

Working Conversation 1: General Example

Agent: Hello! I will be your assistant for today.
How can I help you?

Me: Hello, I am interested in what my french friend
calls a bloc-moteur

Agent: These are the products I have identified:
p0: 20R Engine Block. In stock: 1. Price:
\$1000.00

Which item(s) would you like to add to the order?

Me: Wow, nice. I will take 2 p0 please

Agent: The following items could not be added to the
order:
p0

You currently have no items in your order.

I have no current tasks to complete, how can I help
you?

Me: Oh, silly me!

Agent: I have no current tasks to complete, how can I
help you?

Me: Well, I wanted to buy my son a team Honda jacket

Agent: These are the products I have identified:
p0: Team Honda Jacket. In stock: 67.
Price: \$199.99

Which item(s) would you like to add to the order?

Me: Perfect! He'll be so excited. I want a p0 please

Agent: Your current order includes:
Price: \$199.99. Product: Team Honda Jacket.
Quantity: 1

I have no current tasks to complete, how can I help
you?

Me: I'd also like to check the price of another jacket
as well...

Agent: Is this product vehicle specific?

Me: No, it isn't

Agent: What do you call what you are looking for?

Me: A jacket

Agent: Which company makes this product or the
vehicle this product is for?

Me: Oh no, I can't remember! Can you please list the
possible matches for me?

Agent: These are the products I have identified:

- p0: Team Toyota Jacket. In stock: 23.
Price: \$199.99
- p1: Team Honda Jacket. In stock: 67.
Price: \$199.99
- p2: Team Chevrolet Jacket. In stock: 9.
Price: \$200.00
- p3: Team Ford Jacket. In stock: 0. Price:
\$200.00
- p4: Team Lamborghini Jacket. In stock:
13. Price: \$200.00
- p5: Team Ferrari Jacket. In stock: 15.
Price: \$200.00
- p6: Collector's Team Ferrari Jacket. In
stock: 2. Price: \$2000.00

Which item(s) would you like to add to the order?

Me: Of course, it was the Ferrari collector's jacket!
I'll take 1 p6, thanks!

Agent: Your current order includes:

- Price: \$199.99. Product: Team Honda Jacket.
Quantity: 1
- Price: \$2000.00. Product: Collector's Team
Ferrari Jacket. Quantity: 1

I have no current tasks to complete, how can I help
you?

Me: Well, I need to purchase something for my 2500HD
with a longbox

Agent: Is this product vehicle specific?

Me: You bet!

Agent: What do you call what you are looking for?

Me: It's a tailgate

Agent: These are the products I have identified:

p0: 1995 Chevrolet 2500HD Longbox
Tailgate. In stock: 8. Price: \$400.00

Which item(s) would you like to add to the order?

Me: YES! I will take a p0, thanks

Agent: Your current order includes:

Price: \$199.99. Product: Team Honda Jacket.
Quantity: 1

Price: \$2000.00. Product: Collector's Team
Ferrari Jacket. Quantity: 1

Price: \$400.00. Product: 1995 Chevrolet 2500
HD Longbox Tailgate. Quantity: 1

I have no current tasks to complete, how can I help
you?

Me: I also need to buy a tailgate for another 2500HD,
standard model

Agent: Is this product vehicle specific?

Me: Yup!

Agent: What do you call what you are looking for?

Me: Do you mind listing my choices?

Agent: What do you call what you are looking for?

Me: Do you mind giving me a list of my choices?

Agent: These are the products I have identified:

p0: 1995 Chevrolet 2500HD Tailgate. In
stock: 2. Price: \$400.00

p1: 1995 Chevrolet 2500HD Longbox
Tailgate. In stock: 8. Price: \$400.00

Which item(s) would you like to add to the order?

