

SHIVANGEE DURGADAS KULKARNI

A20429199

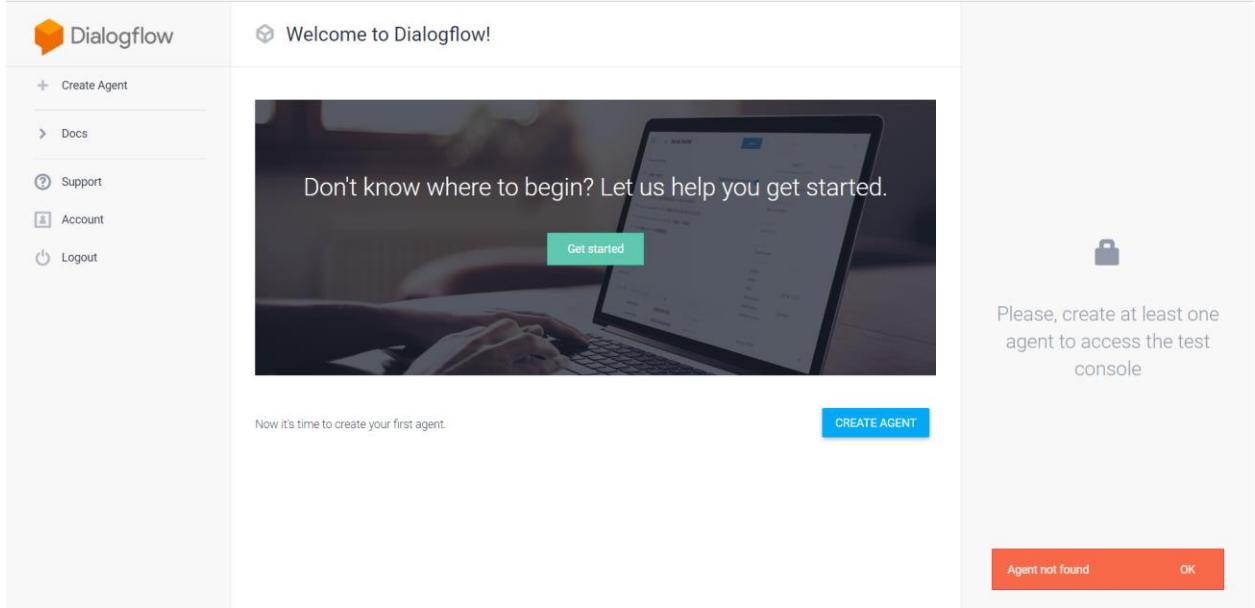
Twitter Username- <https://twitter.com/SHIVANGEEDURGA1>

Twitter Bot Username - <https://twitter.com/Shivangee03>

Dialog Flow Bot Name - HotelAgent

1. Navigate to the dialog flow page

<https://dialogflow.cloud.google.com/#/getStarted>



2. Create an agent named “HotelAgent”

 Dialogflow

HotelAgent

CREATE

Create Agent

Docs

Support

Account

Logout

DEFAULT LANGUAGE ?

English – en

Primary language for your agent. Other languages can be added later.

DEFAULT TIME ZONE

(GMT-6:00) America/Chicago

Date and time requests are resolved using this timezone.

GOOGLE PROJECT

Create a new Google project

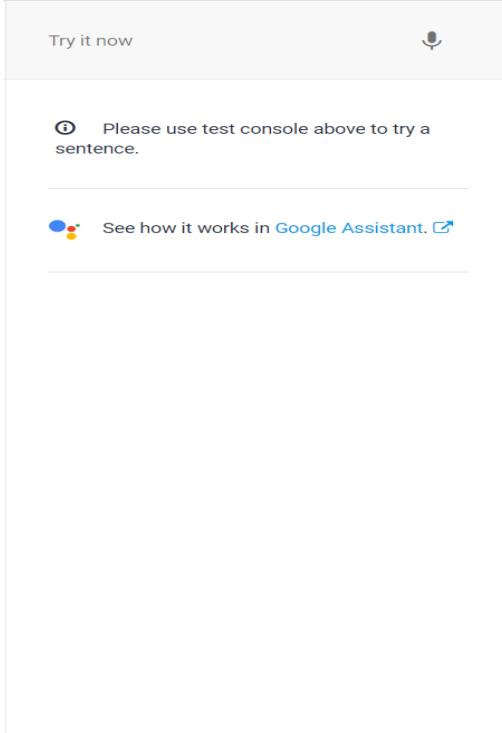
Enables Cloud functions, Actions on Google and permissions management.

AGENT TYPE

Set as Mega Agent

Combine multiple Dialogflow agents (i.e. sub agents) into a single agent (i.e. [mega agent](#)).

3. Testing panel view



4. Default Intents Testing(Welcome and Fallback Intent)

Try it now 

 See how it works in Google Assistant. [View](#)

Agent

USER SAYS [COPY CURL](#)
hello

 DEFAULT RESPONSE ▾
Hello! How can I help you?

INTENT
[Default Welcome Intent](#)

ACTION
input.welcome

DIAGNOSTIC INFO

Try it now 

 See how it works in Google Assistant. [View](#)

Agent

USER SAYS [COPY CURL](#)
dcbvhgj

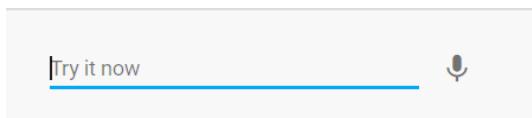
 DEFAULT RESPONSE ▾
One more time please?

CONTEXTS [RESET CONTEXTS](#)
`__system_counters__`

INTENT
[Default Fallback Intent](#)

ACTION
input.unknown

DIAGNOSTIC INFO



See how it works in [Google Assistant](#).

Agent

USER SAYS

COPY CURL

hi

DEFAULT RESPONSE

Hello! Welcome to the Hawks Foods and Services. How can I help you?

INTENT

Default Welcome Intent

ACTION

input.welcome

DIAGNOSTIC INFO

5. Training Phrases for the default intents

The screenshot shows the Dialogflow interface with the 'Intents' tab selected. On the left sidebar, 'Validation' is checked. The main area displays the 'Default Welcome Intent' with its training phrases listed:

- good day
- how do you do
- how are you
- just going to say hi
- heya
- hello hi
- howdy
- hey there
- hi there
- greetings

At the bottom right of the list, there are navigation arrows and page numbers (1, OF, 2).

The screenshot shows the Dialogflow interface for a project named "HotelAgent". On the left sidebar, under the "Intents" section, there is a "Fallback" intent. The main panel displays the "Default Fallback Intent" configuration. It includes a toggle switch for "Default Fallback Intent", a note about fallback intents being triggered if no other intent matches, and sections for "Contexts", "Events", and "Training phrases". A search bar for training phrases is also present. The "Action" section shows the action "input.unknown".

6. Responses for the default intents

The screenshot shows the Dialogflow interface for a project named "HotelAgent". On the left sidebar, under the "Intents" section, there is a "Welcome" intent. The main panel displays the "Default Welcome Intent" configuration. It includes a note about the intent being triggered by a user saying "Hello", and sections for "Parameters" and "Responses". The "Responses" section shows a "Text Response" with five variants and an "ADD RESPONSES" button. There is also a checkbox to set this intent as the end of conversation.

