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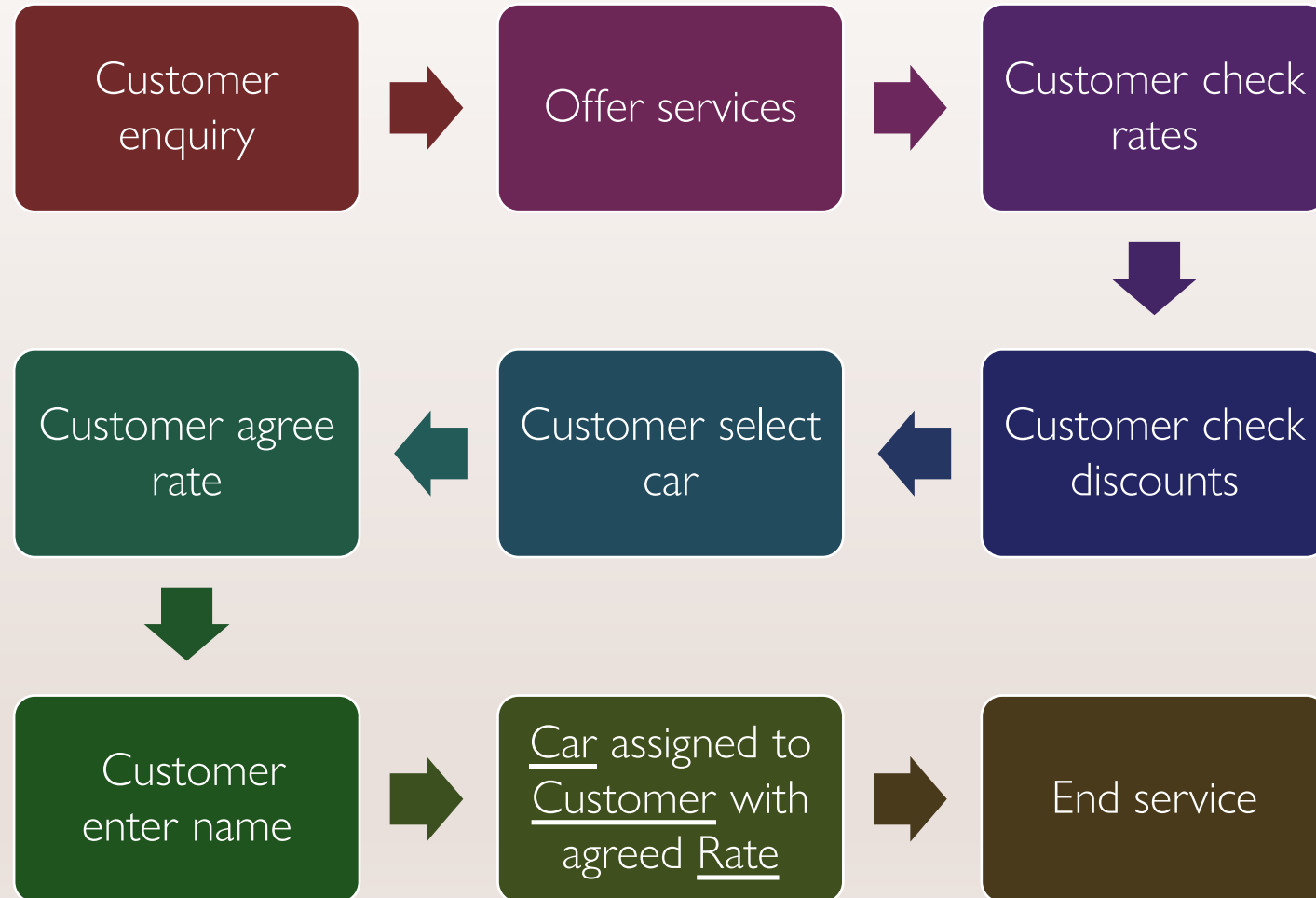
CarBot

Car Rental Service

Introduction

- The Star Car Rental mobile application empowers customers to effortlessly select rental cars at affordable rates.
- This user-friendly app offers a diverse range of vehicle options including Sedans, SUVs, Luxury, and Sports cars.
- Customers can conveniently review prices, avail discounts, and seamlessly book their desired cars according to their preferences and schedule.