Me: Cool, I'll take 2 p0

Agent: Your current order includes:

Price: \$199.99. Product: Team Honda Jacket.
Quantity: 1

Price: \$2000.00. Product: Collector's Team
Ferrari Jacket. Quantity: 1

Price: \$400.00. Product: 1995 Chevrolet 2500
HD Longbox Tailgate. Quantity: 1

Price: \$400.00. Product: 1995 Chevrolet 2500
HD Tailgate. Quantity: 2

I have no current tasks to complete, how can I help

you?

Me: Hmm, my daughter needs a brake cable , can you
check the price of that?

Agent: Is this product vehicle specific?

Me: Oh, yes

Agent: Which company makes this product or the
vehicle this product is for?

Me: Toyota

Agent: What is the model name of this vehicle?

Me: Its an MR2

Agent: These are the products I have identified:

p0: 1985 Toyota MR2 Front Brake Cable. In
stock: 1. Price: \$450.00

Which item(s) would you like to add to the order?

Me: I'll take the p0, thanks.

Agent: Your current order includes:

Price: \$199.99. Product: Team Honda Jacket.
Quantity: 1

Price: \$2000.00. Product: Collector's Team
Ferrari Jacket. Quantity: 1

Price: \$400.00. Product: 1995 Chevrolet 2500
HD Longbox Tailgate. Quantity: 1

Price: \$400.00. Product: 1995 Chevrolet 2500
HD Tailgate. Quantity: 2

Price: \$450.00. Product: 1985 Toyota MR2
Front Brake Cable. Quantity: 1

I have no current tasks to complete , how can I help
you?

Me: I am in the mood to spend! Lets buy something
else.

Agent: Is this product vehicle specific?

Me: I'll say yes

Agent: Any general information you know about the
product or the vehicle?

Me: no, you better list everything!

Agent: These are the products I have identified:

p0: 20R Engine Block. In stock: 1. Price:
\$1000.00

p1: 20R Engine Camshaft. In stock: 17.

Price: \$290.00

p2: Stock Wheels for 1980 Toyota Hilux.
In stock: 14. Price: \$1000.00

p3: Brake Cable. In stock: 6. Price: \$10
.00

p4: 1980 Toyota Hilux Windshield Wipers:
Winter Edition. In stock: 8. Price: \$10.99

p5: 1980 Toyota Hilux Windshield Wipers:
Summer Edition. In stock: 2. Price: \$10.99

