**Conversational Flow**

**Raising a New complaint**

1. Customer: I want to raise a complaint
2. IGL Bot: Sure, we will be able to help you with that. Before raising the complaint, I would like to know if you are a registered customer with IGL
   1. Option 1: Yes
   2. Option 2: No
3. Customer: Customer selects a
4. IGL Bot: Please share your 10-digit BP number registered with us
5. IGL Bot: Provide text box for customer to enter BP Number
6. Customer: Customer enters 10-digit BP number 1122334455
7. IGL Bot: Thanks for sharing your BP number, Is the connection in name of <First Name + Last Name> having registered address <HouseNum1,Floor,Street,City1,Region,PostCode1>?
   1. Option 1: Yes
   2. Option 2: No
8. Customer: Customer selects a
9. IGL Bot: Please elaborate your concern. This will help in better understanding of your concern
10. Customer: Customer provides details xxxxxxx
11. IGL Bot: Thank you. While we are logging your request, kindly find your outstanding bill amount of Rs xxx/-. Kindly pay the same for hassle free services from our end.
12. IGL Bot: In case there is no due amount, we need to show the following messages
    1. IGL Bot: Thank you. We are logging your request.
13. IGL Bot: We are registering your ticket for “General Information”. Your ticket number is 9xxxxxxxxx
14. IGL Bot: Is there anything else that I can help you with?
    1. Option 1: Yes
    2. Option 2: No
15. Customer: Customer selects b
16. IGL Bot: Thanks for contacting IGL. Have a nice day.
17. Customer: Customer select 1
18. IGL Bot: Ok, how can I help you?

If customer selects option b in Step 2

1. IGL Bot: Ok. Please share your contact phone number and email id. This is required for conveying the status of your query
   1. Text Box field to enter Phone Number (Mandatory Field)
   2. Text Box field to enter email id (Mandatory Field)
2. Customer: Customer enters phone number and email id
3. IGL Bot: Please elaborate your concern. This will help in better understanding of your concern
4. Customer: Customer provides details xxxxxxx
5. IGL Bot: Thank you. We are registering your ticket for “General Information”. Your ticket number is 9xxxxxxxxx.
6. We are forwarding your query to the concerned department. Please note that our customer care executive may contact you in next 2 days for better understanding and resolution of your query.
7. IGL Bot: Thanks for contacting IGL. Have a nice day.
8. IGL Bot: Is there anything else that I can help you with?
   1. Option 1: Yes
   2. Option 2: No
9. Customer: Customer selects b
10. IGL Bot: Thanks for contacting IGL. Have a nice day.
11. Customer: Customer select a
12. IGL Bot: Ok, how can I help you?

If customer selects option 2 in Step 7

1. Customer: Customer selects b
2. IGL Bot: It seems the details are not matching accurately, please re-enter your BP Number registered with us
3. IGL Bot: Provide a text box to enter BP Number
4. Customer: Customer enters 10-digit BP number 1122334455
5. IGL Bot: Thanks for sharing your BP number, Is the connection in name of <First Name + Last Name> having registered address <HouseNum1,Floor,Street,City1,Region,PostCode1>?
   1. Option 1: Yes
   2. Option 2: No
6. : If they select option a, we need to go ahead with the same flow as defined from step 9, else repeat the steps mentioned in step 31