Dialogue 1 :

Cus : Hi , I would like to buy some perfumes.

Bot : What would you like to buy ? If you know what to buy, feel free to send me the name or the picture of it. I will check in stock for you.

Cus: I’m not so familiar with fragrances. Can you give me some suggestion ?

Bot : sure. I will ask you some questions and then based on that. I will give you the best suggestion. Is it alright ?

Cus: yes.

Bot : Who do you buy for ? For you or for somebody as a gift ?

Cus : I buy it for me.

Bot : Great. Are you looking for male or female fragrance ?

Cus : I’m looking for female fragrance.

Bot : Alright, How do you like it to smell like ? Sweet or Fresh perfumes ?

Cus : I don’t like sweet perfumes. I like fresh ones. I buy for this upcoming summer.

Bot : alright. Here are what I think that you might like.

* Pictures showing

Cus : I choose the first one. How much is it ?

Bot : It is 2 million VND. And we still have in stock.

Cus : Excellent. I want to buy it.

Bot : Alright. Here are some information you need to fill in to complete your buying.

* Name :
* Address :
* Tele :
* Payment method : COD Credit card.

Cus: I have finished filling it. And how long will I receive the product ?

Bot: just in 3 to 4 days in process.

Cus : That’s good.

Bot : What else can I help you?

Cus : No. Thank you.

Bot : Thank you. Good bye. See you later.

#2

Cus : I want to buy a perfume. But I don’t know much about it. Can you suggest me some ?

Bot : Sure. Here are list of fragrances for men and women. They are our top best-seller.

* List Showing

Cus : The second one and the third one look good. Can you tell me how it smells like ?

Bot : Sure. The second one is … . It smells fruity and a little bit woody as well.

The third one is … It is a floral kind of a fragrance. And you can use both all seasons around.

Cus : I prefer the floral one. How much does that cost ?

Bot : It costs 1.950.000 VND.

Cus : it’s a little bit high. Can you down the price a little bit ?

Bot : Sorry, we can’t. But we can give you a decant of a fragrance.

Cus: Okay, I’ll take that. How can I buy?

Bot : Here are lists of information that you need to fill in

* Name :
* Address :
* Tele :
* Payment method : COD Credit card.

Cus : Okay. How long will I receive that product ?

Bot : Just in 3-4 days in process.

Cus: that takes time. Can it be faster ?

Bot : Yes, But the shipping fee is a little bit higher. It’s about 50.000 VND

Cus : It’s okay. I can accept price.

Bot : alright. Your information has been sent to the sale department.

Cus : good. Thank you.

Bot : What else can I help you ?

Cus : No thanks.

Bot : Okay. Thank you. Have a nice day !