p6: 1980 Toyota Hilux Rear Heavy Duty
Drum Brakes. In stock: 10. Price: \$109.09

p7: 1980 Toyota Hilux Front Disc Brakes.
In stock: 4. Price: \$76.67

p8: 1980 Toyota Hilux Rear Drum Brakes.
In stock: 7. Price: \$80.01

p9: 1980 Toyota Hilux Heavy Duty Winch.
In stock: 0. Price: \$600.99

p10: 1985 Toyota MR2 Front Fender Set. In
stock: 1. Price: \$450.00

p11: 1985 Toyota MR2 Front Brake Cable. In
stock: 1. Price: \$450.00

p12: Team Toyota Jacket. In stock: 23.
Price: \$199.99

p13: Team Honda Jacket. In stock: 67.
Price: \$199.99

p14: 1992 Honda Accord Stock Wheels. In
stock: 3. Price: \$800.00

p15: 1992 Honda Accord Brake Cable. In
stock: 70. Price: \$23.00

p16: 1992 Honda Accord Gas Pedal. In stock
: 100. Price: \$30.01

p17: 1992 Honda Accord Brake Pedal. In
stock: 99. Price: \$30.01

p18: 1992 Honda Accord Front Fenders. In
stock: 0. Price: \$346.00

p19: 1992 Honda Accord Driver's Side Floor
Mat. In stock: 10. Price: \$19.97

p20: 1992 Hona Accord Exhaust Pipe. In
stock: 5. Price: \$200.00

p21: 1992 Honda Accord Disc Brake Pads. In

stock: 6. Price: \$120.03
 p22: 1992 Honda Accord Door Lock set. In
 stock: 9. Price: \$320.00
 p23: 1992 Honda Accord Winter Windshield
 Wipers. In stock: 1. Price: \$18.00
 p24: 1992 Honda Accord Summer Windshield
 Wipers. In stock: 1. Price: \$18.00
 p25: Team Chevrolet Jacket. In stock: 9.
 Price: \$200.00
 p26: Chevrolet 350 Air Filter. In stock:
 100. Price: \$21.00
 p27: 1995 Chevrolet 2500HD Tailgate. In
 stock: 2. Price: \$400.00
 p28: 1995 Chevrolet 2500HD Taillight Set.
 In stock: 2. Price: \$120.70
 p29: 1995 Chevrolet 2500HD Fuel Injection
 System. In stock: 2. Price: \$1000.50
 p30: 1995 Chevrolet 2500HD Door Handle. In
 stock: 20. Price: \$49.98
 p31: 1995 Chevrolet 2500HD Clutch Pedal.
 In stock: 1. Price: \$70.00
 p32: 1995 Chevrolet 2500HD Brake Cable. In
 stock: 4. Price: \$50.00
 p33: 1995 Chevrolet 2500HD Longbox
 Tailgate. In stock: 8. Price: \$400.00
 p34: 1995 Chevrolet 2500HD Longbox Clutch
 Pedal. In stock: 1. Price: \$70.00
 p35: 1995 Chevrolet 2500HD Longbox Brake
 Cable. In stock: 4. Price: \$50.00
 p36: Team Ford Jacket. In stock: 0. Price:
 \$200.00
 p37: 2012 Ford Mustang Spark Plugs. In
 stock: 400. Price: \$34.64
 p38: 2012 Ford Mustang Brake Cable. In
 stock: 51. Price: \$19.72
 p39: 2012 Ford Mustang Ignition Cables. In
 stock: 34. Price: \$100.40
 p40: 2012 Ford Mustang Distributor. In
 stock: 23. Price: \$209.09
 p41: 2013 Ford Mustang Headers. In stock:

6. Price: \$470.10

p42: 2013 Ford Mustang Spark Plugs. In
stock: 212. Price: \$34.64

p43: 2013 Ford Mustang Brake Cable. In
stock: 64. Price: \$19.72

p44: 2013 Ford Mustang Ignition Cables. In
stock: 10. Price: \$100.40

p45: 2013 Ford Mustang Distributor. In
stock: 32. Price: \$209.09

p46: 2013 Ford Mustang Headers. In stock:
11. Price: \$470.10

p47: Team Lamborghini Jacket. In stock:
13. Price: \$200.00

p48: 2012 Aventador Brake Cable. In stock:
1. Price: \$3000.00

p49: 2012 Aventador Gas Cap. In stock: 1.
Price: \$1000.00

p50: 2012 Aventador Clutch. In stock: 1.
Price: \$20000.00

p51: 2012 Aventador Radiator. In stock: 1.
Price: \$21000.00

p52: 2012 Aventador Steering Wheel. In
stock: 1. Price: \$4000.00

p53: 2012 Aventador Door. In stock: 1.
Price: \$1000.00

p54: 2012 Aventador Limited Edition
Driving Gloves. In stock: 10. Price: \$100
.00

