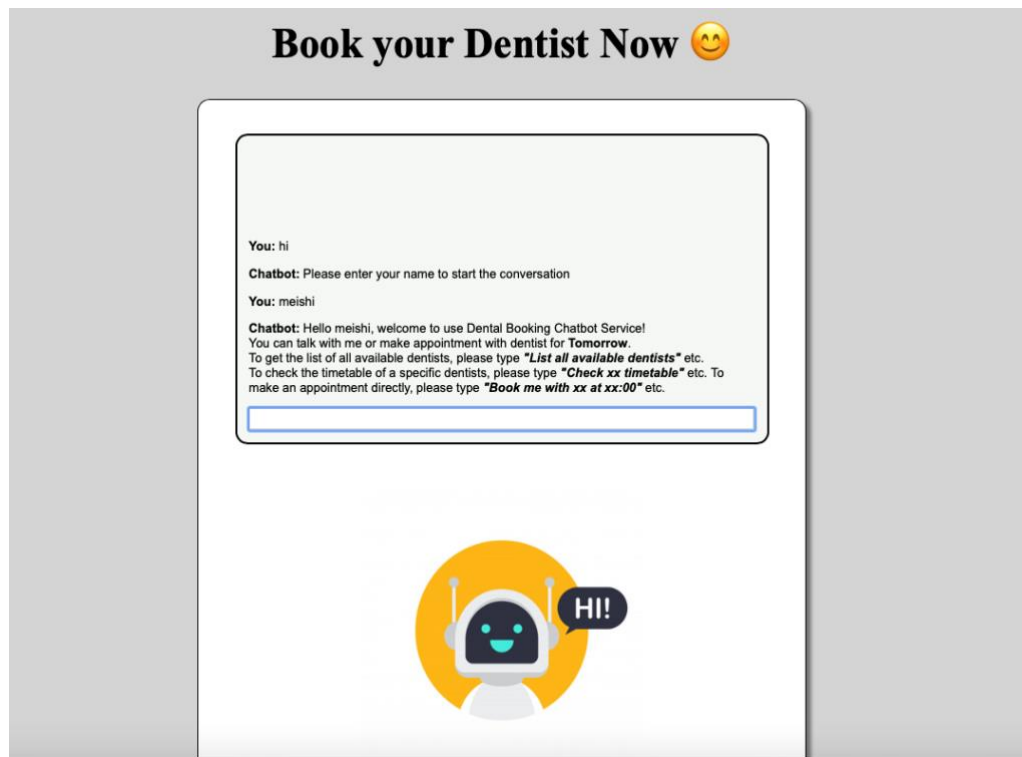
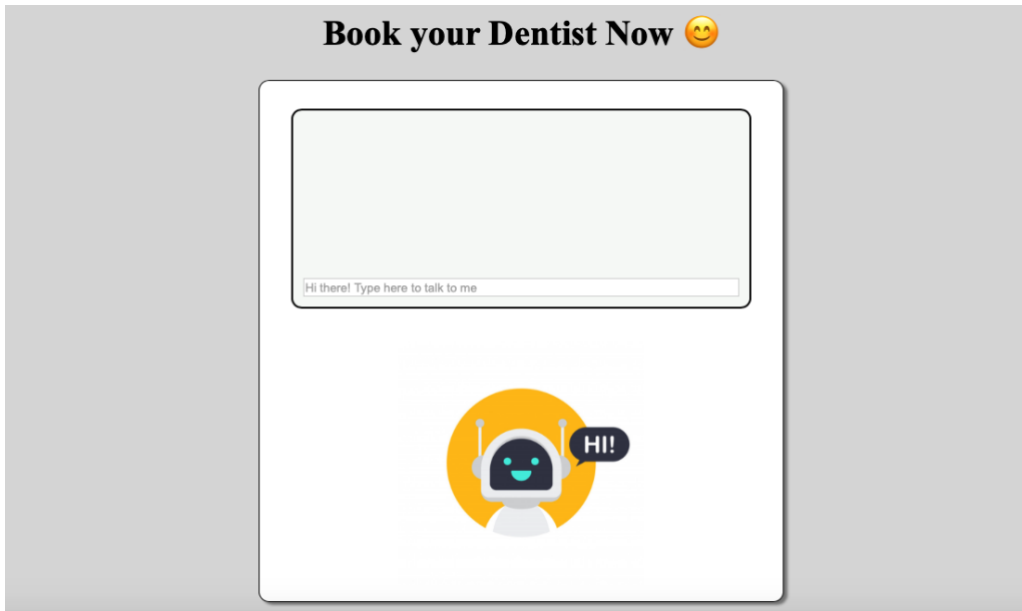


How to use

You will stay in the same session as long as you stay in the same page to test the multi-user function, please open a new page.



