

User Flow and Journey

Initially HEPIK needs to establish the context between user for better user experience and customized interaction. So for that, when the user enters the chat, the first prompt from HEPIK would be a concise greeting message and along with that HEPIK also asks the user his name. And that name would be later used to address the user.

Assuming we have everything from above, we can now move on to the main purpose of HEPIK.

For example, users enters name as Bob.

Following to that, HEPIK replies back by saying,

Hello Bob, nice to meet you! I see you are planning a trip? Kindly enter the name of cities you wish to visit.

And after getting the name of cities, HEPIK goes on and asks for the date of the cities entered by Bob.

For example:

If Bob entered cities as: Cairo, Dubai and Venice

and then he enters dates as: 14/05/2024, 19/05/2024, 26/05/2024

In this case, HEPIK understands that 14/05/2024 corresponds to Cairo, Dubai correspond to date 19/05/2024 & Venice corresponds to 26/05/2024. This also helps to HEPIK in understanding the sequence of trip Bob wishes to plan.

After getting the dates, HEPIK ensures Bob with a message before starting to process everything

I gather that you wish to visit Cairo on 14th, Dubai on 19th and Venice on 26, right?

HEPIK waits for final confirmation from Bob to process everything and give an accurate response. When Bob says “yes” to above message HEPIK moves ahead and does the main processing.

And additionally we also plan for HEPIK to make suggestions to Bob for nearby events, natural and heritage sites to visit in that respective city on that corresponding date when the Bob wishes to visit.

Also HEPIK can suggest whether this is the best time to visit the given cities or not.