p55: 2009 Murcielago Transmission Shifter.
In stock: 1. Price: \$500.00

p56: 2009 Murcielago Track Tested Tires.
In stock: 2. Price: \$10000.00

p57: 2009 Murcielago Professional Helmet.
In stock: 4. Price: \$950.00

p58: Team Ferrari Jacket. In stock: 15.
Price: \$200.00

p59: Collector's Team Ferrari Jacket. In
stock: 2. Price: \$2000.00

p60: 2003 Enzo Driving Lessons. In stock:
10000000. Price: \$9000.00

p61: 2003 Enzo Sunglasses. In stock: 100.
Price: \$50.00

p62: 2003 Enzo Formulated Oil – 1 Quart.
In stock: 20. Price: \$5000.00

p63: 2003 Enzo Brake Pad Set. In stock: 1.
Price: \$30000.00

p64: 2012 458 Italia Seat Covers. In stock
: 1. Price: \$300.00

p65: 2012 458 Italia Clutch. In stock: 1.
Price: \$24000.00

p66: 2012 458 Italia RaceDay Radiator
Fluid. In stock: 3. Price: \$2300.00

p67: Extroil 10W30 – 1 Quart. In stock:
130. Price: \$11.99

p68: RoadRunners 10W30 – 1 Quart. In stock
: 40. Price: \$12.03

p69: MotoTown Windshield Fluid – 3 Litres.
In stock: 87. Price: \$20.51

Which item(s) would you like to add to the order?

Me: I HAVE to get Enzo driving lessons!!! I'll
probably need lots. I'll take 20 p60

Agent: Your current order includes:

Price: \$199.99. Product: Team Honda Jacket.
Quantity: 1

Price: \$2000.00. Product: Collector's Team
Ferrari Jacket. Quantity: 1

Price: \$400.00. Product: 1995 Chevrolet 2500
HD Longbox Tailgate. Quantity: 1

Price: \$400.00. Product: 1995 Chevrolet 2500
HD Tailgate. Quantity: 2

Price: \$450.00. Product: 1985 Toyota MR2
Front Brake Cable. Quantity: 1

Price: \$9000.00. Product: 2003 Enzo Driving
Lessons. Quantity: 20

I have no current tasks to complete, how can I help
you?

Me: Do you think my wife would let me buy one more
thing?

Agent: Is this product vehicle specific?

Me: Nevermind, she said no. Forget it.

Agent: I have no current tasks to complete, how can I help you?

Me: Can you please summarize my order?

Agent: Your current order includes:

Price: \$199.99. Product: Team Honda Jacket.

Quantity: 1

Price: \$2000.00. Product: Collector's Team

Ferrari Jacket. Quantity: 1

Price: \$400.00. Product: 1995 Chevrolet 2500

HD Longbox Tailgate. Quantity: 1

Price: \$400.00. Product: 1995 Chevrolet 2500

HD Tailgate. Quantity: 2

Price: \$450.00. Product: 1985 Toyota MR2

Front Brake Cable. Quantity: 1

Price: \$9000.00. Product: 2003 Enzo Driving

Lessons. Quantity: 20

I have no current tasks to complete, how can I help you?

Me: I am not sure how to order all this stuff. Can you help me?

Agent: You can make me do the following actions by including one of these words in your message:

Identify products

buy

looking

interested

price

stock

purchase

acheter

End immediate task

forget

nevermind

Show results

show

list

Display order info

summarize

Enter order information
place
Display Help Information
help
Report Session ID
suspend
Resume previous session
resume

Me: Awesome. I'll place my order then.

Agent: Will you pick up the item in store?

Me: No, I'll need it to be shipped.

Agent: Which country are you currently located in?

Me: Canada

Agent: Which province, territory, or state are you
located in?

Me: BC

Agent: Which city, town, or village are you located in
?

Me: Kelowna

Agent: What is your postal code?

Me: N1N1N1

Agent: What is your address?

Me: 123 Sesame Street

Agent: What is your credit card number?

Me: 0

Agent: Your answer didn't make sense. Lets try this
again.

What is your credit card number?

Me: 0000000000000000

Agent: In what year will your credit card expire?

Me: 2013

Agent: In which month will your credit card expire?

Me: april

Agent: What is the card security code for this credit
card?

Me: 123

Agent: What email address should I contact you by?

Me: thisisfake

Agent: Your answer didn't make sense. Lets try this

again.

What email address should I contact you by?

Me: thisisfake@thisisfake.com

Agent: Are you sure you want to place this order?

Me: Yes

Agent: Your order was placed successfully.

I have no current tasks to complete, how can I help you?

