

Chatbot Inputs and Responses

You: Hi

Bot: Hi there, how can I help?

You: Can i return my shoes?

Bot: Do you wish to return via mail? or Store?

You: Can I exchange my product?

Bot: We do offer 30 days return, please bring the item with tags and bill to the store

You: Where are you located?

Bot: We are located in Framington(Michigan), Birmingham(Michigan), Detroit(Michigan). Which store's address would you like?

You: Where is d farmington address?

Bot: Our Farmington store is located on 10 mile and Drake. Store is open Mon to Sat 9am to 11pm.

You: Where is the Birmingham address?

Bot: Our Birmingham store is located on the intersection of Woodward and E.Maple road. Store is open Mon to Sat 9am to 11pm.

You: Where is the Detroit address?

Bot: Our Detroit store is located on the intersection of Temple Street and Cass avenue. Store is open Mon to Sat 9am to 11pm.

You: What is your open hours?

Bot: We are open Mon to Sat between 9am to 11pm

You: I would like to get some details about my order

Bot: Please email us on order@store.com with your order number and we will get back to you in 1 hour with order status

You: Why am I being charged for restocking fees?

Bot: If the item which you received was not defective, you will have to pay the restocking fee

You: I would like to return my product

Bot: Do you wish to return via mail? or Store?

You: via mail

Bot: Please email us at return@store.com with order number and we will send you a return label

You: via store

Bot: Please bring the item you wish to return to any of our stores with the receipt and our store representatives will be able to assist you.

You: I would like to talk with an executive

Bot: I apologise for not being able to provide with all the information. You could speak to a representative by calling +1-800-900-1000

You: Thanks

Bot: Happy to help!

You: goodbye

Bot: Bye! Have a nice day