**REPORT ON**

**CUSTOMER CARE HELP DESK USING SMART UNDERSTANDING OF DOCUMENT PROJECT**

**1.INTRODUCTION:**

**Overview:**

This project of customer care help desk using smart understanding of document can be done related to any field in which we can help the customers.I have choosen a store in which people often attend and spend their time their,it is the COFFEE SHOP or COFFEE CAFE.

There people usually waste there time speaking to someone or scolding waiters as they cannot turn up to their table as soon as they visit.So I have got an idea that why cant we arrange tabs on each of the table and we can give information about our stores.

We can give information regarding our store timings, store location,products available in the store and the prices of the products.We can also give some informative knowledge about the benefits of having coffee, risks of having excess coffee and how does the coffee crop be produced.

This is just a basic model of it,we can build more accurate and more efficient system that can be installed in the stores.

**Purpose:**

The purpose of this system is clearly mentioned as the time is precious to everyone,customers need not waste time waiting or scolding waiters in the cafe instead they can go through the details of store for a very short while and decide what to order,so that as soon as waiter or attender comes to them they can order their drinks faster and calculate their prices on their own.

1. **LITERATURE SURVEY:**

**Existing system:**

As far as I know there is no such systems in cafes where we can know something informative.I have seen some games being installed there to play or some playing cards or some stuff so that they can attract customers.

But this system of installing tabs in their stores to give information would be the new as per my knowledge.

**Proposed system:**

The proposed system consists of a simple UI through which customer can interact to know some basic information about the stores and some other knowledge about coffee.

As each and every citizen owns a smart phone,so everyone would be knowing about the functioning and usage of tabs which are similar to mobiles.

As soon as user opens the tab there will be an UI visible in which he/she can hit few queries about the store like timings of the stores,location of the stores , products available in the store,prices of those products and they can also know about the basic knowledge on benefits of having coffee and risks of having excess coffee.They can also know about production of coffee,economics of coffee…

This is just a basic model of bot which can be further be developed to far better bot.

1. **THEORETICAL ANALYSIS:**

**Block diagram:**

USER ENTERS THE QUERY

RESPONDS

IF QUERY IS AVAILABLE IN ASSISTANT

OR ELSE SEARCHES IN DISCOVERY AND RESPONDS

**Hardware/Software designing:**

1. Create ibm cloud account.
2. Create node red service
3. Create watson assistant service,discovery service in ibm cloud.
4. Configure watson assistant and preview your UI.
5. Then configure your discovery service.
6. Then create cloud functions instance and create an action to get results from discovery and link to watson assistant using webhooks.
7. Then configure the node red flow using different nodes and prepare the final UI.
8. **EXPERIMENTAL INVESTIGATIONS:**

I have gone through almost each and every link provided by the smartinternz in the internship.

I have even referred a lot in slack channel and made use of it and I got lots of information through mentors regarding node red and all in slack channel.