Working Conversation 2: Session Suspension and Resumption

Agent: Hello! I will be your assistant for today.
How can I help you?

Me: Hi there, I'd like to buy something for my
Aventador

Agent: Is this product vehicle specific?

Me: Yes

Agent: What do you call what you are looking for?

Me: Uh oh, my friend just arrived, can I suspend this
session?

Agent: Your session identification number is e544f98a-
-083a-471d-ac14-c09b7bc2d08f.

<< Refresh page >>

Agent: Hello! I will be your assistant for today.
How can I help you?

Me: Hi, I'd like to resume my session. My ID is
e544f98a-083a-471d-ac14-c09b7bc2d08f

Agent: Successfully loaded session session.

What do you call what you are looking for?

Me: I'm not sure, can you list the items available?

Agent: These are the products I have identified:

p0: 2012 Aventador Brake Cable. In stock:
1. Price: \$3000.00
p1: 2012 Aventador Gas Cap. In stock: 1.
Price: \$1000.00
p2: 2012 Aventador Clutch. In stock: 1.
Price: \$20000.00
p3: 2012 Aventador Radiator. In stock: 1.
Price: \$21000.00
p4: 2012 Aventador Steering Wheel. In
stock: 1. Price: \$4000.00
p5: 2012 Aventador Door. In stock: 1.
Price: \$1000.00
p6: 2012 Aventador Limited Edition
Driving Gloves. In stock: 10. Price: \$100
.00

Which item(s) would you like to add to the order?

Me: yikes , I can't afford this stuff. But I will take
5 p6, thanks

Agent: Your current order includes:

Price: \$100.00. Product: 2012 Aventador
Limited Edition Driving Gloves. Quantity:
5

I have no current tasks to complete , how can I help
you?

Me: I'd like to place my order

Agent: Would you like to pick up the item in store?

Me: Yes I would

Agent: What is your postal code?

Me: N1N1N1

Agent: What is your address?

Me: 123 Sesame Street

Agent: What is your credit card number?

Me: 1234567890123

Agent: In what year will your credit card expire?

Me: 2013

Agent: In which month will your credit card expire?

Me: jan

Agent: What is the card security code for this credit
card?

Me: 444

Agent: What email address should I contact you by?

Me: yup@yup.com

Agent: Are you sure you want to place this order?

Me: no, actually I am not

Agent: Your order information has been deleted.

I have no current tasks to complete, how can I help
you?

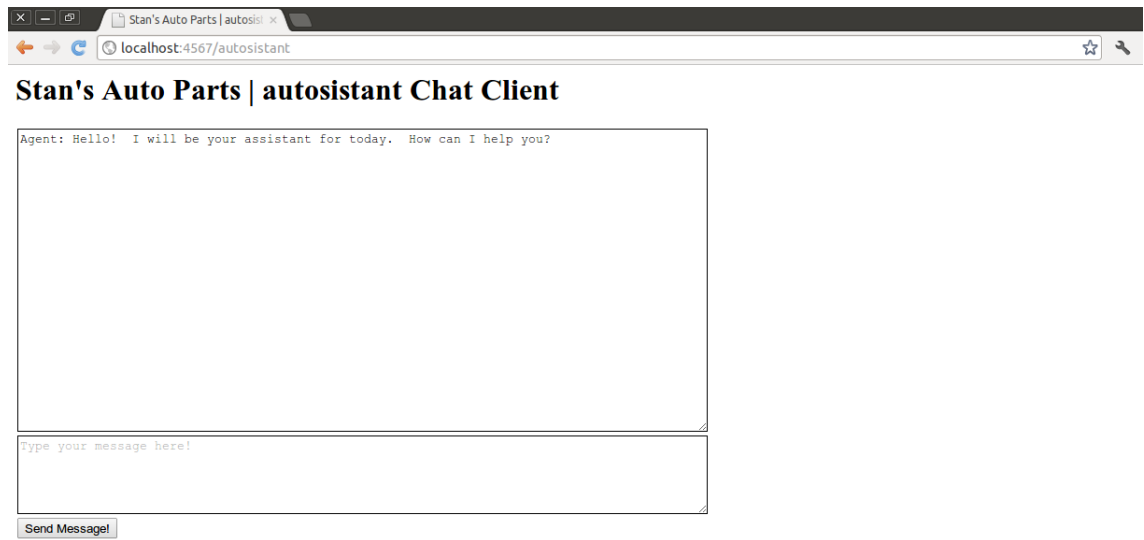
Me: Can you summarize my order?

