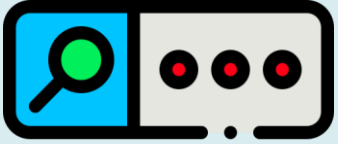


G7-CinemaTicketBot

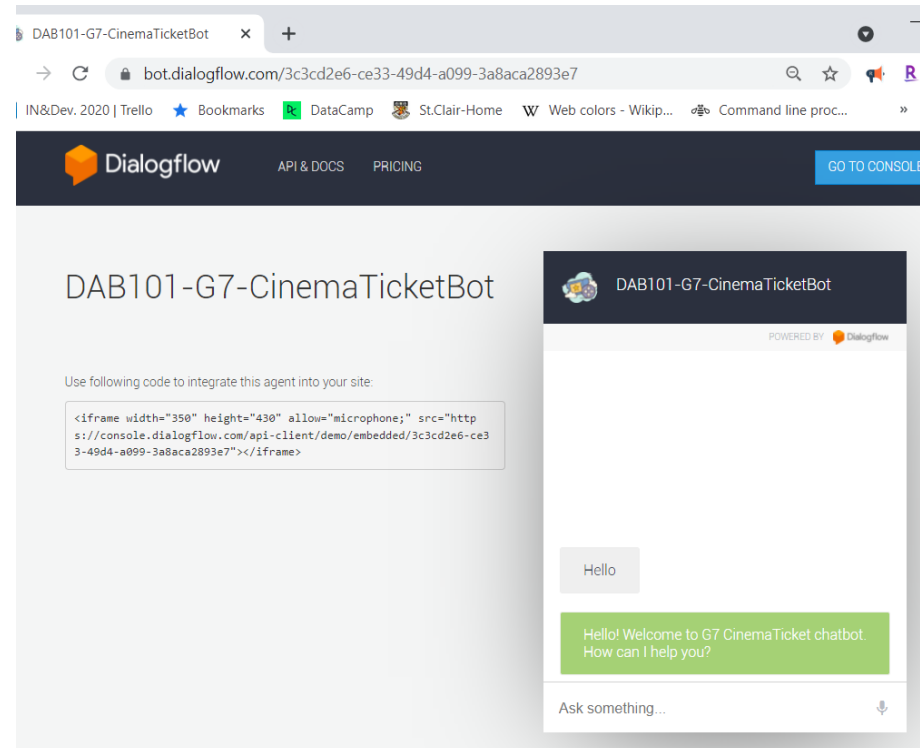
Date: Fall 2021

Web Demo URL

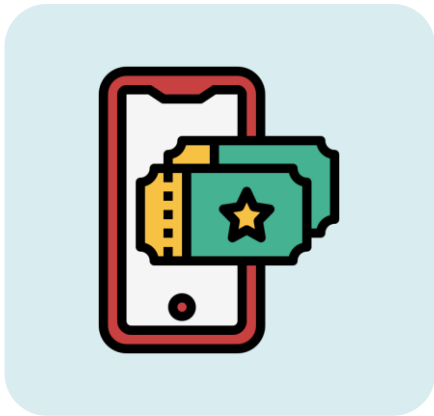
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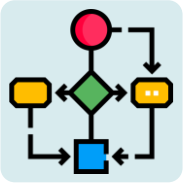
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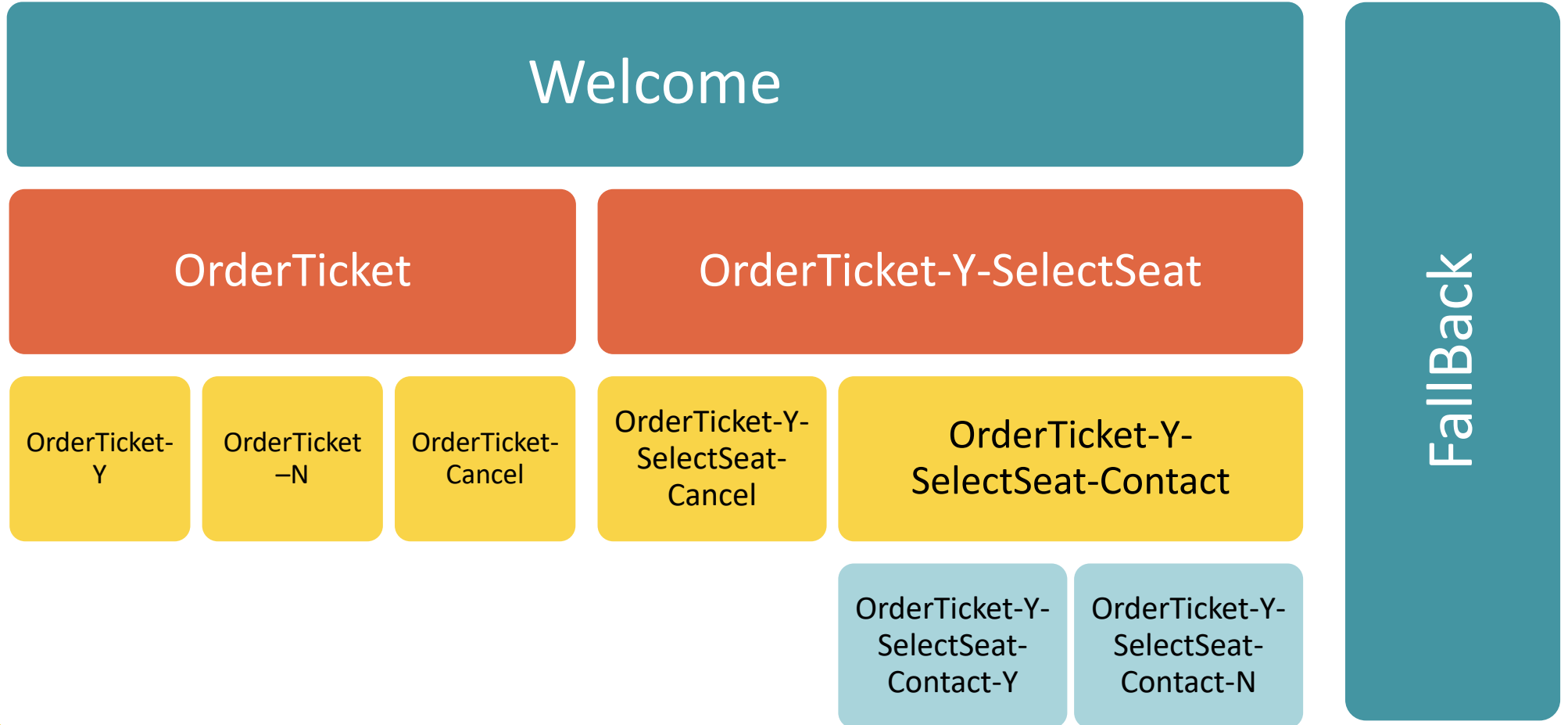
Brief Description

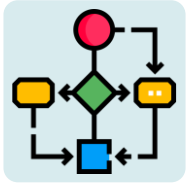


This CinemaTicket Bot is built to help customers to buy Windsor City's theater tickets. This chatbot start with getting customers' preferred theater and movie and continue to get his preferred seat zone in the theater salon and to then will get his/her contact information to arrange a his/her order.



Intents





Intents

Dialogflow

dialogflow.cloud.google.com/#/agent/dab101-g7-cinematicticketbot-pwkl/intents

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Intents +

Entities +

Knowledge ^[beta]

