**General**

**Question-**

* I think we covered this, but is it acceptable to reduce each tag to a either statement or a title rather than a question? I find this approach easiest to minimize word counts. E.g., would there be an issue with either of the following:
  + “Absent/termed trainee requires timecard action.”
  + “How to complete Daily Training Report.” [Not a complete sentence, more of a title phrase]

**Answer** – yes –

Just do not include and special chars just plain text –

**Question**

* Should I look for and make necessary corrections among both the existing patterns/questions as well as responses?

**Answer – up to you**

* **You can do this if you feel it’s needed just maintain the no special char only plain text rule**

**Question**

* Must each of my simplified questions/statements include all relevant keywords? E.g., must the Daily Training Report question include the abbreviation “DTR”?

**Answer – no**

* **This is one approach but not required ideally look at the intents and think what would I write next if I typed this long version and got a “sorry try again” –**

**Example –**

**Long**

**( How do I submit a ticket to report my trainee in class cannot get into CCO Learning?-)**

**Short**

**(How do I submit CCO ticket report?)**

**Formatting**

**Question**

* Are there any special characters to be avoided?-

**Answer**

* Yes – all of them only use plain text -

**Question**

* Most (but not all) of the statements/questions contain a space following the period/question mark and the closed parentheses; e.g., “How do you correctly fill out a DTR?\_“. (Underscore added to illustrate.)
* Should my statements match this format, or does it not matter?

**Answer**

* This format dose not matter just make the plain text as simple as possible.

**Question**

* Are there any other formatting conventions I need to be aware of?

**Answer**

* Only one no special chars only use plain text.