Typical Order Flow



Intents

- There are 11 intents including a greeting, fallback, and good-bye
- These intents consist of pre-defined phrases that are designed to understand and interpret customer messages accurately
- Each intent corresponds to a specific type of user intention, to recognize the purpose behind user inputs and respond accordingly

```
intent: out_of_scope
examples: |
- I want to order food
- What is 2 + 2?
- Who's the US President?
```

Fallback

Welcome

```
intent: greet
examples: |
- hey
- hello
- hi
- hello there
- good morning
- good evening
- moin
- hey there
- let's go
- hey dude
- goodmorning
- goodevening
- good afternoon
```

```
intent: goodbye
examples: |
- cu
- good by
- cee you later
- good night
- bye
- goodbye
- have a nice day
- see you around
- bye bye
- see you later
- Thanks
```

Goodbye

Bot identity & Car enquiry

```
intent: bot_challenge
examples: |
- are you a bot?
- are you a human?
- am I talking to a bot?
- am I talking to a human?
```

```
intent: inform
examples: |
- I want to rent a car
- Can you tell me your car rental services?
- I need a car
- Looking for a Car for retal please
- Please let me know about your car rentals
```

```
intent: request
examples: |
- What is your car price?
- How is your car price?
- Is your car price good?
- Please let me know the price
- what is your car rate?
```

```
intent: book
examples: |
- I want to book a Sedan car
- Book a SUV please
- Can you help me book a Luxury car?
- Can you book a port car?
```

Rate check & Book

Discount & Rate agreement

```
intent: discount
examples: |
- any discounts?
- what about discount?
- do you have any discount?
- how about the discount?
- discount please
```

```
intent: cost
examples: |
- Sport car cost example
- I know Luxury car cost
- Sedan car cost
- SUV car cost example
```

```
intent: customer_name
examples: |
- name is example Ram
- name Alice
- Franco
- my name is Antony
```

```
intent: car_name
examples: |
- car name example SUV
- example car name is Sedan
- Luxury car
- an example of car name is Sport car
```

Car name & Customer name

Domain

- There are 3 slots for mapping car name, customer name and the rate.
- The slots will store the texts and print when it called during the conversation

Slots: Used to map the text

Responses: Bot responds during conversations

```
intents:
- greet
- goodbye
- bot_challenge
- inform
- request
- book
- discount
- customer_name
- car_name
- cost
- out_of_scope
```

```
slots:
  car_name:
    type: text
    mappings:
      - type: from_text
        conditions:
          - active_loop: car_form
            requested_slot: car_name

  cost:
    type: text
    mappings:
      - type: from_text
        conditions:
          - active_loop: car_form
            requested_slot: cost

  customer_name:
    type: text
    mappings:
      - type: from_text
        conditions:
          - active_loop: car_form
            requested_slot: customer_name

forms:
  car_form:
    required_slots:
      - car_name
      - cost
      - customer_name
```

```
responses:

utter_iamabot:
- text: "I am a bot, powered by Rasa."

utter_greet:
- text: "Hello! Welcome to Star car rental service. How can I assist you today?"

utter_car_name:
- text: "We have Sedan, SUV, Luxury and Sport cars."

utter_car_prices:
- text: "The rental prices for Sedan $90, SUV $125, Luxury $150, and Sport $200."

utter_ask_discount:
- text: "Yes, we have 10% discounts for Sedan"

utter_ask_car_name:
- text: "what car you want?"

utter_ask_cost:
- text: "Do you know how much to pay per day? please enter the amount"

utter_ask_customer_name:
- text: "What is your name?"

utter_booked:
- text: "Hi {customer_name}, your {car_name} car for ${cost} per day has been booked. Enjoy your ride!"

utter_goodbye:
- text: "Thank you for choosing Star car rental service. Have a great day!"

utter_out_of_scope:
- text: "Sorry, I didn't get what you said, Could you rephrase it?"

session_config:
  session_expiration_time: 60
  carry_over_slots_to_new_session: true
```

