

Developers Basic Training Assessment – Travel Assistant

1. Build a bot to simulate a **Travel Assistant**.
2. The bot should initiate a welcome task when the user connects to the bot.
3. The welcome task should greet the user and display the tasks it can perform:
Hello! Welcome to the Travel Assistance Bot. Here are the tasks I can perform for you:
 - a) Book Flight
 - b) Book Cab
 - c) Fetch Booking Details
 - b) Modify Booking
4. Depending on the user's choice, the relevant dialog task should be triggered.

Book Flight

- The bot should ask for relevant information like name, contact number, boarding city, destination date of travel and email id of the user.
- The date of travel should be greater than the current date.
- The bot should store the booking request in a data table after confirming the details with the user.
- A message should be displayed confirming the booking request of the user.
- The bot should give the user a choice of booking a cab (new intent), if required once flight booking has been confirmed.
- The task should terminate with the message:
"What else can I do for you"

Book Cab

- The task should ask the user for his mobile number, name and location where the cab is required.
- It should display a choice of select cab types like sedan, hatchback, SUV or MUV.
- The details of the request should be stored in the backend and appropriate message should be displayed to the user.

Fetch Booking Details

- Booking details for flight or cab should be retrieved from the backend using the mobile number of the user.
- Error message should be displayed if no details are found for a given mobile number.

Modify Booking

- Booking for flight or cab should be allowed against a valid mobile number.
- The existing details of the booking should be displayed to the user.
- The user should be given a choice either to **cancel the booking** or **change the date or location**.
- Depending on the choice, the backend database should be updated.

- If no bookings are found against a mobile number, appropriate error message should be displayed.
5. Train the ML engine with minimum 5 utterances for each task.
 6. Provide atleast 3 synonyms for each word used in the task names.
 7. Build patterns for the following:
 - a. Need to travel / want to fly / reach by flight / need to take a flight / need to catch a flight (Book Flight)
 - b. Travel by car / ride a hatchback / rent a car / lease a SUV for my trip / hire a cab (Book Cab)
 - c. Travel plans changed / travelling on another date / change in travel plans
 8. Create a concept called "airlines" and store related airline names like:
"Air India", "Emirates", "Lufthansa", "Singapore Airlines"
Use the concept in a pattern for "Book Flight".
 9. Train the bot to extract entities from user utterances.

10. Build the given Knowledge graph

Question	Bot Response
What is an e-ticket	An e-ticket (electronic ticket) is a paperless electronic document with a unique confirmation number that neatly replaces the hassles of a paper ticket. When you purchase an e-ticket, we email it to you after the booking is complete. Simply print it out and bring it with you – along with a valid photo ID – to the airline counter when checking in for your flight.
How do I know my reservation was booked	We'll send you an SMS and an email to confirm your flight booking.
How do I get my e-ticket details	We'll send your e-ticket details to the email address you gave us when you made your reservation.
How do I print my ticket	Enter your mobile number and you'll be able to see your e-ticket. Print it or email it.
What are the cancellation charges	the cancellation charges depend on the airline, sector, class of booking, and time of cancellation.
I need to cancel my flight, what's the latest I can do this by	you can cancel your flight no later than 3 hours before the time of departure.

11. Build the Bot ontology. Train the KG engine with synonyms for the nodes/terms in the ontology.
Provide alternate questions (2 for each primary question).
12. Enable a channel and publish the bot.