The screenshot shows the Dialogflow interface for creating a fallback intent. On the left, a sidebar lists various project components: HotelAgent (selected), en (language), Intents (selected), Entities, Knowledge [beta], Fulfillment, Integrations, Training, Validation (checked), History, Analytics, Prebuilt Agents, Small Talk, and Docs. The main area is titled "Default Fallback Intent". It has a "Text Response" section containing 14 numbered responses. Below the responses is a "ADD RESPONSES" button.

| Text Response |
|--|
| 1 I didn't get that. Can you say it again? |
| 2 I missed what you said. What was that? |
| 3 Sorry, could you say that again? |
| 4 Sorry, can you say that again? |
| 5 Can you say that again? |
| 6 Sorry, I didn't get that. Can you rephrase? |
| 7 Sorry, what was that? |
| 8 One more time please? |
| 9 What was that? |
| 10 Say that one more time? |
| 11 I didn't get that. Can you repeat? |
| 12 I missed that, can you please say that again? |
| 13 Missed it! Pardon please? |
| 14 Enter a text response variant |

7. Creating an intent named “DaySpecials”

The screenshot shows the Dialogflow interface for creating a new intent named "DaySpecials". The sidebar on the left is identical to the previous screenshot. The main area shows the intent "DaySpecials" with a "SAVE" button. Below the intent name are sections for "Contexts", "Events", and "Training phrases". A search bar labeled "Search training phrases" is also present. A list of training phrases is shown, including "Special for desserts?", "What is special in desserts?", "Desserts special", "starters", "starter's", "Starter's special", "Today's special", "What is the menu?", and "What options are available for food?".

8. Training phrases for “DaySpecials” Intent

The screenshot shows the Dialogflow interface for creating a new intent named "DaySpecials". The left sidebar lists various sections like Entities, Knowledge, Fulfillment, Integrations, Training, Validation, History, Analytics, Prebuilt Agents, Small Talk, and Docs. The main area displays the "Training phrases" section with a search bar and a list of user expressions:

- Add user expression
- Special for desserts?
- What is special in desserts?
- Desserts special
- starters
- starter's
- Starter's special
- Today's special
- What is the menu?
- What options are available for food?

A blue "SAVE" button is located in the top right corner.

9. Responses for “DaySpecials” Intent

The screenshot shows the Dialogflow interface for configuring the "DaySpecials" intent. The left sidebar is identical to the previous screenshot. The main area shows the "Responses" section under the "DEFAULT" tab:

- Text Response**:
 - Paneer Tikka Masala, Garlic Naan, Gulab Jamun are available for today's special menu! Gobi Manchurian dry, paneer 65 are starter's special! Desserts special are Basundi, Jalebi and Mango Pulp!
 - Enter a text response variant
 - Enter a text response variant
- ADD RESPONSES**: A button to add more response variants.
- Fulfillment**: A section with a toggle switch labeled "Set this intent as end of conversation".

A blue "SAVE" button is located in the top right corner.

10. Testing for “DaySpecials” Intent

The screenshot shows two separate test runs within the Dialogflow interface. Both tests are for the "DaySpecials" intent.

Test 1 (Left):

- User says: "specials"
- Default response: "Paneer Tikka Masala, Garlic Naan, Gulab Jamun are available for today's special menu! Gobi Manchurian dry, paneer 65 are starter's special! Desserts special are Basundi, Jalebi and Mango Pulp!"
- Intent: DaySpecials
- Action: Not available
- Parameter: date-time (Value: [])

Test 2 (Right):

- User says: "starters"
- Default response: "Paneer Tikka Masala, Garlic Naan, Gulab Jamun are available for today's special menu! Gobi Manchurian dry, paneer 65 are starter's special! Desserts special are Basundi, Jalebi and Mango Pulp!"
- Contexts: __system_counters__
- Intent: DaySpecials
- Action: Not available

11. Creating the “TableBooking” Intent

The screenshot shows the creation of a new intent named "TableBooking".

Left Sidebar (Intents Tab):

- HotelAgent
- en
- Intents (selected)
- + (Create New Intent)
- Entities
- Knowledge [beta]
- Fulfillment
- Integrations
- Training
- Validation (checked)
- History
- Analytics
- Prebuilt Agents
- Small Talk
- Docs

Right Panel (TableBooking Intent):

- General:** TableBooking
- Contexts:** (dropdown menu)
- Events:** (dropdown menu)
- Training phrases:** Add user expression (Search bar: Search training phrases)
- Action and parameters:**
 - Enter action name
 - REQUIRED (checkbox) PARAMETER NAME (dropdown) ENTITY (dropdown) VALUE IS LIST (checkbox)

| | | | | |
|--------------------------|------------|--------------|-------------|--------------------------|
| <input type="checkbox"/> | Enter name | Enter entity | Enter value | <input type="checkbox"/> |
|--------------------------|------------|--------------|-------------|--------------------------|
 - + New parameter
- Responses:** (dropdown menu)

12. Training phrases of the “TableBooking” intent

The screenshot shows the Dialogflow interface for creating an intent named "TableBooking". The left sidebar has a "Intents" tab selected. The main area shows the intent details and a list of training phrases:

- Training phrases:**
 - Add user expression
 - Book a table
 - I would like to book a table
 - Need to book a table at 1pm
 - Book a table for Friday at 9pm

13. Action and Parameters

The screenshot shows the Dialogflow interface for the "TableBooking" intent, focusing on action and parameters. The left sidebar has a "Intents" tab selected. The main area shows the intent details and a table for parameters:

| REQUIRED | PARAMETER NAME | ENTITY | VALUE | IS LIST | PROMPTS |
|-------------------------------------|----------------|--------------|-------------|--------------------------|---------------------------|
| <input checked="" type="checkbox"/> | date | @sys.date | \$date | <input type="checkbox"/> | When do you wa... n... |
| <input checked="" type="checkbox"/> | time | @sys.time | \$time | <input type="checkbox"/> | At what time d... o... |
| <input type="checkbox"/> | Enter name | Enter entity | Enter value | <input type="checkbox"/> | - |

Responses: DEFAULT +

14. Responses of the “TableBooking” Intent

The screenshot shows the Dialogflow interface for creating an intent named "TableBooking".

Intent Configuration:

- Language:** HotelAgent, en
- Parameters:** date, time, Enter name, Enter entity, Enter value.
- Responses:** A "Text Response" section contains:
 - You are all set for dine-in with us on \$date at \$time. See you then!
 - Enter a text response variant
- Fulfillment:** An option to "Set this intent as end of conversation" is present.

15. Testing of the “Table Booking” Intent

The screenshot shows two test interactions for the "TableBooking" intent.

Test 1 (Left):

- User says: Book a table
- Default Response: When do you want to book a table?(i.e.Date)
- Contexts: e71a770b-ab6e-4bba-b840-c75d222b5a, 5e_id_dialog_context, tablebooking_dialog_context, tablebooking_dialog_params_date, __system_counters__
- Intent: TableBooking
- Action: None

Test 2 (Right):

- User says: May 10
- Default Response: At what time do you want to book a table?
- Contexts: e71a770b-ab6e-4bba-b840-c75d222b5a, 5e_id_dialog_context, tablebooking_dialog_context, tablebooking_dialog_params_time, __system_counters__
- Intent: TableBooking
- Action: None

The screenshot shows the Dialogflow Agent interface. At the top, there's a "try it now" button and a microphone icon. Below that, a link to "See how it works in Google Assistant" with a copy icon. The main area is titled "Agent". It shows a conversation log where a user says "8pm" and the agent responds with a default response message: "You are all set for dine-in with us on 2020-05-10T12:00:00-05:00 at 2020-05-01T20:00:00-05:00. See you then!". Below this, the intent is identified as "TableBooking" and the action as "Not available". A table shows parameters and their values: time (2020-05-01T20:00:00-05:00) and date (2020-05-10T12:00:00-05:00).

16. Creating the “Home Delivery” intent and Training Phrases

The screenshot shows the Dialogflow Intents page. On the left, a sidebar lists various sections: HotelAgent (selected), Entities, Knowledge [beta], Fulfillment, Integrations, Training, Validation (checked), History, Analytics, Prebuilt Agents, Small Talk, and Docs. The main area shows a single intent named "HomeDelivery" with a blue dot next to it. To the right of the intent name is a "SAVE" button and a three-dot menu. Below the intent name, there are sections for Contexts, Events, and Training phrases. The "Training phrases" section contains a search bar and a list of user expressions: "Add user expression", "Home delivery available?", "Please deliver", "When do you deliver?", "Closing time?", "Will you deliver?", "Can you deliver?", "Home delivery time?", "Timings?", and "Opening time?".