1. Basic greeting

Book your Dentist Now 😊

Chatbot: Please enter your name to start the conversation

You: meishi

Chatbot: Hello meishi, welcome to use Dental Booking Chatbot Service!

You can talk with me or make appointment with dentist for **Tomorrow**.

To get the list of all available dentists, please type **"List all available dentists"** etc.

To check the timetable of a specific dentists, please type **"Check xx timetable"** etc. To make an appointment directly, please type **"Book me with xx at xx:00"** etc.

You: hi

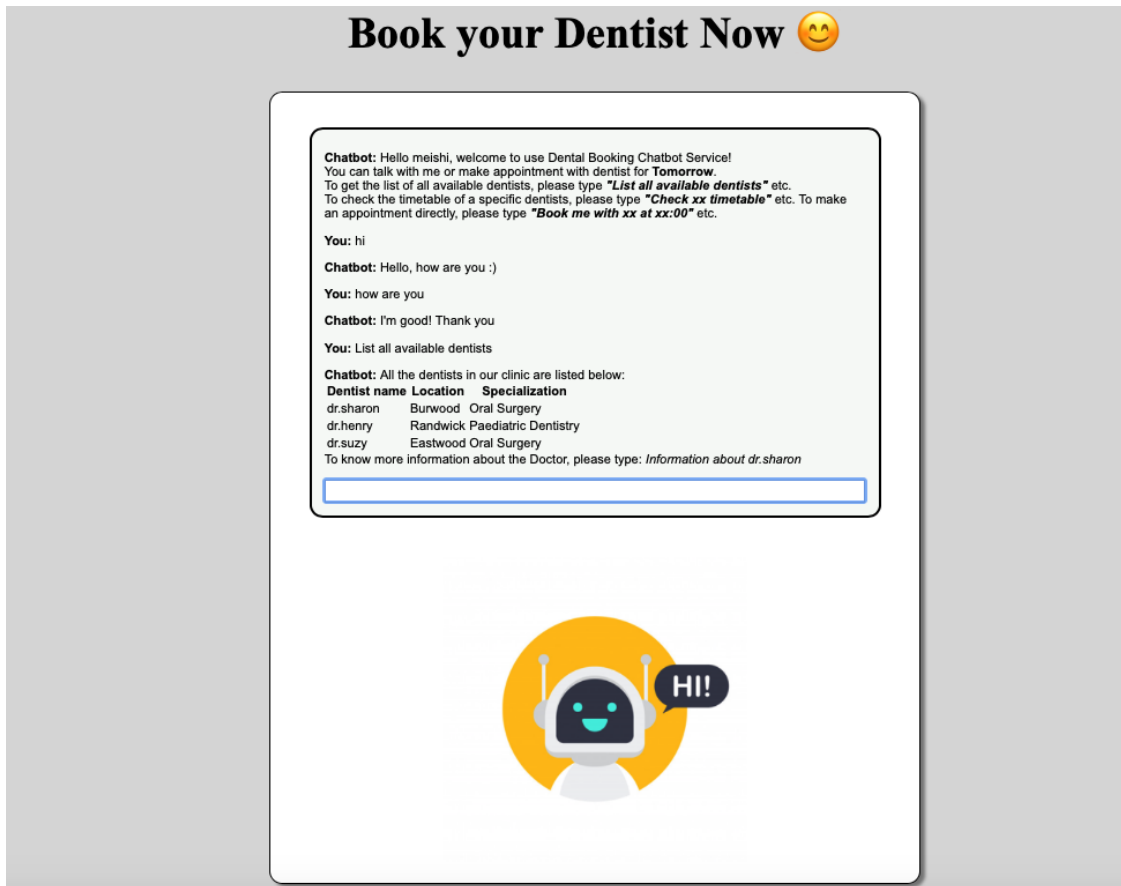
Chatbot: Hello, how are you :)

