1. For design guidelines please ref.

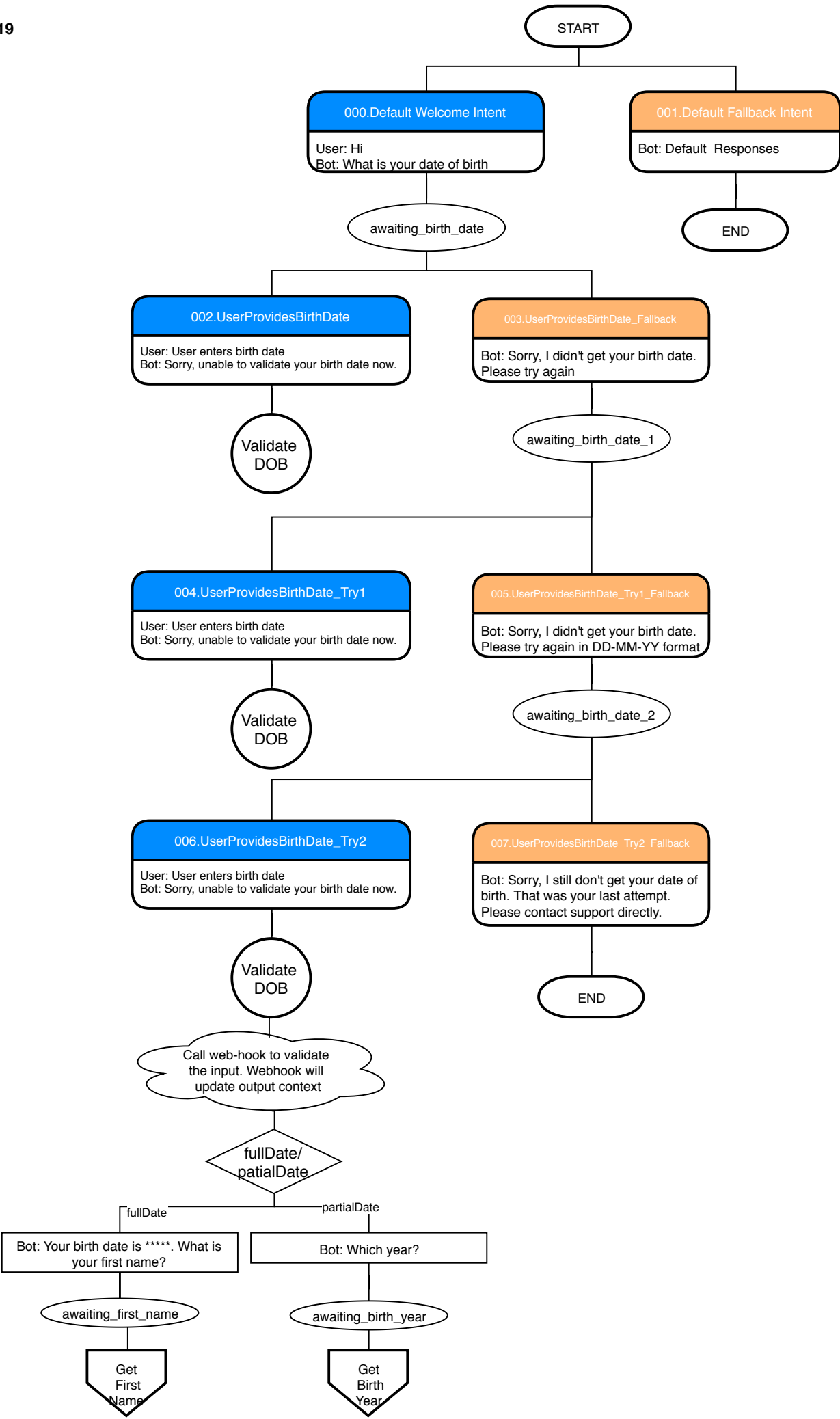https://github.com/satishgunjal/Dialogflow-Bots/blob/master/Design/Bot%20Design%20Guidelines.md

2. For Bot Mind Map Legends please ref.
https://github.com/satishgunjal/Dialogflow-Bots/blob/master/Design/Bot%20Mind%20Map%20Legends.jpg