17. Responses of the “HomeDelivery” Intent

The screenshot shows the Dialogflow interface for creating an intent named "HomeDelivery". On the left sidebar, under the "Intents" section, "HomeDelivery" is selected. The main panel displays the intent configuration with a table for parameters and a "Responses" section.

Parameters:

| REQUIRED | PARAMETER NAME | ENTITY | VALUE | IS LIST |
|--------------------------|----------------|--------------|-------------|--------------------------|
| <input type="checkbox"/> | Enter name | Enter entity | Enter value | <input type="checkbox"/> |

Responses:

DEFAULT

Text Response

- Hawk Foods is open for all the days of the week from 10:00am to 24:00am . We offer home delivery until 22:00pm.
- Enter a text response variant

Fulfillment

18. Testing of the “HomeDelivery” Intent

The image contains two side-by-side screenshots of the Dialogflow test interface, showing interactions with the "HomeDelivery" intent.

Left Screenshot (User Input: Time?)

- User Says: Time?
- Agent Response: Hawk Foods is open for all the days of the week from 10:00am to 24:00am . We offer home delivery until 22:00pm.
- Intent: HomeDelivery
- Action: Not available

Right Screenshot (User Input: Delivery?)

- User Says: Delivery?
- Agent Response: Hawk Foods is open for all the days of the week from 10:00am to 24:00am . We offer home delivery until 22:00pm.
- Intent: HomeDelivery
- Action: Not available

19. Create new Intent “FoodMenu” and training phrases

The screenshot shows the Dialogflow interface with the 'Intents' tab selected. A new intent named 'FoodMenu' is being created. The 'Training phrases' section contains the following list:

- Add user expression
- Food Choices
- Dinner Options?
- Lunch Options?
- Food Alternatives?
- Dining options?
- Cuisine Options?
- Menu Options?
- Food Menu?

20. Responses for the “FoodMenu” Intent

The screenshot shows the configuration of responses for the 'FoodMenu' intent. The 'Responses' section includes a 'Text Response' block with the following content:

- Hawk Foods has cuisines from different regions like Indian, Punjabi, Italian, South Indian, North Indian, Fast Food, Mexican, Chinese, Bengali, etc. For more information visit the website www.hawkfoods.com/menu and place the order for the required cuisine. Thank you for choosing Hawk Foods!
- Enter a text response variant

21. Testing for the “FoodMenu” Intent

The image shows two side-by-side screenshots of the Dialogflow test interface. Both screenshots have a header with a microphone icon and a 'Try it now' button.

Left Screenshot:

- User Says:** food menu
- Default Response:** Hawk Foods has cuisines from different regions like Indian, Punjabi, Italian, South Indian, North Indian, Fast Food, Mexican, Chinese, Bengali, etc. For more information visit the website www.hawkfoods.com/menu and place the order for the required cuisine. Thank you for choosing Hawk Foods!
- Intent:** FoodMenu
- Action:** Not available

Right Screenshot:

- User Says:** dining
- Default Response:** Hawk Foods has cuisines from different regions like Indian, Punjabi, Italian, South Indian, North Indian, Fast Food, Mexican, Chinese, Bengali, etc. For more information visit the website www.hawkfoods.com/menu and place the order for the required cuisine. Thank you for choosing Hawk Foods!
- Intent:** FoodMenu
- Action:** Not available

22. Create a new Intent “PartyOrders”

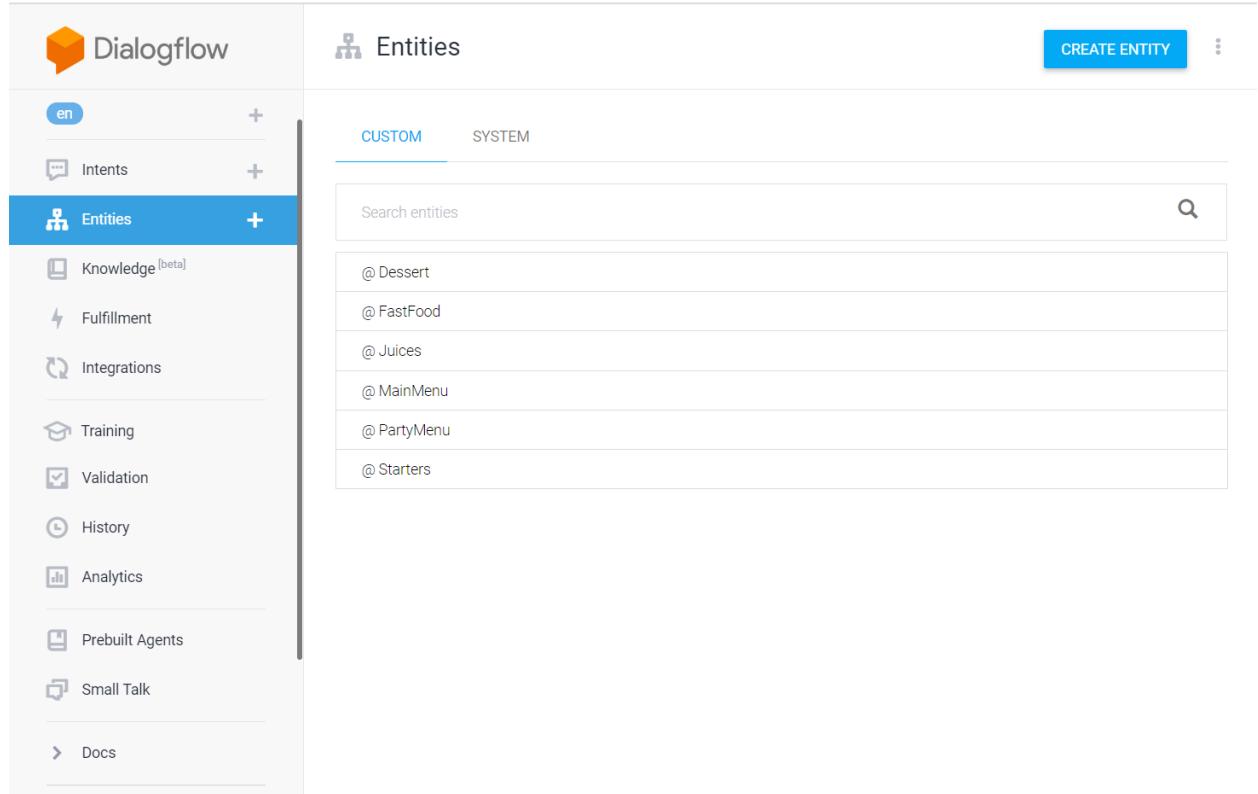
The image shows the Dialogflow console interface. On the left, there's a sidebar with various sections like HotelAgent, Entities, Knowledge [beta], Fulfillment, Integrations, Training, Validation, History, Analytics, Prebuilt Agents, Small Talk, and Docs. The 'Intents' section is currently selected.