Rules

- There are 12 rules including activate book car form and submit form
- Activate book form rule is designed to trigger the activation of car form.
- Submit form rule handles the completion of the book car form.

```
- rule: Say hello anytime the user says hello
  steps:
  - intent: greet
  - action: utter_greet

- rule: Say goodbye anytime the user says goodbye
  steps:
  - intent: goodbye
  - action: utter_goodbye

- rule: Say 'I am a bot' anytime the user challenges
  steps:
  - intent: bot_challenge
  - action: utter_iamabot

- rule: Respond to 'inform' intent
  steps:
  - intent: inform
  - action: utter_car_name

- rule: Respond to 'request' intent
  steps:
  - intent: request
  - action: utter_car_prices

- rule: respond to 'discount' intent
  steps:
  - intent: discount
  - action: utter_ask_discount
```

```
- rule: Ask 'car_name' intent
  steps:
  - intent: car_name
  - action: utter_ask_car_name

- rule: ask 'cost' intent
  steps:
  - intent: cost
  - action: utter_ask_cost

- rule: check 'customer_name' intent
  steps:
  - intent: customer_name
  - action: utter_ask_customer_name

- rule: activate book form
  steps:
  - intent: book
  - action: car_form
  - active_loop: car_form

- rule: Submit form
  condition:
  - active_loop: car_form
  steps:
  - action: car_form
  - active_loop: null
  - action: utter_booked

- rule: out_of_scope
  steps:
  - intent: out_of_scope
  - action: utter_out_of_scope
```

Stories

```
stories:
- story: Customer greets and enquire car
  steps:
  - intent: greet
  - action: utter_greet
  - intent: bot_challenge
  - action: utter_iamabot
  - intent: inform
  - action: utter_car_name
  - intent: request
  - action: utter_car_prices
  - intent: discount
  - action: utter_ask_discount
- story: Customer ask to enter details
  steps:
  - intent: car_name
  - action: utter_ask_car_name
  - intent: cost
  - action: utter_ask_cost
  - intent: customer_name
  - action: utter_ask_customer_name
- story: Customer book
  steps:
  - intent: book
  - action: car_form
  - active_loop: car_form
- story: Customer says goodbye
  steps:
  - intent: goodbye
  - action: utter_goodbye
- story: Customer says out of scope
  steps:
  - intent: out_of_scope
  - action: utter_out_of_scope
```

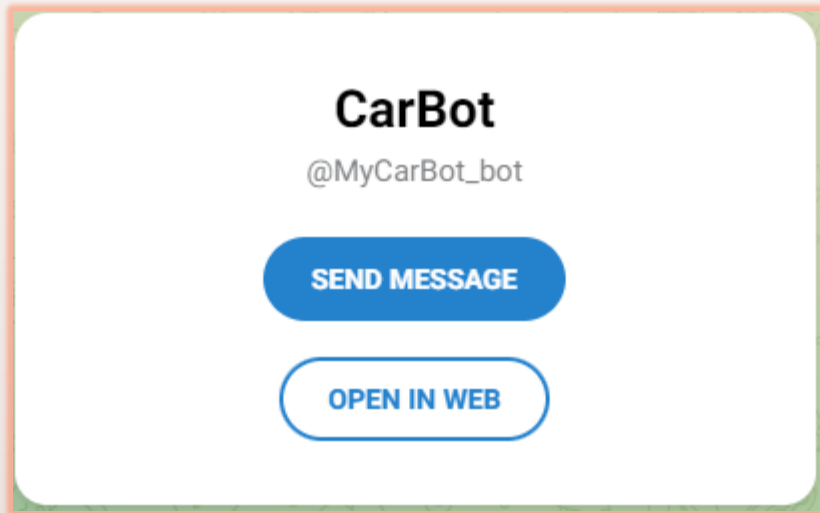
Telegram integration

```
telegram:
  access_token: "6373986426:AAFwtu_WYioR6WbxoRA4sdj7Jx9n4YnAL9s"
  verify: "MyCarBot_bot"
  webhook_url: "https://d338-218-212-88-199.ngrok.io/webhooks/telegram/webhook"
```

