UML State Diagram

A diagram of a company

Description automatically generated

The start of the state diagram begins with a user interacting with the chatbot. From there, the chatbot interacts with a user until it determines that a user wants to buy a car, contact a financing agent, or schedule repairs. If the user wants to buy a car, the chatbot must determine if the user already has a car they intend to purchase or if they need suggestions. After a car is chosen, the chatbot contacts relevant car dealership employees, specifically salesmen. It then returns to its initialized state

If the chatbot determined that the user wants to speak to a financing agent, the chatbot attempts to determine more information about the customer as well as details about the car they intend to take out a loan for. After this information is gathered, the chatbot forwards this information to a finance specialist.

Lastly, if the chatbot determines that a user wants to schedule their car for repairs, they communicate with a user attempting to select a valid appointment date and time. If the appointment is available, the chatbot will provide a vehicle service provider with information about the car and a notification that the appointment has been scheduled.