The main area shows the 'PartyOrders' intent configuration. It includes:

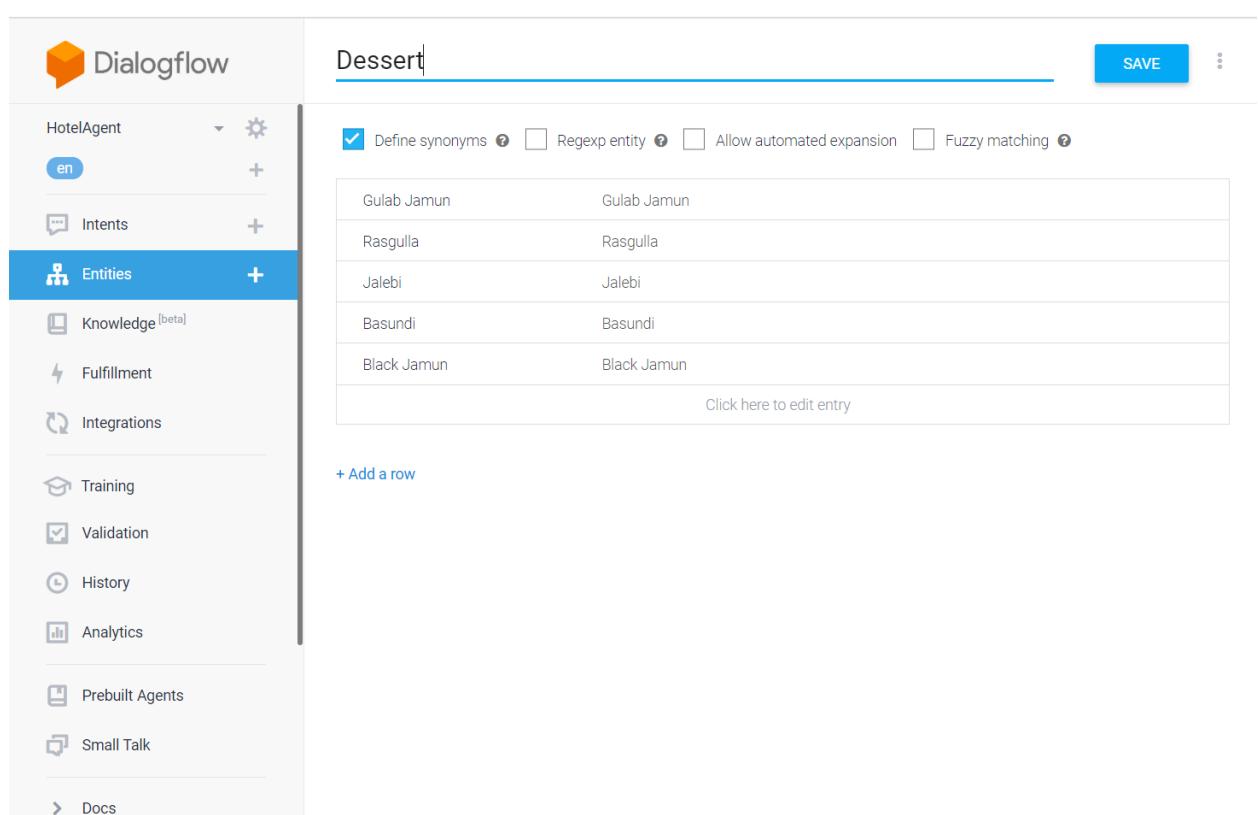
- Contexts:** A dropdown menu.
- Events:** A dropdown menu.
- Training phrases:** A search bar and two examples:
 - Add user expression
 - Do you accept party orders?
- Action and parameters:** A section with a table for defining actions and parameters. The table has columns for REQUIRED, PARAMETER NAME, ENTITY, VALUE, and IS LIST.

At the top right, there are 'SAVE' and '...' buttons.

23. Adding Entities to the agent



The screenshot shows the Dialogflow Entities page. On the left, a sidebar lists various sections: en (selected), Intents, Entities (selected), Knowledge [beta], Fulfillment, Integrations, Training, Validation, History, Analytics, Prebuilt Agents, Small Talk, and Docs. The main area is titled "Entities" and shows a list of custom entities under the "CUSTOM" tab. The list includes: @Dessert, @FastFood, @Juices, @MainMenu, @PartyMenu, and @Starters. A search bar at the top right allows for searching entities.



The screenshot shows the Dialogflow Entity editor for the entity "Dessert". The sidebar on the left is identical to the previous screenshot. The main area has "Dessert" in the title bar and a "SAVE" button in the top right. Below the title, there are several checkboxes: "Define synonyms" (checked), "Regexp entity" (unchecked), "Allow automated expansion" (unchecked), and "Fuzzy matching" (unchecked). The main table lists pairs of synonyms:

| Gulab Jamun | Gulab Jamun |
|-------------|-------------|
| Rasgulla | Rasgulla |
| Jalebi | Jalebi |
| Basundi | Basundi |
| Black Jamun | Black Jamun |

A link "Click here to edit entry" is located below the table. At the bottom, there is a button "+ Add a row".

Dialogflow

HotelAgent en

Intents +

Entities +

- Knowledge [beta]
- Fulfillment
- Integrations

Training

Validation

History

Analytics

Prebuilt Agents

Small Talk

Docs

FastFood

SAVE ::

Define synonyms ? Regexp entity ? Allow automated expansion ? Fuzzy matching ?

| | |
|---------------------------|---------------------------|
| Veg Cheese Grill Sandwich | Veg Cheese Grill Sandwich |
| Pizza | Pizza |
| White Sauce Pasta | Pink Sauce Pasta |
| Burger | Burger |
| Veg Roll | Veg Roll |

Click here to edit entry

+ Add a row

Dialogflow

HotelAgent en

Intents +

Entities +

- Knowledge [beta]
- Fulfillment
- Integrations

Training

Validation

History

Analytics

Prebuilt Agents

Small Talk

Docs

Juices

SAVE ::

Define synonyms ? Regexp entity ? Allow automated expansion ? Fuzzy matching ?

| | |
|------------------|------------------|
| Mango Juice | Mango Juice |
| Orange Juice | Orange Juice |
| Apple Juice | Apple Juice |
| Watermelon Juice | Watermelon Juice |
| Cocktail | Cocktail |

Click here to edit entry

+ Add a row

MainMenu

Define synonyms [?](#) Regexp entity [?](#) Allow automated expansion Fuzzy matching [?](#)

| | |
|-------------------|----------------------|
| Paneer Masala | Indian Cheese Masala |
| Palak Paneer | Spinach Paneer |
| Veg Handi | Veg Handi |
| Malai Kofta Curry | Malai Kofta Curry |
| Garlic Naan | Tandoori Roti |
| Masala Rice | Pulav, Spices Rice |
| Veg Biryani | Veg Biryani |

[Click here to edit entry](#)

[+ Add a row](#)

[SAVE](#) [...](#)

Starters

Define synonyms [?](#) Regexp entity [?](#) Allow automated expansion Fuzzy matching [?](#)

| | |
|-------------------|--------------------|
| Gobi Manchurian | Cabbage Manchurian |
| Paneer 65 | Indian Cheese 65 |
| Kothimbir Vadi | Coriander Tikki |
| Veg Kebab | Veg Kebab |
| Paneer Manchurian | Paneer Manchurian |

[Click here to edit entry](#)

[+ Add a row](#)

[SAVE](#) [...](#)

MainMenu

Define synonyms [?](#) Regexp entity [?](#) Allow automated expansion Fuzzy matching [?](#)

| | |
|-------------------|----------------------|
| Paneer Masala | Indian Cheese Masala |
| Palak Paneer | Spinach Paneer |
| Veg Handi | Veg Handi |
| Malai Kofta Curry | Malai Kofta Curry |
| Garlic Naan | Tandoori Roti |
| Masala Rice | Pulav, Spices Rice |
| Veg Biryani | Veg Biryani |

[Click here to edit entry](#)

[+ Add a row](#)

[SAVE](#) [...](#)

Starters

Define synonyms [?](#) Regexp entity [?](#) Allow automated expansion Fuzzy matching [?](#)

| | |
|-------------------|--------------------|
| Gobi Manchurian | Cabbage Manchurian |
| Paneer 65 | Indian Cheese 65 |
| Kothimbir Vadi | Coriander Tikki |
| Veg Kebab | Veg Kebab |
| Paneer Manchurian | Paneer Manchurian |