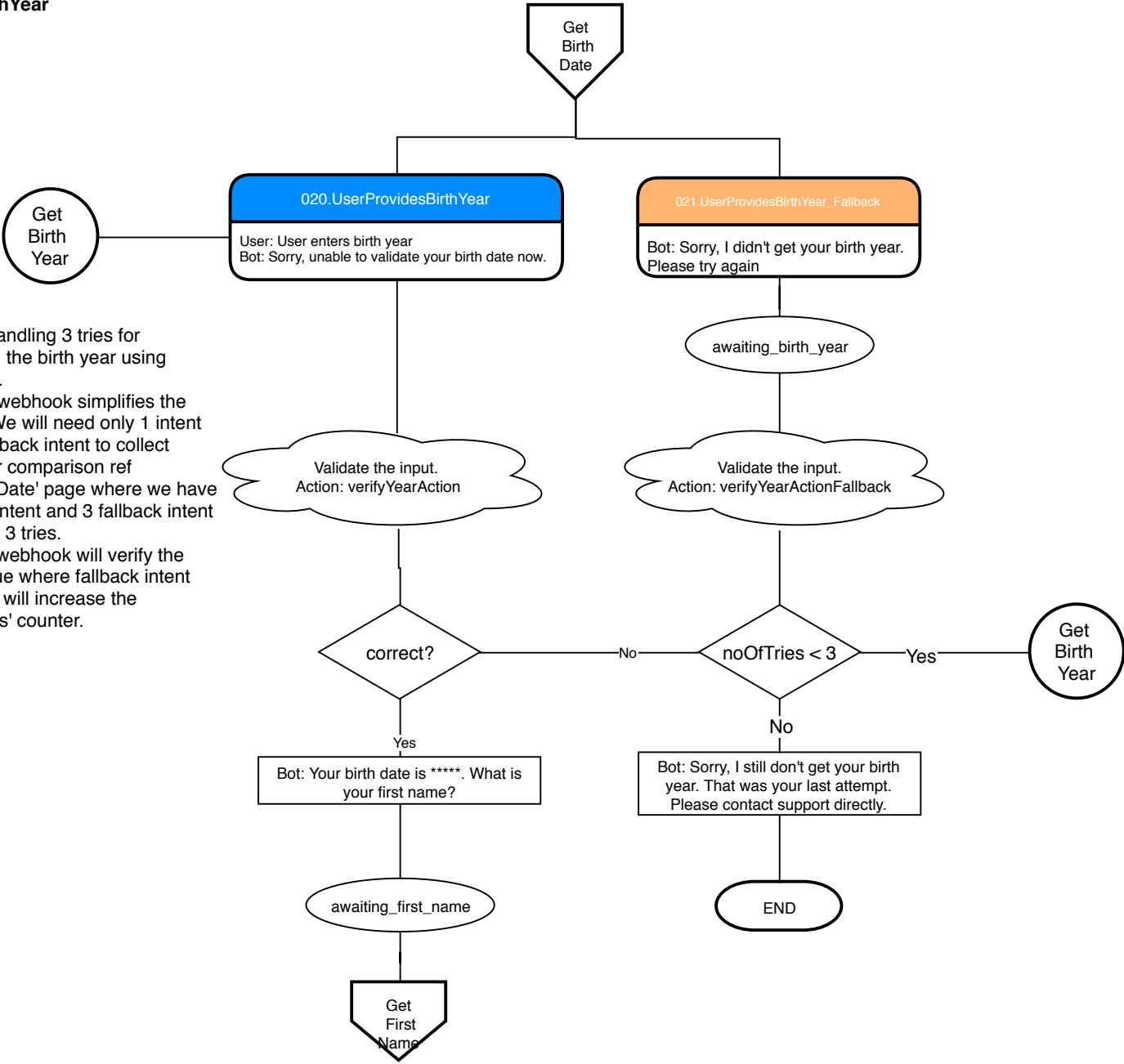3. This bot is only to highlight the design principles. For production bot please make sure to use appropriate and progressively descriptive training phrases in design. For ore information please ref. https://cloud.google.com/dialogflow/

4. Ref. DialogFlow tutorial: Setting context from your inline webhook using contextOut
https://miningbusinessdata.com/dialogflow-tutorial-setting-context-from-your-inline-webhook-using-contextout/

State- 000 to 019

GetBirthDate

```
                                          START
```

000.Default Welcome Intent

User: Hi
Bot: What is your date of birth

001.Default Fallback Intent

Bot: Default Responses

END

awaiting_birth_date

002.UserProvidesBirthDate

User: User enters birth date
Bot: Sorry, unable to validate your birth date now.

003.UserProvidesBirthDate_Fallback

Bot: Sorry, I didn't get your birth date.
Please try again

Validate DOB

awaiting_birth_date_1

004.UserProvidesBirthDate_Try1

User: User enters birth date
Bot: Sorry, unable to validate your birth date now.

005.UserProvidesBirthDate_Try1_Fallback

Bot: Sorry, I didn't get your birth date.
Please try again in DD-MM-YY format

Validate DOB

awaiting_birth_date_2

006.UserProvidesBirthDate_Try2

User: User enters birth date
Bot: Sorry, unable to validate your birth date now.

007.UserProvidesBirthDate_Try2_Fallback

Bot: Sorry, I still don't get your date of
birth. That was your last attempt.
Please contact support directly.

END

Validate DOB

Call web-hook to validate
the input. Webhook will
update output context

fullDate/ patialDate

fullDate

partialDate

Bot: Your birth date is *****. What is
your first name?

Bot: Which year?

awaiting_first_name

awaiting_birth_year

Get First Name

Get Birth Year

State- 020 to 039

GetBirthYear

Get Birth Date

Get Birth Year

020.UserProvidesBirthYear

User: User enters birth year
Bot: Sorry, unable to validate your birth date now.

021.UserProvidesBirthYear_Fallback

Bot: Sorry, I didn't get your birth year. Please try again

awaiting_birth_year

Note:
1. I am handling 3 tries for collecting the birth year using webhook.
2. Using webhook simplifies the design. We will need only 1 intent and 1 fallback intent to collect input. For comparison ref 'GetBirthDate' page where we have to use 3 intent and 3 fallback intent to handle 3 tries.
3. Intent webhook will verify the input value where fallback intent webhook will increase the 'noOfTries' counter.

Validate the input.
Action: verifyYearAction

Validate the input.
Action: verifyYearActionFallback

correct?

noOfTries < 3

No

Yes

Get Birth Year

Yes

Bot: Your birth date is *****. What is your first name?

No

Bot: Sorry, I still don't get your birth year. That was your last attempt. Please contact support directly.

awaiting_first_name

END

Get First Name

State- 040 to 059

GetFirstName

Note: I am not giving 3 tries for collecting the first name.

Get Birth Year

Get Birth Date

040.UserProvidesFirstName

User: Please enter your first name
Bot: Thank, for proving DOB and first name

041.UserProvidesFirstName_Fallback

Bot: Sorry, I didn't get your first name. Please contact support directly

END