Agent: Your current order includes:

Price: \$100.00. Product: 2012 Aventador
Limited Edition Driving Gloves. Quantity:
5

I have no current tasks to complete, how can I help
you?

Screenshots



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192.155.80.28:4567/autosistant/admin

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Phrases

Identifier Categories

Product Search

System Options

Phrase Configuration

› Identify products

› End immediate task

▼ Show results

Add Phrase

- showx
- listx

› Display order info

› Enter order information

› Display Help Information

› Report Session ID

› Resume previous session

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192.155.80.28:4567/autosistant/admin

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Phrases

Identifier Categories

Product Search

System Options

Identifier Category Configuration

Category Name

Priority

Add Category

- vehiclespecific (0)x

Add Question

 - Is this product vehicle specific?x
 - Is this product specific to the vehicle?x
- option (1)x

Add Question

 - Are their any special options for this vehicle?x
 - Does this vehicle have any unique options?x
- called (1)x

Add Question

 - What do you call what you are looking for?x
 - What is the product called?x
- year (1)x

Add Question

 - What production year was this vehicle made in?x
 - The vehicle was made in which model year?x
- make (1)x

Add Question

 - Which company makes this product or the vechicle this product is for?x
 - Who makes the product you are looking for of the product the vehicle the product is for?x
- model (1)x

Add Question

 - What is the model name of this vehicle?x
 - What is your vehicle model?x

Commit Changes



Stan's Auto Parts | autosistant Configuration Page

| | |
|-----------------------|---|
| Phrases | Product Search Configuration <input type="text"/> <input type="button" value="Search"/> |
| Identifier Categories | |
| Product Search | |
| System Options | |

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192.155.80.28:4567/autosistant/admin

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Phrases

Identifier Categories

Product Search

System Options

Product Search Configuration

Search

- [20R Engine Block](#)
- [20R Engine Camshaft](#)
- [Chevrolet 350 Camshaft](#)
- [Stock Wheels for 1980 Toyota Hilux](#)
- [Brake Cable](#)
- [1980 Toyota Hilux Windshield Wipers: Winter Edition](#)
- [1980 Toyota Hilux Windshield Wipers: Summer Edition](#)
- [1980 Toyota Hilux Rear Heavy Duty Drum Brakes](#)
- [1980 Toyota Hilux Front Disc Brakes](#)
- [1980 Toyota Hilux Rear Drum Brakes](#)
- [1980 Toyota Hilux Heavy Duty Winch](#)
- [1985 Toyota MR2 Front Fender Set](#)
- [1985 Toyota MR2 Front Brake Cable](#)

192.155.80.28:4567/autosistant/admin#

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Phrases

Identifier Categories

Product Search

System Options

Product Search Configuration

option

- 20r_x

called

- wheels_x

year

- 1980_x

make

- toyota_x

model

- hilux_x
- pickup_x

[Go Back](#)



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| | |
|-----------------------|---|
| Phrases | System Option Configuration companyname <input type="text" value="Stan's Auto Parts"/> welcomemessage <input type="text" value="Hello! I will be your assistant for today. How can I help you?"/> email_noreply <input type="text" value="example@fake.com"/> <input type="button" value="Commit Changes"/> |
| Identifier Categories | |
| Product Search | |
| System Options | |

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192.155.80.28:4567/autosistant/admin

Stan's Auto Parts | autosistant Administrator Login

Username Password