[Click here to edit entry](#)

[+ Add a row](#)

[SAVE](#) [...](#)

The screenshot shows the Dialogflow Entities interface. On the left sidebar, under the 'Standard' tab, the 'Entities' section is selected. The main area displays a table titled 'PartyMenu' with two columns: 'Veg Biryani' and 'Veg Hyderabadi Biryani, Veg Dum Biryani'. Other entries include PavBhaji, Misal Pav, Basundi, and Gulab Jamun. At the bottom right of the table, there is a link 'Click here to edit entry'. A blue 'SAVE' button is located in the top right corner of the main area.

| | PartyMenu |
|-------------|---|
| Veg Biryani | Veg Hyderabadi Biryani, Veg Dum Biryani |
| PavBhaji | PavBhaji |
| Misal Pav | Misal Pav |
| Basundi | Sweet milk |
| Gulab Jamun | Gulab Jamun |

+ Add a row

SAVE

24. Creating a “PlacingOrders” Intent and Training Phrases

The screenshot shows the Dialogflow Intents interface. On the left sidebar, under the 'Standard' tab, the 'Intents' section is selected. The main area shows a single intent named 'PlacingOrders'. Below it, the 'Training phrases' section contains a list of user expressions: 'I want Dessert', 'I want Main Menu', 'I want Juices', 'I want Fast Food', 'I want Starters', 'Order for a party', 'Deliver Juices', 'Deliver Main Menu', 'Deliver Dessert', and 'Deliver Fast Food'. A search bar labeled 'Search training phrases' is at the top of the list. A blue 'SAVE' button is located in the top right corner of the main area.

• PlacingOrders

Training phrases

Add user expression

I want Dessert

I want Main Menu

I want Juices

I want Fast Food

I want Starters

Order for a party

Deliver Juices

Deliver Main Menu

Deliver Dessert

Deliver Fast Food

1 OF 2

SAVE

25. Actions and Parameters for “PlacingOrders” Intent

The screenshot shows the Dialogflow interface for creating an intent named "PlacingOrders". The left sidebar lists various sections like Entities, Knowledge, Fulfillment, etc. The main area shows the intent configuration with a table for parameters:

| REQUIRED | PROMPT | PARAMETER NAME | ENTITY | VALUE | IS LIST | PROMPTS |
|-------------------------------------|--------------------|----------------|--------------|-------------|--------------------------|--------------------|
| <input checked="" type="checkbox"/> | What starters w... | Starters | @Starters | \$Starters | <input type="checkbox"/> | What starters w... |
| <input checked="" type="checkbox"/> | What would you ... | MainMenu | @MainMenu | \$MainMenu | <input type="checkbox"/> | What would you ... |
| <input checked="" type="checkbox"/> | What would you ... | Juices | @Juices | \$Juices | <input type="checkbox"/> | What would you ... |
| <input checked="" type="checkbox"/> | What would you ... | Dessert | @Dessert | \$Dessert | <input type="checkbox"/> | What would you ... |
| <input checked="" type="checkbox"/> | What would you ... | FastFood | @FastFood | \$FastFood | <input type="checkbox"/> | What would you ... |
| <input type="checkbox"/> | - | Enter name | Enter entity | Enter value | <input type="checkbox"/> | - |

Below the table is a button "+ New parameter".

26. Response of the “PlacingOrders” Intent

The screenshot shows the Dialogflow interface for the "PlacingOrders" intent, now including responses and fulfillment.

Responses

DEFAULT

Text Response

- 1 Thanks for placing an order! Order is confirmed..It contains \$Starters, \$MainMenu, \$Juices, \$Dessert, \$FastFood will be delivered to your registered address. Enjoy!
- 2 Enter a text response variant

ADD RESPONSES

Fulfillment

27. Testing “PlacingOrders” Intent

The screenshot shows the Dialogflow Agent interface. At the top, there's a search bar with "Try it now" and a microphone icon. Below it, a button says "See how it works in Google Assistant". The main area is titled "Agent". It shows a "USER SAYS" section with the text "place order" and a "COPY CURL" button. Underneath, a "DEFAULT RESPONSE" section displays the message: "What starters would you like to order? Paneer 65, Gobi Manchurian, Kothimbir Vadi, Veg Kebab, Paneer Manchurian". Below this, a "CONTEXTS" section lists several contexts: "27f6ab88-d92b-43c5-8aad-ef638914023", "2_id_dialog_context", "placingorders_dialog_context", "placingorders_dialog_params_starters", and "system_counters__". At the bottom, an "INTENT" section shows "PlacingOrders". On the right side of the interface, there are "SAVE" and "..." buttons.

28. Creating Intent “ContactUs” and Training Phrases

The screenshot shows the Dialogflow Intents page. On the left, a sidebar menu includes "HotelAgent" (selected), "en", "Intents" (selected), "Entities", "Knowledge [beta]", "Fulfillment", "Integrations", "Training", "Validation", "History", "Analytics", "Prebuilt Agents", "Small Talk", and "Docs". The main area is titled "ContactUs". It has sections for "Contexts", "Events", and "Training phrases". The "Training phrases" section contains four user expressions: "In which region are you located?", "What is the address?", "Where you are located?", and "Location?". A "Search training phrases" input field is also present. Below this, there's a "Action and parameters" section with a "Enter action name" input field and a table for defining parameters: REQUIRED, PARAMETER NAME, ENTITY, VALUE, and IS LIST. On the right, there are "SAVE" and "..." buttons.

29. Response of the “ContactUs” Intent

The screenshot shows the Dialogflow interface for creating an intent named "ContactUs". On the left sidebar, under the "Intents" section, the "ContactUs" intent is selected. The main panel displays the intent configuration. It includes a table for parameters, where "Enter name" is listed as a required parameter with type "Text" and value "Enter value". Below this is a "Responses" section with a "Text Response" containing two variants: "Hawk Foods is located in Chicago which is the Windy City. The address is 10 W 35th St, Chicago, IL 60616." and "Enter a text response variant". There is also a "Fulfillment" section.

30. Testing the “ContactUs” Intent

The screenshot shows two side-by-side test runs for the "ContactUs" intent. Both tests begin with the user saying "address". In the first test, the agent responds with "Hawk Foods is located in Chicago which is the Windy City. The address is 10 W 35th St, Chicago, IL 60616.". In the second test, the user says "location" instead of "address", and the agent still responds with the same address information. This demonstrates that the intent does not correctly handle different user inputs.

31. Create an “PlacePartyOrders” Intent

The screenshot shows the Dialogflow interface for creating a new intent. The left sidebar has 'en' selected under 'Intents'. The main area shows a single intent named 'PlacePartyOrders'. The 'Training phrases' section contains several user expressions:

- Add user expression
- Want to place an event order
- Event Orders
- How can I place party orders?
- Can I place an order for party?
- Want to place an order for party
- Place party order

The 'Action and parameters' section is collapsed.

32. Action and parameters of the “PlacePartyOrders” Intent

The screenshot shows the configuration of the 'PlacePartyOrders' intent. The 'Action and parameters' section is expanded, showing a table for defining parameters:

| REQUIRED | PARAMETER NAME | ENTITY | VALUE | IS LIST | PROMPTS |
|-------------------------------------|----------------|--------------|-------------|--------------------------|--------------------|
| <input checked="" type="checkbox"/> | PartyMenu | @PartyMenu | \$PartyMenu | <input type="checkbox"/> | What would you ... |
| <input type="checkbox"/> | Enter name | Enter entity | Enter value | <input type="checkbox"/> | - |

A blue '+ New parameter' button is visible below the table. The 'Responses' section is collapsed.

