






TQMP Automated Workflow Chatbot:

Workflow Chat for TQMP Inquiries





1. Greeting & Introduction

- Bot: *"Welcome! To proceed with an inquiry, we require a business permit or valid ID. Let's get started! What do you need?"*
- Options:
 - I want to Register as a User
 - I want to get a quotation for the list of items that I want.
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2. Document Submission




-  Bot: *"Please upload a valid business permit or government-issued ID."*
-  **File Upload Required**
-  Options:
 -  *Upload File*
 -  *Go Back*

3. Verification






-  Bot: *"Thank you! We are verifying your document."*
-  (System checks the file format & validity / It was check by the Sales Rep)
-  If valid → Proceed to Step 4
-  If invalid → *"Please upload a clear and valid document."* (Back to Step 2)

4. Inquiry Type





-  Bot: *"What is your inquiry about?"*
-  Options:
 -  *Order Status*

-  *Product Information*
-  *Pricing & Discounts*
-  *Other*

5. Inquiry Details

-  Bot: *"Please provide more details about your inquiry."*
-  **Short text input or predefined options**
-  Options:
 -  *Submit Inquiry*
 -  *Change Inquiry Type*

6. Confirmation & Follow-up

-  Bot: *"Thank you! Your inquiry has been submitted. Our team will get back to you soon."*
-  Options:
 -  *Submit Another Inquiry*
 -  *Exit*