**5.FLOWCHART:**

NO

YES

NO RESPONSE

RESPOND

IF PRESENT

SEARCHES IN DISCOVERY

NO

RESPONDS

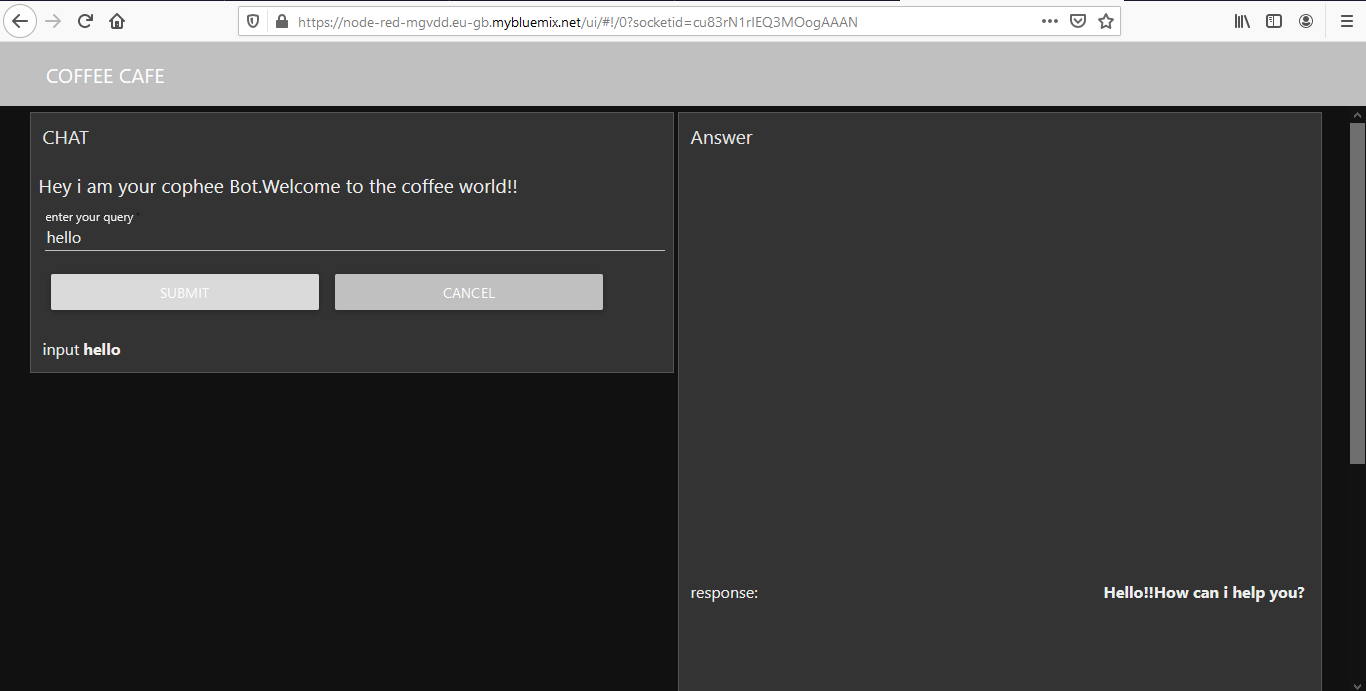
YES