33. Text Response for the intent “PlacePartyOrders” Intent

The screenshot shows the Dialogflow interface for creating an intent named "PlacePartyOrders". On the left sidebar, under the "Intents" section, the intent is selected. The main area displays two parameters: "PartyMenu" (selected) and "Enter name". Below the parameters, the "Responses" section is expanded, showing a "Text Response" block with two variants: "Thank you for placing an order! Your order is confirmed and includes \$PartyMenu." and "Enter a text response variant". There is also an option to "Set this intent as end of conversation". The "Fulfillment" section is partially visible at the bottom.

34. Testing “PlacePartyOrders” Intent

The screenshot shows two side-by-side test runs for the "PlacePartyOrders" intent. Both tests begin with the user saying "place party order".

Test 1 (Left): The user says "place party order". The agent responds with a default message: "What would you like to include in your party order? It includes Biryani, PavBhaji, Misal Pav, Basundi, GulabJamun.". The contexts shown are "08_id_dialog_context", "placepartyorders_dialog_context", "placepartyorders_dialog_params_partymenu", and "__system_counters__".

Test 2 (Right): The user says "PavBhaji". The agent responds with a default message: "Thank you for placing an order! Your order is confirmed and includes PavBhaji.". The intent shown is "PlacePartyOrders", the action is "Not available", and the parameter "PartyMenu" has the value "PavBhaji".

35. Integration of the Chatbot with Twitter

The screenshot shows the Dialogflow interface. On the left, there's a sidebar with 'HotelAgent' selected, followed by 'en', 'Intents', 'Entities', 'Knowledge [beta]', 'Fulfillment', and 'Integrations'. The 'Integrations' tab is highlighted. Below it are 'Training', 'Validation', and 'History'. The main area is titled 'Integrations' and shows a grid of text-based integrations. The grid has two rows and four columns. The first row contains 'Web Demo' (on), 'Dialogflow Messenger BETA' (off), 'Facebook Messenger' (off), and 'Slack' (off). The second row contains 'Viber' (off), 'Twitter' (on), 'Twilio IP' (off), and 'Twilio (Text messaging)' (off).

36. ChatBot account and other account

The screenshot shows a Twitter home page. The left sidebar includes links for Home, Explore, Notifications, Messages, Bookmarks, Lists, Profile, and More, with a 'Tweet' button at the bottom. The main area shows the 'Home' feed. A tweet from 'WGN TV News' (@WGNNews) is displayed, reporting on a security guard being shot and killed after telling a customer to put on a face mask. Below this is another tweet from 'Taylor Kirley' (@taymikk) about MIT grads building an algorithm to match users with wine. To the right, there's a 'Trends for you' section listing 'Family Dollar' (45K Tweets), '#SkywalkerSaga' (All 9 films, all in one place, Promoted by Disney+), 'Noble' (33.5K Tweets), '#StashStockParty' (3,845 Tweets), and 'Billy Williams'. At the bottom, there's a 'Who to follow' section featuring 'CBS Chicago' (@cbschicago) and 'Sumit Awasthi' (@awasthis), each with a 'Follow' button.

The screenshot shows the Twitter mobile interface. On the left is a sidebar with navigation links: Home, Explore, Notifications, Messages, Bookmarks, Lists, Profile, and More. Below the sidebar is a blue 'Tweet' button. The main area is titled 'Home' and features a placeholder 'What's happening?'. To the right of the placeholder are icons for image, video, poll, and emoji. A blue 'Tweet' button is located in the top right corner of the main area. On the right side of the screen, there is a 'Trends for you' section listing '#SkywalkerSaga' (All 9 films, all in one place, Promoted by Disney+), 'Chinese Twitter' (116K Tweets), and 'Taika Waititi' (44.2K Tweets). Below this is a 'Who to follow' section featuring profiles for 'The White House' (@WhiteHouse) and 'LeBron James' (@LeBronJames).

37. Testing the Chatbot with messages
Tweeting hi message to the chatbot:

This screenshot is similar to the previous one, showing the Twitter mobile interface. The sidebar and 'Who to follow' section are identical. However, the main 'Home' area now contains a direct message from a user named '@Shivangee03' with the text 'Hi'. This indicates that the user has interacted with the chatbot.

Reply from the chatbot:

The image shows a Twitter mobile application interface. On the left is a sidebar with navigation icons: Home, Explore, Notifications (highlighted in blue), Messages, Bookmarks, Lists, Profile, and More. Below the sidebar is a large blue "Tweet" button. The main area is titled "Notifications" with tabs for "All" and "Mentions". A notification from "SHIVANGEE KULKARNI @Shivangee03 · 10s" is displayed, replying to "@SHIVANGEEDURGA1" with the message "Hello! Welcome to the Hawks Foods and Services. How can I help you?". Below this is a reply from "SHIVANGEE DURGADAS KULKARNI @SHIVANGEEDURGA1" at 5:41 PM on May 4, 2020, to "HawkHotelBot", stating "Hello! Welcome to the Hawks Foods and Services. How can I help you?". Another reply from "SHIVANGEE KULKARNI @Shivangee03" at 1m ago says "Special menu today". A third reply from "SHIVANGEE KULKARNI @Shivangee03" at 1m ago says "Panneer Tikka Masala, Garlic Naan, Gulab Jamun are available for today's special menu! Gobi Manchurian dry, paneer 65 are starter's special! Desserts special are Basundi, Jalebi and Mango Pulp!". At the bottom of the screen, the user's profile picture and handle "SHIVANGEE D... @SHIVANGEED..." are visible.

38. Replying as “Special Menu today”

The image shows the Twitter mobile application interface. On the left is the navigation bar with icons for Home, Explore, Notifications, Messages, Bookmarks, Lists, Profile, and More, along with a central 'Tweet' button. On the right is the tweet details screen for user SHIVANGEE KULKARNI (@Shivangee03). The tweet content is: "Paneer Tikka Masala, Garlic Naan, Gulab Jamun are available for today's special menu! Gobi Manchurian dry, paneer 65 are starter's special! Desserts special are Basundi, Jalebi and Mango Pulp!". It was posted at 5:42 PM · May 4, 2020 · HawkHotelBot. Below the tweet are standard interaction icons: reply, retweet, like, and share.

39. Reply on that as “Book table”

The image shows the Twitter mobile application interface. On the left is the navigation bar with icons for Home, Explore, Notifications, Messages, Bookmarks, Lists, Profile, and More, along with a central 'Tweet' button. On the right is the tweet details screen for user SHIVANGEE DURGADAS KULKARNI (@SHIVANGEEDURGA1). The tweet content is: "@Shivangee03 Book a table". It was posted at 5:51 PM · May 4, 2020 · Twitter Web App. Below the tweet are standard interaction icons: reply, retweet, like, and share. A link "View Tweet activity" is visible above a "Show more replies" button.



Home

Explore

Notifications

Messages

Bookmarks

Lists

Profile

More

Tweet



Tweet



SHIVANGEE KULKARNI

@Shivangee03

▼

Replying to @SHIVANGEEDURGA1

When do you want to book a table?(i.e.Date ?)

5:51 PM · May 4, 2020 · HawkHotelBot



SHIVANGEE D...
@SHIVANGEED...

▼•



 **Home**

 **Explore**

 **Notifications**

 **Messages**

 **Bookmarks**

 **Lists**

 **Profile**

 **More**

Tweet

 **SHIVANGEE KULKARNI** @Shivangee03

Replies to @SHIVANGEEDURGA1

When do you want to book a table? (i.e. Date ?)

5:51 PM · May 4, 2020 · HawkHotelBot

 **SHIVANGEE DURGADAS KULKARNI** @SHIVANGEEDURGA1 · 8s

Replies to @Shivangee03

May 10

 1    

 **SHIVANGEE KULKARNI** @Shivangee03 · 8s

At what time do you want to book a table?

