{

"intents":

[

{

"tag": "greeting",

"patterns": ["Hi there", "Is anyone there?","Hey","Hola", "Hello", "Good day"],

"responses": ["Hello, how can I help?", "Good to see you again", "Hi there, how can I help?"]

},

{

"tag": "goodbye",

"patterns": ["Bye", "See you later", "Goodbye", "Nice chatting to you, bye", "Till next time", "No, that's it"],

"responses": ["See you!", "Have a nice day", "Bye! Come back again soon."]

},

{

"tag": "thanks",

"patterns": ["Thanks", "Thank you", "That's helpful", "Awesome, thanks", "Thanks for helping me"],

"responses": ["Happy to help!", "Any time!", "My pleasure"]

},

{

"tag": "noanswer",

"patterns": [],

"responses": ["Sorry, can't understand you", "Please give me more info", "Not sure I understand"]

},

{

"tag": "options",

"patterns": ["How you could help me?", "What help you provide?", "How you can be helpful?", "What support is offered"],

"responses": ["I can help you with your order status, delivery, and refund. ", "I can check your order status, and cancel your order."]

},

{

"tag": "order-status-request",

"patterns": ["Please check my order status.", "I am not able to check my order status.", "Help me with my order status", "Order Status", "Where is my order?", "Where is my food", "Track my order", "Track my food"],

"responses": ["I am checking your status of your order, Please wait.", "I am checking up with for your order"],

"action": "CHECK\_ORDER\_STATUS",

"next-intent-tag": ["order-status"]

},

{

"tag": "order-status",

"patterns": [],

"responses": ["Your order is currently {order\_status}, it will be delivered in {delivery\_time} minutes. Do you need any more help?", "Your order will be delivered in {delivery\_time}, currently it is {order\_status}. Is there anything else, we can help you with?"]

},

{

"tag": "cancel-order-request",

"patterns": ["Hi, I want to cancel my order.", "I want to cancel my order", "Please cancel my order", "Cancel my order"],

"responses": ["I can cancel your order, If your order is in kitchen, there will be a cancellation fee. Do you want me to proceed?", "I can cancel your order, there can be a cancellation fee depending on your order status. I need your final confirmation to confirm your order."],

"action": "ORDER\_CANCEL\_CONFIRMATION",

"next-intent-tag": ["cancel-order", "no-cancel-order"]

},

{

"tag": "cancel-order",

"patterns": [],

"responses": ["I have canceled your order, the order refund will reflect in your account in 2 days. Do you need any more help?", "Your order is canceled, you will receive refund for this order in 2 days. Is there anything else, we can help you with?"]

},

{

"tag": "no-cancel-order",

"patterns": [],

"responses": ["Okay, I am not canceling your order. Do you need any more help?", "Alright, I am not canceling your order. Is there anything else, we can help you with?"]

},

{

"tag": "delivery-instructions",

"patterns": ["I want to add delivery instructions", "Please add delivery instructions", "Include delivery instructions"],

"responses": ["Please tell me your delivery instructions, I will pass it on to our delivery executive."],

"action": "ADD\_DELIVERY\_INSTRUCTIONS",

"next-intent-tag": ["added-delivery-instructions"]

},

{

"tag": "added-delivery-instructions",

"patterns": [],

"responses": ["I got your instructions, and I have informed our delivery executive. Is there anything else, we can help you with?"]

},

{

"tag": "joke",

"patterns": ["Tell me a joke", "I am feeling bored", "Joke please", "Make me laugh", "I want to laugh"],

"responses": ["Here's a joke to lighten your mood \nMy roommate and I are ordering some Chinese food for delivery. \nShe asks \"what's a good tip for a delivery driver\"\nI reply \"always wear a seat belt\"\nShe won't talk to me now.", "Guy staring at an ambulance in front of Whole Foods:\n “Somebody must have accidentally eaten gluten.", "What has T in the beginning, T in the middle, and T at the end? \n- A teapot."]

},

{

"tag": "keyword",

"patterns": ["user kay bolnar ahe te"],

"responses": ["bot kay bolnar ahe te"]

},

{

"tag": "keyword",

"patterns": ["user kay bolnar ahe te"],

"responses": ["bot kay bolnar ahe te"]

}

]

}