You: how are you

Chatbot: I'm good! Thank you



2. Get the list of all available doctor



Chatbot will return all the dentists working in the clinic

3. Get dentist information

Book your Dentist Now 😊

Chatbot: Hello, how are you :)

You: how are you

Chatbot: I'm good! Thank you

You: List all available dentists

Chatbot: All the dentists in our clinic are listed below:

Dentist name	Location	Specialization
dr.sharon	Burwood	Oral Surgery
dr.henry	Randwick	Paediatric Dentistry
dr.suzy	Eastwood	Oral Surgery


To know more information about the Doctor, please type: *Information about dr.sharon*

You: Information about dr.sharon

Chatbot:

Dentist name	dr.sharon
Location	Burwood
Specialization	Oral Surgery
Phone number	0451028117

To know the available timeslot of dr.sharon, please type: *'Get timetable of dr.sharon'* etc.



4. Get available time slots for each dentist

Book your Dentist Now 😊

Chatbot: I'm good! Thank you

You: List all available dentists

Chatbot: All the dentists in our clinic are listed below:

Dentist name	Location	Specialization
dr.sharon	Burwood	Oral Surgery
dr.henry	Randwick	Paediatric Dentistry
dr.suzy	Eastwood	Oral Surgery

To know more information about the Doctor, please type: *Information about dr.sharon*

You: Information about dr.sharon

Chatbot:

Dentist name	dr.sharon
Location	Burwood
Specialization	Oral Surgery
Phone number	0451028117


To know the available timeslot of dr.sharon, please type: *'Get timetable of dr.sharon'* etc.

You: Get timetable of dr.sharon

Chatbot: The available timeslot of dr.sharon is shown below:

9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00

To make an appointment with dr.sharon, please type: *'book 9:00'* etc.



The last available timeslot is 16:00 since the appointment will last for 1 hour.

5. Reserve timeslot and ask for confirmation

Book your Dentist Now 😊

Chatbot:
Dentist name dr.sharon
Location Burwood
Specialization Oral Surgery
Phone number 0451028117
To know the available timeslot of dr.sharon, please type: 'Get timetable of dr.sharon' etc.

You: Get timetable of dr.sharon

Chatbot: The available timeslot of dr.sharon is shown below:
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
To make an appointment with dr.sharon, please type: 'book 9:00' etc.

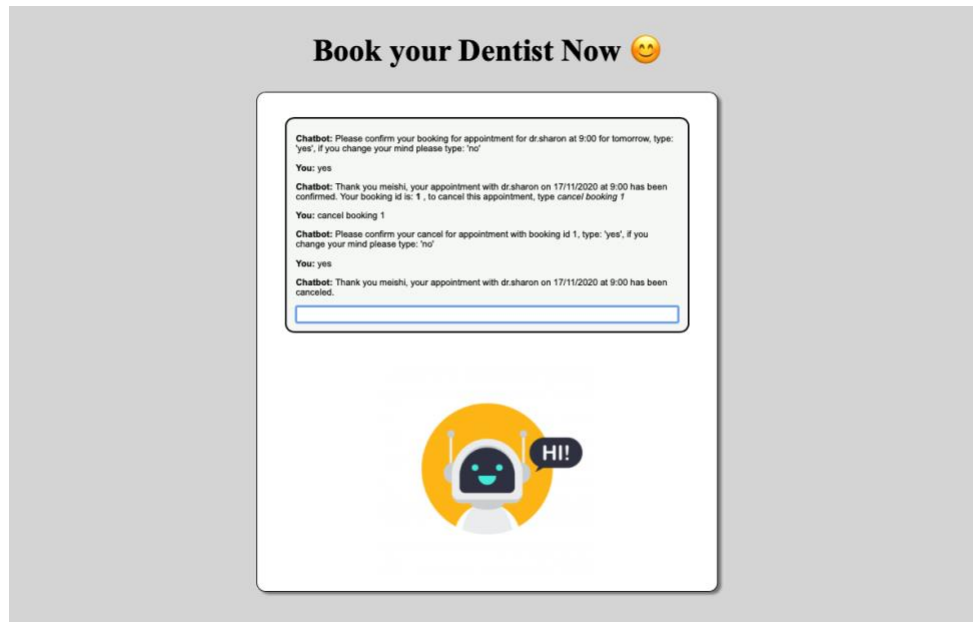
You: book 9:00

Chatbot: Please confirm your booking for appointment for dr.sharon at 9:00 for tomorrow, type: 'yes', if you change your mind please type: 'no'