The image shows a Twitter mobile interface. On the left is a sidebar with navigation icons: Home, Explore, Notifications, Messages, Bookmarks, Lists, Profile, and More. Below these is a blue 'Tweet' button. On the right, the main area is titled 'Tweet' with a back arrow. It shows a reply to @SHIVANGEEDURGA1: 'When do you want to book a table?(i.e.Date ?)'. The timestamp is 5:51 PM · May 4, 2020 · HawkHotelBot. Below this is a reply from SHIVANGEE DURGADAS KULKARNI (@SHIVANGEEDURGA1) at 1m ago: 'Replies to @Shivangee03 May 10'. This is followed by two more tweets from the same user at 1m and 14s ago, both asking about booking time. Finally, a reply from SHIVANGEE KULKARNI (@Shivangee03) at 13s ago states: 'You are all set for dine-in with us on 2020-05-10T12:00:00-05:00 at 2020-05-04T19:00:00-05:00. See you then!'.

40. After replying “Menu”

This screenshot shows the same Twitter interface after replying with a menu. The main thread now includes a tweet from SHIVANGEE KULKARNI (@Shivangee03) at 2m ago: 'At what time do you want to book a table?'. Below it is a tweet from SHIVANGEE DURGADAS KULKARNI (@SHIVANGEEDURGA1) at 2m ago: '7pm'. The next tweet is from SHIVANGEE KULKARNI (@Shivangee03) at 2m ago: 'You are all set for dine-in with us on 2020-05-10T12:00:00-05:00 at 2020-05-04T19:00:00-05:00. See you then!'. The final tweet in the thread is from SHIVANGEE DURGADAS KULKARNI (@SHIVANGEEDURGA1) at 34s ago: 'Menu'. A reply from SHIVANGEE KULKARNI (@Shivangee03) at 39s ago provides the menu details: 'Paneer Tikka Masala, Garlic Naan, Gulab Jamun are available for today's special menu! Gobi Manchurian dry, paneer 65 are starter's special! Desserts special are Basundi, Jalebi and Mango Pulp!'. The right sidebar remains the same, showing relevant people and trends.

41. After replying “Home Delivery”

The screenshot shows the Twitter mobile application interface. On the left is a sidebar with navigation icons: Home, Explore, Notifications (with 4 notifications), Messages, Bookmarks, Lists, Profile, and More. Below the sidebar is a blue 'Tweet' button. On the right is the main feed area titled 'Tweet'. The feed displays five tweets from different users:

- SHIVANGEE KULKARNI** (@Shivangee03) · 4m: You are all set for dine-in with us on 2020-05-10T12:00:00-05:00 at 2020-05-04T19:00:00-05:00. See you then!
- SHIVANGEE DURGADAS KULKARNI** (@SHIVANGEEDURGA1) · 2m: Menu
- SHIVANGEE KULKARNI** (@Shivangee03) · 2m: Paneer Tikka Masala, Garlic Naan, Gulab Jamun are available for today's special menu! Gobi Manchurian dry, paneer 65 are starter's special! Desserts special are Basundi, Jalebi and Mango Pulp!
- SHIVANGEE DURGADAS KULKARNI** (@SHIVANGEEDURGA1) · 39s: Home Delivery
- SHIVANGEE KULKARNI** (@Shivangee03) · 36s: Hawk Foods is open for all the days of the week from 10:00am to 24:00am . We offer home delivery until 22:00pm.

Below the feed, a user profile for **SHIVANGEE DURGADAS KULKARNI** (@SHIVANGEEDURGA1) is shown with a blue verification checkmark.

42. After entering “Party Orders”

The screenshot shows the Twitter mobile application interface. On the left is a sidebar with navigation icons: Home, Explore, Notifications, Messages, Bookmarks, Lists, Profile, and More. Below the sidebar is a blue 'Tweet' button. On the right is the main feed area titled 'Tweet'. The feed displays four tweets from different users:

- Replies to **@Shivangee03**:
 - Home Delivery** (5:59 PM · May 4, 2020 · Twitter Web App)
 - View Tweet activity**
- SHIVANGEE KULKARNI** (@Shivangee03) · 4m: Replying to **@SHIVANGEEDURGA1**
Hawk Foods is open for all the days of the week from 10:00am to 24:00am . We offer home delivery until 22:00pm.
- SHIVANGEE DURGADAS KULKARNI** (@SHIVANGEEDURGA1) · 1m: Party Orders
- SHIVANGEE KULKARNI** (@Shivangee03) · 1m: Yes we do accept party orders. Place the order 7 days prior to the event.

Below the feed, a user profile for **SHIVANGEE DURGADAS KULKARNI** (@SHIVANGEEDURGA1) is shown with a blue verification checkmark.

43. After replying “Place party order”

A screenshot of a Twitter interface. On the left is a sidebar with navigation links: Home, Explore, Notifications (with 1 notification), Messages, Bookmarks, Lists, Profile, and More. Below the sidebar is a blue "Tweet" button. The main area shows a tweet from "SHIVANGEE DURGADAS KULKARNI" (@SHIVANGEEDURGA1) posted 3 minutes ago. The tweet reads: "Hawk Foods is open for all the days of the week from 10:00am to 24:00pm. We offer home delivery until 22:00pm." Below this is another tweet from the same user posted 48 seconds ago, which is a reply to the previous one: "Place party order". At the bottom of the screen, the user's profile picture and handle "SHIVANGEE D..." are visible.

A screenshot of a Twitter interface, identical to the one above but with different tweets. The sidebar and "Tweet" button are the same. The main area shows a tweet from "SHIVANGEE KULKARNI" (@Shivangee03) posted 4 minutes ago, replying to the user: "Yes we do accept party orders. Place the order 7 days prior to the event." Below it is a tweet from "SHIVANGEE DURGADAS KULKARNI" (@SHIVANGEEDURGA1) posted 1 minute ago, replying to the user: "Place party order". Then there are two more tweets from "SHIVANGEE KULKARNI" (@Shivangee03) posted 1 minute ago and 35 seconds ago, both replying to the user: "What would you like to include in your party order? It includes Biryani, PavBhaji, Misal Pav, Basundi, GulabJamun." and "PavBhaji". Finally, a tweet from "SHIVANGEE KULKARNI" (@Shivangee03) posted 32 seconds ago, replying to the user: "Thank you for placing an order! Your order is confirmed and includes PavBhaji." At the bottom of the screen, the user's profile picture and handle "SHIVANGEE D..." are visible.

44. After replying “Place an order”

The screenshot shows the Twitter mobile application interface. On the left is a sidebar with navigation icons: Home, Explore, Notifications (with 6 notifications), Messages, Bookmarks, Lists, Profile, and More. Below the sidebar is a blue 'Tweet' button. The main area is titled 'Tweet' and shows a reply thread. The first tweet is from 'SHIVANGEE DURGADAS KULKARNI @SHIVANGEEDURGA1' (@SHIVANGEED...). It says: "What would you like to include in your party order? It includes Biryani, PavBhaji, Misal Pav, Basundi, GulabJamun." Below it is a reply from the same user: "Pavbhaji". The next tweet is from 'SHIVANGEE KULKARNI @Shivangee03' (@SHIVANGEED...). It says: "Thank you for placing an order! Your order is confirmed and includes PavBhaji." Below it is a reply from the same user: "Place an order". The final tweet is from 'SHIVANGEE KULKARNI @Shivangee03' (@SHIVANGEED...). It says: "What starters would you like to order? Idli Fry, Gobi Manchurian, Kothimbir Vadi, Veg Kebab, Paneer Manchurian". Below it is a reply from the same user: "Veg Kebab". At the bottom of the screen, the user's profile picture and handle (@SHIVANGEED...) are visible.

