Chat bot Name : **Sue**

# Common Scenarios:

**Greeting** : Hi, I’m **Sue, your virtual assistant.**

What can I do for you Today ?

**Unknown scenario** : Sorry, I don’t have a response to that. Would you like to talk to HR Team directly?

Answers : Yes or No

Response : Yes 🡨 I am connecting to HR Team. Please hold on.

Response : No 🡨 Thank you

## **Scenario 1**

**Sue** : Hi, I’m **Sue, your virtual assistant.**

What can I do for you Today ?

User: Hi sue/hello/etc etc

I would like to know my leaves/ I need help to find my leaves/etc etc

**Sue** : Sure, Can I have your Employee ID

User: EID07642

Sue: Thank you,I am pulling up your leaves

Sue: Pawan – you have below leaves available. Please select type of leave you want to apply.

Sick – 14

Casual leaves – 11

Privilege leave – 3

User: Casual -11

Sue : May I know the start and end date of your leave. Please provide date in mm/dd/yyyy format

User: 09/23/2019 to 10/01/2019

Sue: Pawan, you want apply leave for 6 days and wanted to use as casual leave type. Please confirm

Yes/No

User : Yes

Sue: I am going to apply for your leave from 09/23 – 10/01 as casual.

Sue: Your leave is confirmed.

Sue: Pawan, Is there anything else you want me to help you

User : No

Sue : Thank you. Have a nice Day.

## **Scenario 2**

**Sue** : Hi, I’m **Sue, your virtual assistant.**

What can I do for you Today ?

User: hey sue , how are you

**Sue** : I am great ! what can I do for you

User: want to know upcoming holidays

Sue: Sure, I can get that for you

Sue: We have 3 Holidays coming up

Veterans Day on Nov 11th, Thanksgiving on Nov 28th , Christmas day on Dec 25th

User : OK

Sue: Do you need any more information

User : no

Sue: Thank you. Have a nice Day.

## **Scenario 3**

**Sue** : Hi, I’m **Sue, your virtual assistant.**

What can I do for you Today ?

User: Wanted to check my available leaves

**Sue** : Sure, Can I have your Employee ID

User: EID076XCD

Sue: I am sorry, I couldn’t find your Employee ID. Can you please try again with right employee ID

User: EID072121

Sue: Thank you,I am pulling up your leaves

Sue: Karthik – you have below leaves available. Please select type of leave you want to apply.

Sick – 4

Casual leaves – 7

User: I just want to check, don’t want to Apply

Sue: I understand you don’t want to apply for leave

Yes

No

User : Yes

Sue: Thank you. Is there anything else you need help from me ?

User : No

Sue: Thank you Karthik. Have a nice Day.