User and Client Guidelines for *Alexa Nuffield Skill*

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Overall User Manual

Our Alexa skill is divided into four main parts. These four main parts are defined as the following systems:
- Booking System
- Availibility System
- Cancel Booking System
- Active Booking System

Each of these 'systems' has its own objective. At any time while interacting with the skill, it is possible to change and go to another system. For example, while you are trying to find the availibity of a class (Availibility System) , you can say a command belonging to the Booking System.

Each of these systems is composed of 2 parts:

1) An intent responsible for performing a command. This command performs the task implied by the name of the system.
2) An intent responsible for explaining how to perform a command.

Using the skill:

The first step in every interaction should be: "Alexa, open Nuffield Skill".

Then, as a user you can perform the following actions.

Booking System:

This is how you book a class:

1) "Book {class name} at {Time} on {Date}"

To get more information about this system in case you forget just say:

2) "I would like to book a class"

Availibility System:

You can look for available classes with a specific date:

1) " What are the classes on this {Date}"

To get more information about this system in case you forget just say:

2) "I would like to know the availibility of class"

Cancel Booking System:

This is how you cancel a booking:

1) "Cancel {class name} on this {Date}"

To get more information about this system in case you forget just say:

2) "I would like to cancel a booking"

<u>Active Booking System:</u>

To get a list of your active bookings

3) "What classes have I booked"

These are the different system integrated within the bot. If any new system are added the greeting voice of the skill should warn you. Have fun interacting with our Nuffield Health Booking Skill.

A list of all the commands can be found in the appendix!

Client Manual

The code for the skill is hosted on AWS as a lambda function. The code can be edited at any moment and tested until the next development phase.

<u>AWS – lambda function:</u>

When logging in to AWS services, it is possible to access the code, view configurations, as well as see the monitoring activity. To see errors in more details, go to the *logs in CloudWatch section.*

<u>Alexa Amazon Developer Tool:</u>

In the developer tool, all the activity on the skill can be analysed. The tool highligths the intents which are used the most as well as the amount of users that interact with the skill.

To view this, go to the main menu where you can view all your existing skills. This section then becomes available by clicking on the metrics button.

Appendix

//---------- Booking System----------//
I would like to book a class
Book a class please
Can I book a class
Access booking System

Book {Class} on {Date}

//------------ Availibility System --------//

I would like to see the available Classes
Access the Availibity System

What are the classes on this {Date}

//---------- Cancel Class System ---------//

Access Cancelation System
I would like to cancel a class

Cancel {Class} on {Date}

//---------- Active Bookings System --------//

What are my booked classes
I would like to hear my current bookings
What classes have I booked so far
What classes have I booked
List of my current classes