⚡ Fulfillment

🔄 Integrations

🎓 Training

✅ Validation

🕒 History

📊 Analytics

📄 Prebuilt Agents

Intents

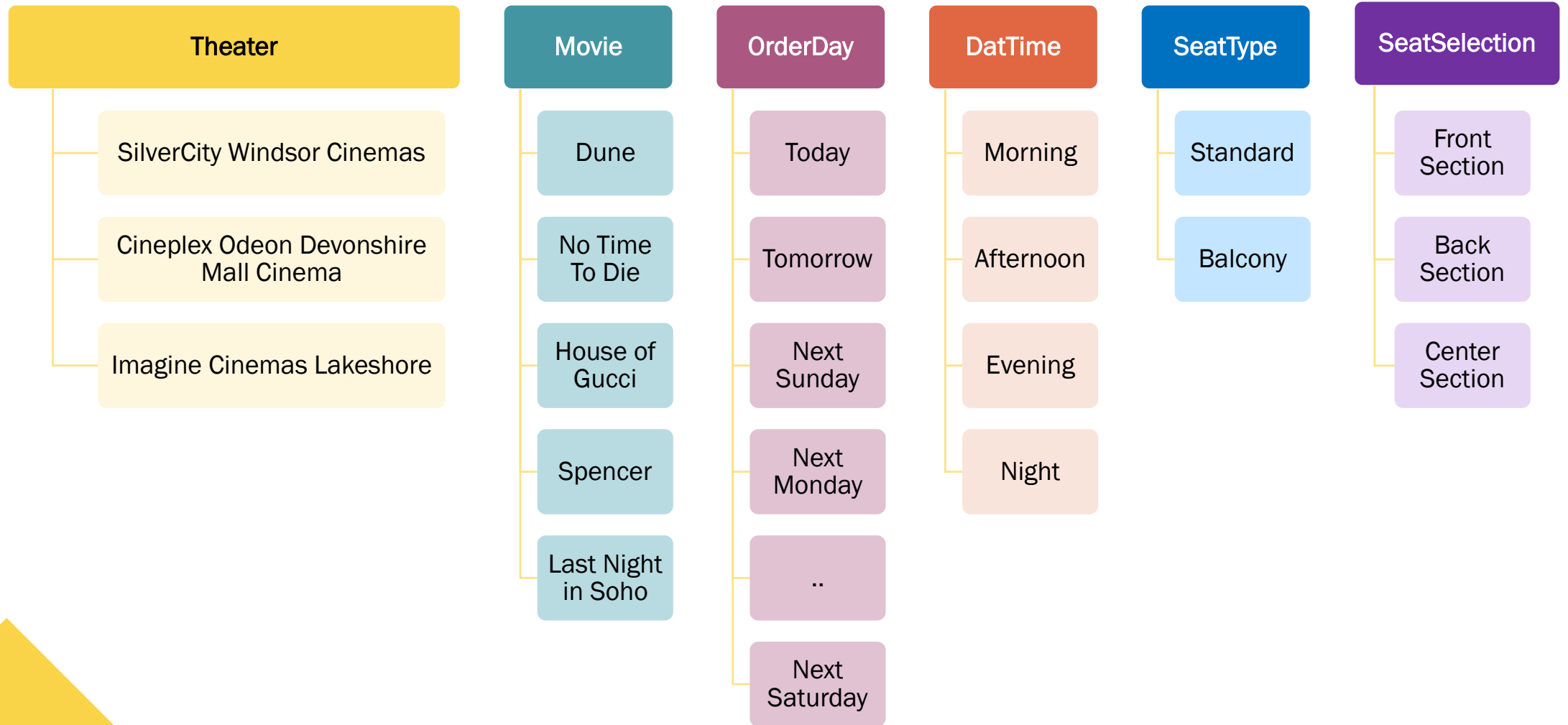
CREATE INTENT ⋮

Search intents 🔍

<input type="checkbox"/>	Default Fallback Intent	Add follow-up intent 🔄 🗑
●	OrderTicket ^	
●	↳ OrderTicket-N	
●	↳ OrderTicket-Y ^	
●	↳ OrderTicket-Y-SelectSeat ^	
●	↳ OrderTicket-Y-SelectSeat-Contact ^	
●	↳ OrderTicket-Y-SelectSeat-Contact-N	
●	↳ OrderTicket-Y-SelectSeat-Contact-Y	
●	↳ OrderTicket-Y-SelectSeat-Cancel	
●	↳ OrderTicket-Cancel	
●	WelcomeIntent	




Entities





Entities

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⚡ Fulfillment


🔄 Integrations

🎓 Training

✅ Validation

🕒 History

📊 Analytics

 Entities

CREATE ENTITY ⋮

Custom System

Search entities 🔍

@ DayTime

@ Movie

@ OrderDay

@ SeatSection

@ SeatType

@ Theater



Limitations

Calendar

It is better to connect the bot to a calendar and ask the user to choose an actual day. But because of API limitation, we just ask the weekday name in “OrderDay” entity.

Seat Selection

Selecting real seat number required 2 entities, one for Row (A-H) and one for Chair number (1 – 30) in a row. But there is a limitation to define Numbers and letters for entity values. We change it to the overall seat zone, with two different entities: “**SeatType**” and “**SeatSelection**”.

Phrase Limitation

Some words like “Tonight” is the combination of two concepts “Today” + “Night”, But as we define two entities for Day and Time, if the user use this word, the bot could not break it to two entities.

Correction of Order or Info

If the customer does not confirm something, he can't correct just the particular part and he/she should repeat the order or contact information process all over again.

Error Handling

There is a limitation in error handling in the Fallback intent. Sometimes the response may be too general and not actually helpful for the customer to correct his/her answer.



Thank you
