?

Bot: Got it, there are 2 gelato places that fit your criteria, which one would you prefer?

User: I’l go with the first option.

Bot: Wonderful! Will you be dining-in or ordering out?

User: I’ll take it to go.

Bot: Great! Here’s the address, can I help you with anything else?

User: Nope

Bot: Okay, have a wonderful day!

Intent to Response conversion

Unclassified

“Sorry I don’t understand what you mean, could you rephrase that?”

Greeting

“Hi! I can help with a recommendation, an enquiry and even reservations!”

Recommendation

NER

Enquiry

NER

Reservation

NER