Q:)Can we have 2 functionalities in the same BOT?

Ans:)

2 options exist…Here I describe them in detail:

* ***Option 1:* CODING**:We can code the different options (For example:loan and leave) jut like we coded YES/NO for Leave Confirmation and enclose the 2 corresponding parts of the code(for leave or loan request)in 2 separate parts.

But there is a **problem:**

LUIS can be (as it is often found) make a mistake in capturing correct intent.It can confuse an utterance for leave as that for loan and suddenly start **malfunctioning** midway of the request .It will become illogical.

AND,there is **no possible way of grouping intents** here. *Hence this method is rejected….*

One close option can be found under::this section of URL:: <https://docs.microsoft.com/en-us/azure/cognitive-services/luis/luis-concept-intent>

**Can multiple intents be combined into single intent with entities**

* ***Option 2:* Follow the HDFC.**

We can follow the HDFC bot(EVA) and initially display 2 options (using **Javascript**) ,and put 2 links (in corresponding options) to take the user to 2 different chatBOTs configured individually on LUIS for this purpose so that **no intermixing of intent** takes place.

NO OTHER ALTERNATIVE WAS FOUND..

Thank you,

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