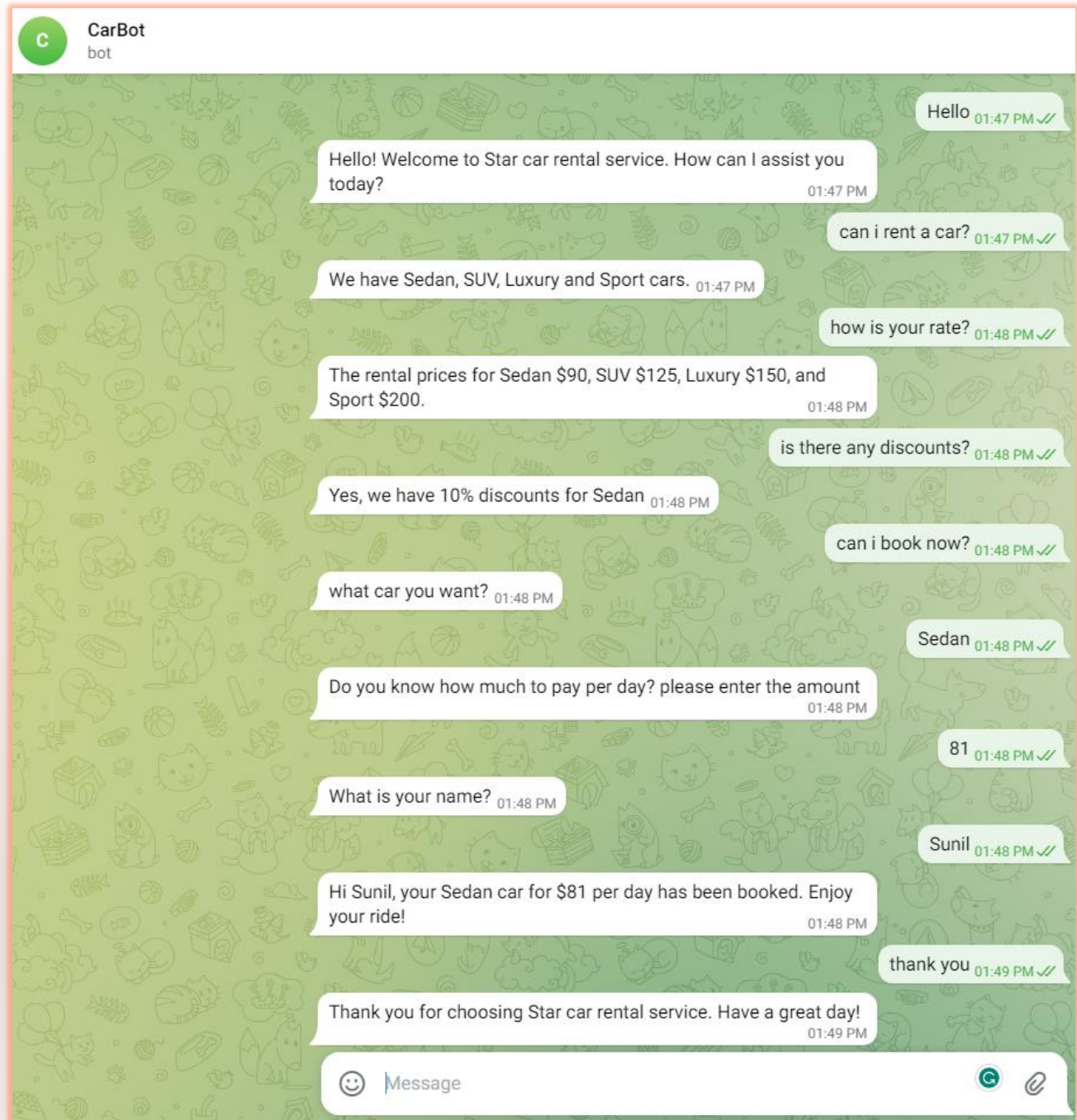
```
Bot loaded. Type a message and press enter (use '/stop' to exit):
Your input -> hello
Hello! Welcome to Star car rental service. How can I assist you today?
Your input -> who are you?
I am a bot, powered by Rasa.
Your input -> i want rent a car
We have Sedan, SUV, Luxury and Sport cars.
Your input -> rate please?
The rental prices for Sedan $90, SUV $125, Luxury $150, and Sport $200.
Your input -> any discount?
Yes, we have 10% discounts for Sedan
Your input -> i want to book now
What car you want?
Your input -> suv
Do you know how much to pay per day? please enter the amount
Your input -> 125
What is your name?
Your input -> Sunil
Hi Sunil, your suv car for $125 per day has been booked. Enjoy your ride!
Your input -> thank you
Thank you for choosing Star car rental service. Have a great day!
```

Rasa bot conversations

Telegram conversations



[CarBot](#)



Thank you