After replying “Veg Kebab”

The screenshot shows the Twitter mobile application interface. On the left is a sidebar with navigation icons: Home, Explore, Notifications (with 6 notifications), Messages, Bookmarks, Lists, Profile, and More. Below the sidebar is a blue 'Tweet' button. The main area is titled 'Tweet' and shows a reply thread. The first tweet is from 'SHIVANGEE KULKARNI @Shivangee03' (@SHIVANGEED...). It says: "What starters would you like to order? Idli Fry, Gobi Manchurian, Kothimbir Vadi, Veg Kebab, Paneer Manchurian". Below it is a reply from the same user: "Veg kebab". The next tweet is from 'SHIVANGEE DURGADAS KULKARNI @SHIVANGEEDURGA1' (@SHIVANGEED...). It says: "Veg kebab". Below it is a reply from the same user: "What would you like in main menu? We have Paneer Masala, Palak Paneer, Veg Handi, Malai Kofta Curry, Garlic Naan, Masala Rice, Veg Biryani". At the bottom of the screen, the user's profile picture and handle (@SHIVANGEED...) are visible.

After replying “Malai kofta curry”

The screenshot shows the Twitter mobile application interface. On the left is a sidebar with navigation icons: Home, Explore, Notifications (with 5 notifications), Messages, Bookmarks, Lists, Profile, and More. Below the sidebar is a blue "Tweet" button. The main area is titled "Tweet" and shows a conversation. The first message is from "SHIVANGEE DURGADAS KULKARNI" (@SHIVANGEEDURGA1) about starters. The second message is a reply from the user (@Shivangee03) asking about the main menu. The third message is another reply from the user (@Shivangee03) asking about juices. The fourth message is a reply from the user (@Shivangee03) asking about desserts.

What starters would you like to order? Idli Fry, Gobi Manchurian, Kothimbir Vadi, Veg Kebab, Paneer Manchurian

1 1 1 1 1 1

SHIVANGEE DURGADAS KULKARNI @SHIVANGEEDURGA1 · 1m
Veg kebab

1 1 1 1 1 1

SHIVANGEE KULKARNI @Shivangee03 · 1m
What would you like in main menu? We have Paneer Masala, Palak Paneer, Veg Handi, Malai Kofta Curry, Garlic Naan, Masala Rice, Veg Biryani

1 1 1 1 1 1

SHIVANGEE DURGADAS KULKARNI @SHIVANGEEDURGA1 · 10s
Malai kofta curry

1 1 1 1 1 1

SHIVANGEE KULKARNI @Shivangee03 · 8s
What would you like in juices? We have Mango juice, Orange Juice, Apple Juice, Watermelon Juice, Cocktail.

1 1 1 1 1 1

After replying “Orange juice”

The screenshot shows the Twitter mobile application interface. The sidebar and "Tweet" button are identical to the previous screenshot. The main area shows a continuation of the conversation. The user (@Shivangee03) has replied to the user (@Shivangee03) about desserts. The user (@Shivangee03) has also replied to the user (@Shivangee03) about Gulab Jamun, Jalebi, Rasgulla, Basundi, and Black Jamun.

Veg kebab

1 1 1 1 1 1

SHIVANGEE KULKARNI @Shivangee03 · 2m
What would you like in main menu? We have Paneer Masala, Palak Paneer, Veg Handi, Malai Kofta Curry, Garlic Naan, Masala Rice, Veg Biryani

1 1 1 1 1 1

SHIVANGEE DURGADAS KULKARNI @SHIVANGEEDURGA1 · 1m
Malai kofta curry

1 1 1 1 1 1

SHIVANGEE KULKARNI @Shivangee03 · 1m
What would you like in juices? We have Mango juice, Orange Juice, Apple Juice, Watermelon Juice, Cocktail.

1 1 1 1 1 1

SHIVANGEE DURGADAS KULKARNI @SHIVANGEEDURGA1 · 11s
Orange juice

1 1 1 1 1 1

SHIVANGEE KULKARNI @Shivangee03 · 10s
What would you like to order in desserts? We have Gulab Jamun, Jalebi, Rasgulla, Basundi, Black Jamun

1 1 1 1 1 1

After replying “Basundi”

The screenshot shows a Twitter mobile interface. On the left is a sidebar with navigation links: Home, Explore, Notifications (with 8 notifications), Messages, Bookmarks, Lists, Profile, and More. Below the sidebar is a blue "Tweet" button. The main area displays a conversation between two users:

- SHIVANGEE DURGADAS KULKARNI (@SHIVANGEEDURGA1)** posted: Orange juice · 3m
- SHIVANGEE KULKARNI (@Shivangee03)** replied: What would you like to order in desserts? We have Gulab Jamun, Jalebi, Rasgulla, Basundi, Black Jamun · 5m
- SHIVANGEE DURGADAS KULKARNI (@SHIVANGEEDURGA1)** replied: Basundi · 15s
- SHIVANGEE KULKARNI (@Shivangee03)** replied: What would you like in Fast Foods? We have Pizza, Pasta, Veg Cheese Grill Sandwich, Burger, Veg Roll · 14s

At the bottom of the screen, the user's profile picture and handle (@SHIVANGEED...) are visible.

After replying “Pizza” the order is placed.

The screenshot shows a Twitter mobile interface. On the left is a sidebar with navigation links: Home, Explore, Notifications (with 8 notifications), Messages, Bookmarks, Lists, Profile, and More. Below the sidebar is a blue "Tweet" button. The main area displays a conversation between two users:

- SHIVANGEE KULKARNI (@Shivangee03)** posted: Replying to @SHIVANGEEDURGA1 · 6:20 PM · May 4, 2020 · HawkHotelBot
- SHIVANGEE DURGADAS KULKARNI (@SHIVANGEEDURGA1)** replied: Replying to @Shivangee03 · 24s
- SHIVANGEE KULKARNI (@Shivangee03)** replied: Pizza · 22s
- SHIVANGEE KULKARNI (@Shivangee03)** replied: Thanks for placing an order! Order is confirmed... It contains Veg Kebab, Malai Kofta Curry, Orange Juice, Basundi, Pizza will be delivered to your registered address. Enjoy!

At the bottom of the screen, the user's profile picture and handle (@SHIVANGEED...) are visible.

45. After replying “Address”

The image shows the Twitter mobile application interface. On the left is a sidebar with navigation icons: Home, Explore, Notifications, Messages, Bookmarks, Lists, Profile, and More. Below the sidebar is a large blue 'Tweet' button. On the right is the main feed area. A tweet from 'SHIVANGEE KULKARNI @Shivangee03' is visible, with the text 'Say that one more time?'. Below it is a reply from 'SHIVANGEE DURGADAS KULKARNI @SHIVANGEEDURGA1' with the text 'Address'. Another reply from 'SHIVANGEE KULKARNI @Shivangee03' follows, with the text 'Replies to @SHIVANGEEDURGA1 Hawk Foods is located in Chicago which is the Windy City. The address is 10 W 35th St, Chicago, IL 60616.' The timestamp is 6:23 PM · May 4, 2020 · HawkHotelBot.

46. If I enter random reply

The image shows the Twitter mobile application interface. The sidebar and 'Tweet' button are identical to the previous screenshot. In the main feed area, a tweet from 'SHIVANGEE KULKARNI @Shivangee03' is shown, with the text 'Replies to @SHIVANGEEDURGA1 Hawk Foods is located in Chicago which is the Windy City. The address is 10 W 35th St, Chicago, IL 60616.' The timestamp is 6:23 PM · May 4, 2020 · HawkHotelBot. Below it, a reply from 'SHIVANGEE DURGADAS KULKARNI @SHIVANGEEDURGA1' is visible, with the text 'Replies to @Shivangee03 fgjgkjhfsd'. Another reply from 'SHIVANGEE KULKARNI @Shivangee03' follows, with the text 'I missed that, can you please say that again?'. The timestamp is 10s · May 4, 2020 · HawkHotelBot.