You: yes

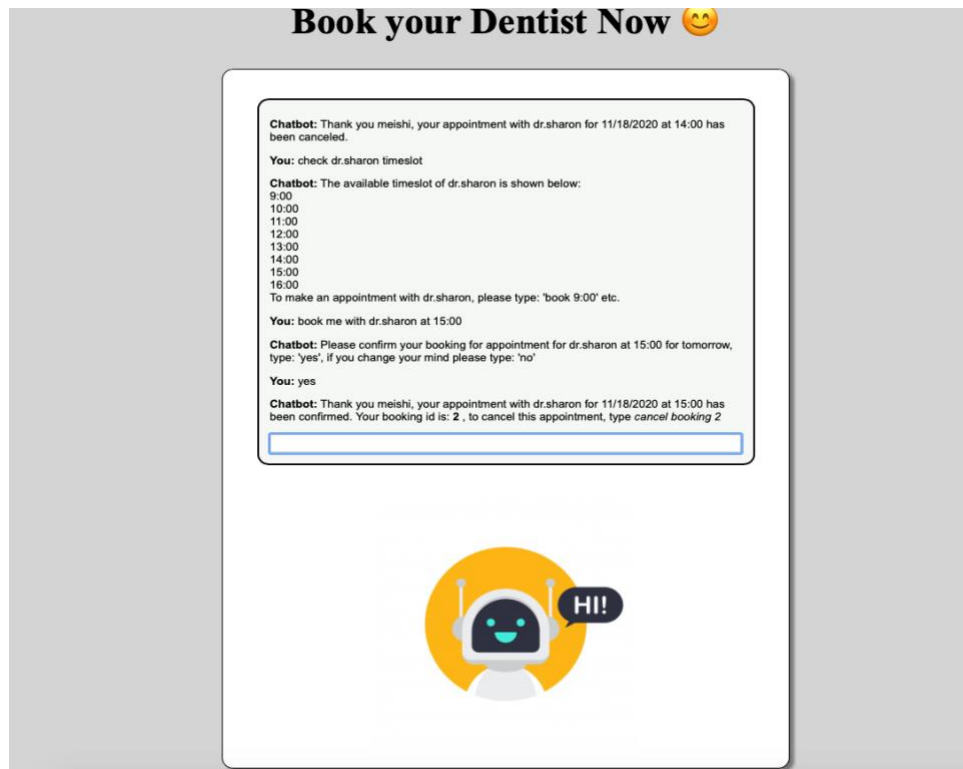
Chatbot: Thank you meishi, your appointment with dr.sharon on 17/11/2020 at 9:00 has been confirmed. Your booking id is: 1, to cancel this appointment, type *cancel booking 1*

6. Cancel appointment



In this scenario, i assume that only the user who made the booking will know the booking id.

7. Book with a dentist directly - 'Book me with dr.xx at xx:00'



if try to book a dentist/timeslot that is not exist


Book your Dentist Now 😊

You: book me with dr.sharon at 23:00

Chatbot: Please confirm your booking for appointment for dr.sharon at 23:00 for tomorrow, type: 'yes', if you change your mind please type: 'no'

You: yes

Chatbot: The timeslot you want to book is not exist, please select another timeslot



if try to cancel a booking with a booking id that is not exist


Book your Dentist Now 😊

You: cancel booking 100

Chatbot: Please confirm your cancel for appointment with booking id 100, type: 'yes', if you change your mind please type: 'no'

You: yes

Chatbot: The appointment you want to cancel is not exist, please enter another booking id

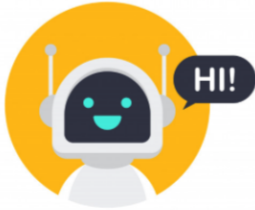


For content that can't be understood by chatbot

Book your Dentist Now 😊

You: hджfhk

Chatbot: Sorry, i don't understand:(



Thank you! :)