

# Airtel ConvoCare Chatbot: Sample Queries for Each Agent

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## Introduction

This document provides sample queries to test the functionality of each agent in the Airtel ConvoCare chatbot system. The chatbot, powered by LangGraph and Gemini 2.0 Flash, supports multiple agents: Primary Assistant, Plan Assistant, SIM Assistant, Number Assistant, Policy Assistant, FAQ Assistant, Store Assistant, and Attachment Assistant. Each agent is designed to handle specific user intents, with features like Hinglish support, voice input/output, A/B testing, and hybrid RAG (Retrieval-Augmented Generation). The queries below are tailored to trigger each agent's functionality, including the store locator and hybrid RAG capabilities.

## Sample Queries

### Primary Assistant

The Primary Assistant routes user queries to specialized assistants based on intent. It handles general inquiries and escalations.

- **Query 1:** "What services does Airtel offer?"
- **Query 2:** "Can you help me with my Airtel account?"
- **Query 3:** "Tell me about Airtel's 5G plans."

### Plan Assistant

The Plan Assistant recommends Airtel prepaid/postpaid plans using hybrid RAG, querying a Qdrant vector store and falling back to DuckDuckGo web search for real-time data.

- **Query 1:** "Best Airtel plan for 2GB/day under 500."
- **Query 2:** " " (Translation: "I need a plan with unlimited calls.")
- **Query 3:** "Show me plans with 28-day validity and 3GB/day."

## SIM Assistant

The SIM Assistant provides information on SIM activation, replacement, or swapping, using Qdrant for local data.

- **Query 1:** “How to activate a new Airtel SIM?”
- **Query 2:** “ , ?” (Translation: “Lost my SIM card, how to get a new one?”)
- **Query 3:** “Steps to swap my Airtel SIM to 5G.”

## Number Assistant

The Number Assistant retrieves Airtel contact numbers (e.g., customer care) from a Qdrant collection.

- **Query 1:** “What is Airtel’s customer care number?”
- **Query 2:** “ ” (Translation: “I need the helpline number.”)
- **Query 3:** “Contact number for Airtel broadband support.”

## Policy Assistant

The Policy Assistant provides information on Airtels policies, such as TRAI regulations, using Qdrant.

- **Query 1:** “What are Airtel’s data rollover policies?”
- **Query 2:** “TRAI ” (Translation: “Tell me about TRAI regulations.”)
- **Query 3:** “Airtels policy on number portability.”

## FAQ Assistant

The FAQ Assistant answers common questions about Airtel services, retrieving data from a Qdrant collection.

- **Query 1:** “How to check my Airtel balance?”
- **Query 2:** “ ?” (Translation: “How to download the Airtel app?”)
- **Query 3:** “What are the benefits of Airtel Thanks?”

## Store Assistant

The Store Assistant locates nearby Airtel stores using the Serper API and auto-detected location (via IP). It integrates web search results for enhanced accuracy.

- **Query 1:** “Find Airtel stores near Mumbai.”
- **Query 2:** “ ?” (Translation: “Where is an Airtel store in Nashik?”)
- **Query 3:** “Locate an Airtel store near me with auto-detect.”

## Attachment Assistant

The Attachment Assistant explains uploaded files (PDF, DOCX, images) using OCR and text extraction.

- **Query 1:** “Explain ./data/bill.pdf”
- **Query 2:** “Whats in ./data/photo.jpg?”
- **Query 3:** “Analyze ./data/contract.docx”

## Notes on Functionality

- **Store Locator:** The Store Assistant uses the Serper API to fetch real-time store data via Google Places, ensuring accurate results. Auto-detection uses IP-based location (e.g., via [ipinfo.io](https://ipinfo.io)). Web search results from sources like [www.airtel.in](https://www.airtel.in) and [www.gadgets360.com](https://www.gadgets360.com) enhance reliability by providing additional context. `airtel_store_locator` returns store details (name, address, phone, distance, maps link) in a formatted table.
- **Hybrid RAG:** The Plan Assistant leverages hybrid RAG by querying a Qdrant collection (`airtel_plans`) for local data and falling back to DuckDuckGo web search for real-time plan information from [www.airtel.in](https://www.airtel.in). This ensures comprehensive responses, even for new or unindexed plans.
- **Hinglish Support:** Queries in Hinglish (e.g., “ ”) are preprocessed by `preprocess_query` in `tools.py` and detected by `fasttext/langdetect`, ensuring accurate routing and responses in simple Hindi or English.
- **Testing:** Run `python3 tools.py` to initialize Qdrant collections, then `python3 agents.py` to test these queries. Ensure `.env` includes `GEMINI_API_KEY`, `QDRANT_URL`, `QDRANT_API_KEY`, and `SERPER_API_KEY`.

## Conclusion

These queries test the full range of the chatbots capabilities, including routing, tool execution, and hybrid RAG. The Store Assistant ensures precise location-based results, and the Plan Assistants hybrid RAG combines local and web data for robust plan recommendations. For further assistance, contact Airtel Customer Care at 121 or visit [www.airtel.in](https://www.airtel.in).