QUERY PRESENT IN ASSISTANT

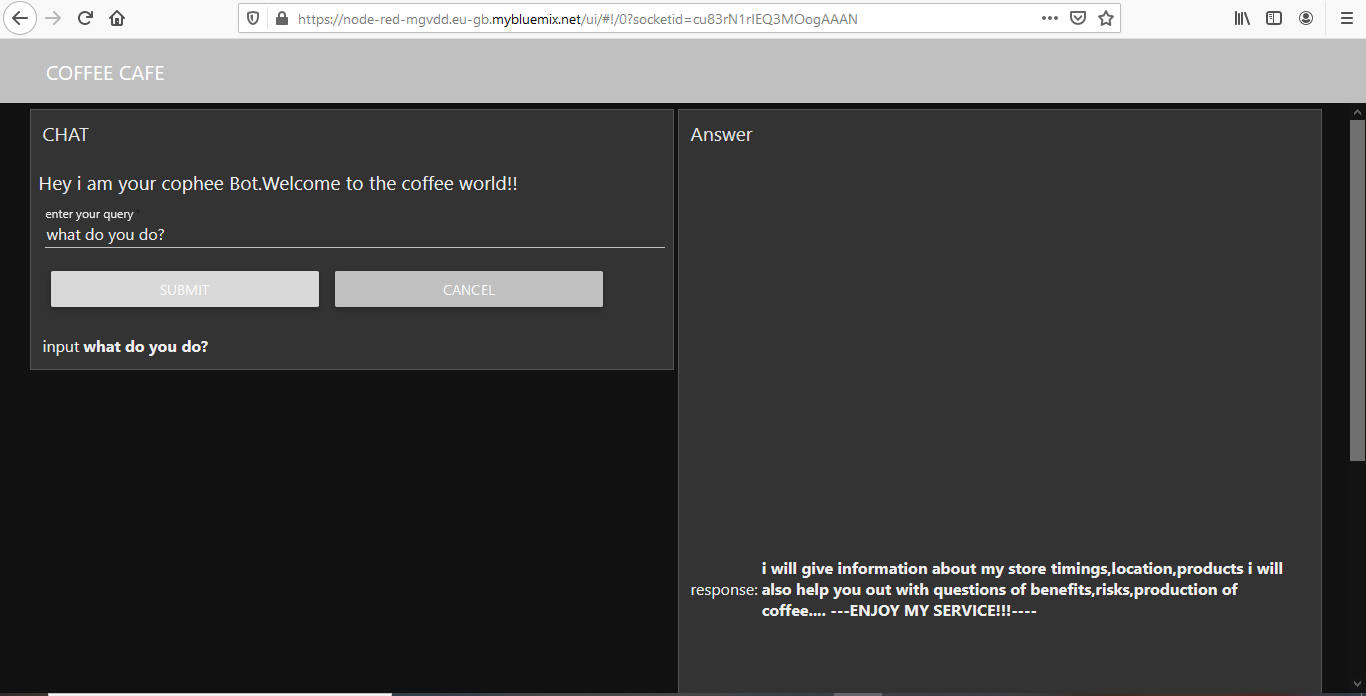
ENTER THE QUERY

**6.RESULT:**

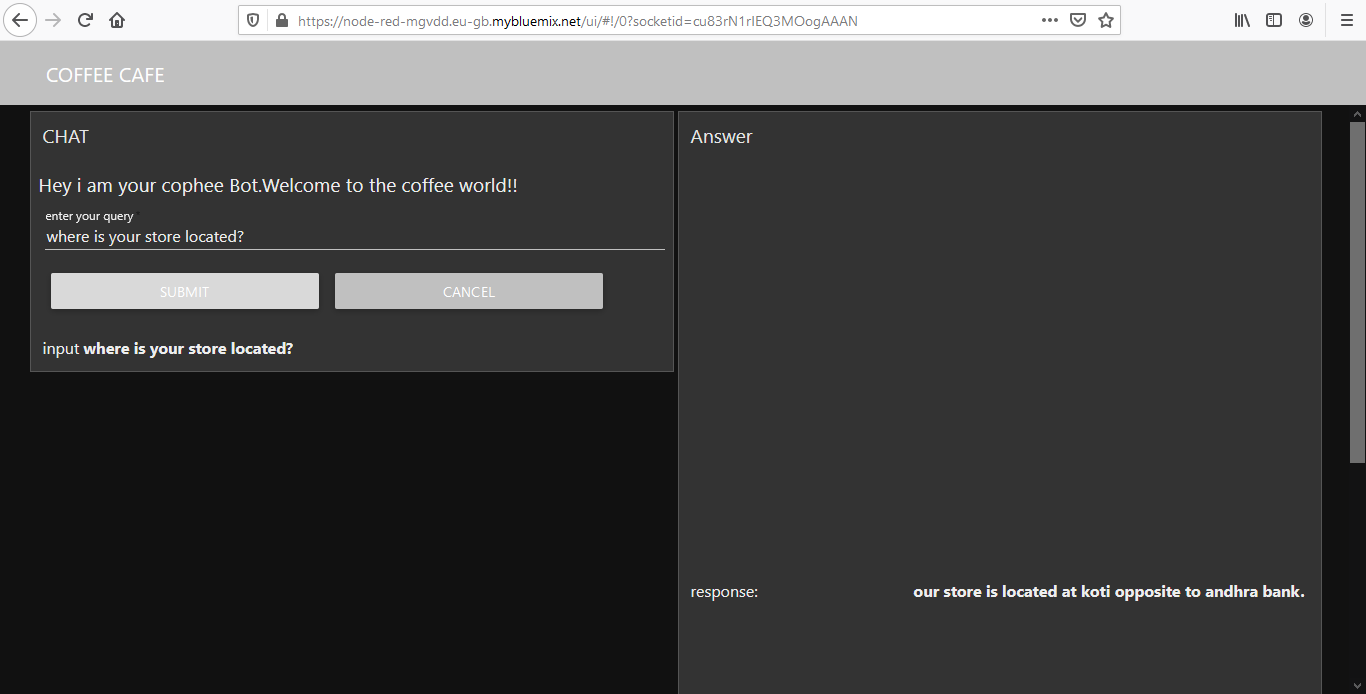
GREETINGS:



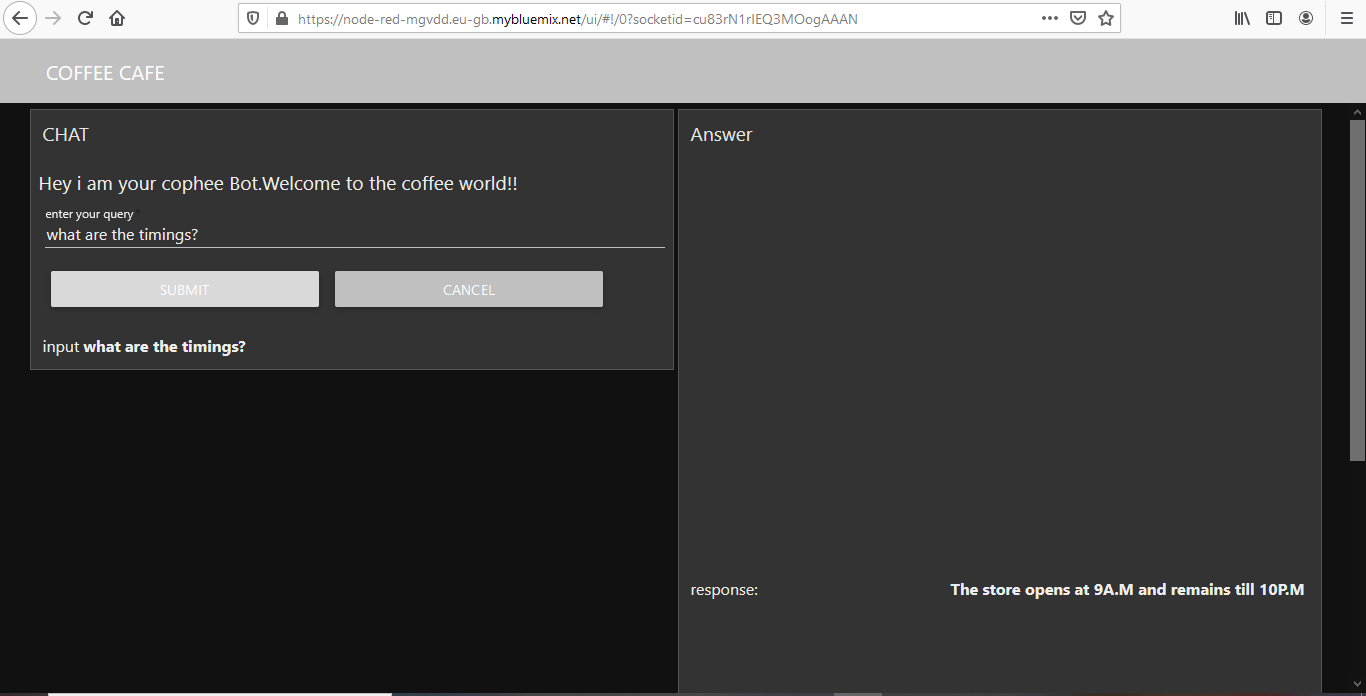
INFORMATION:



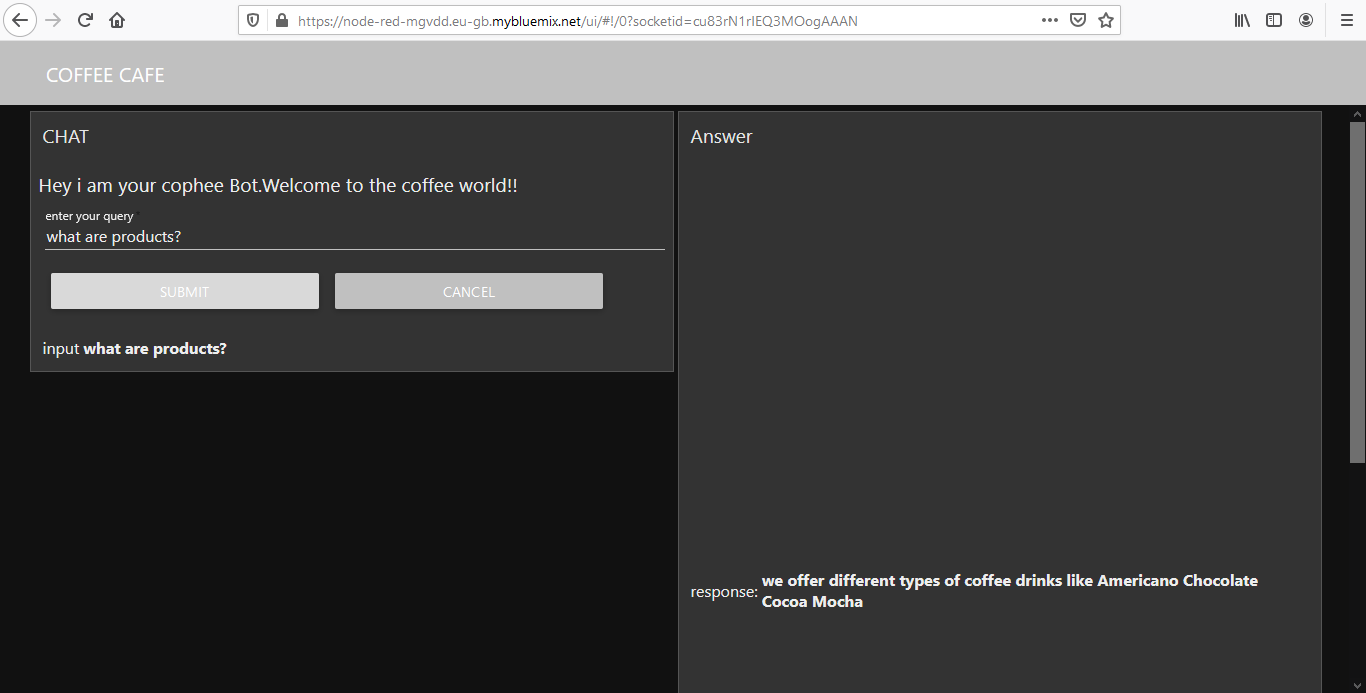
LOCATION:



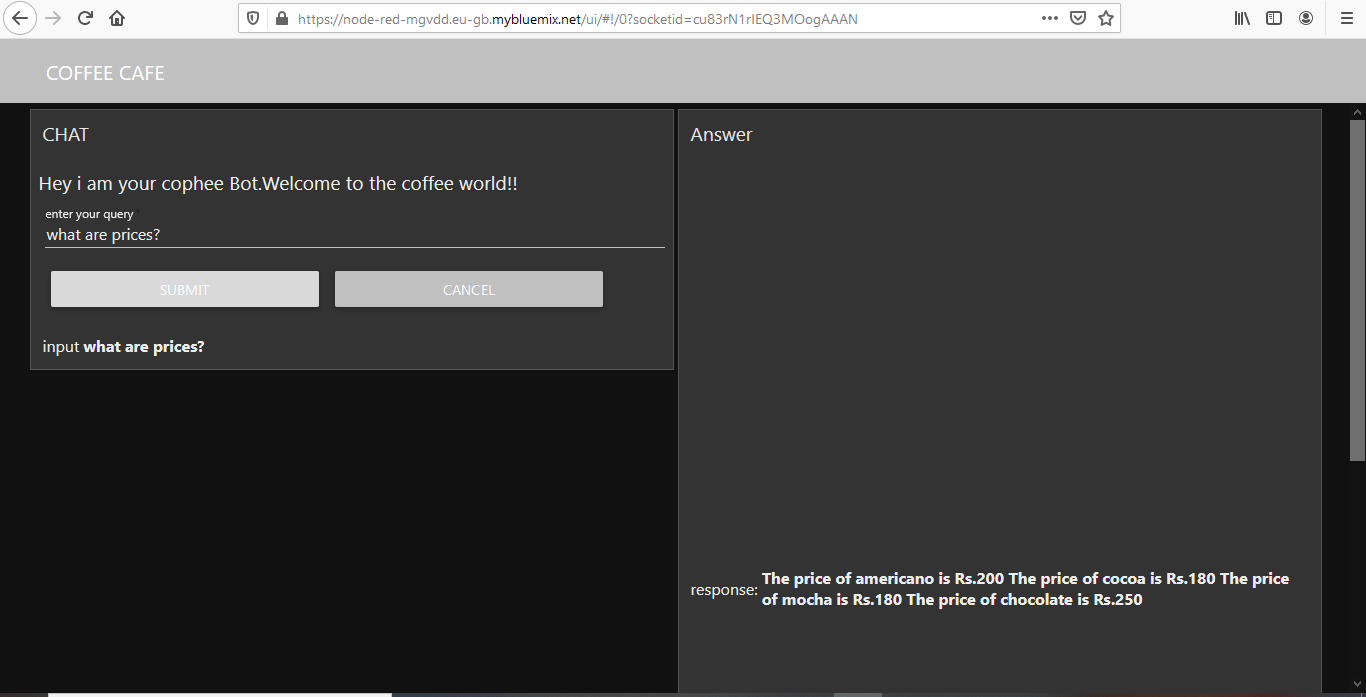
HOURS:



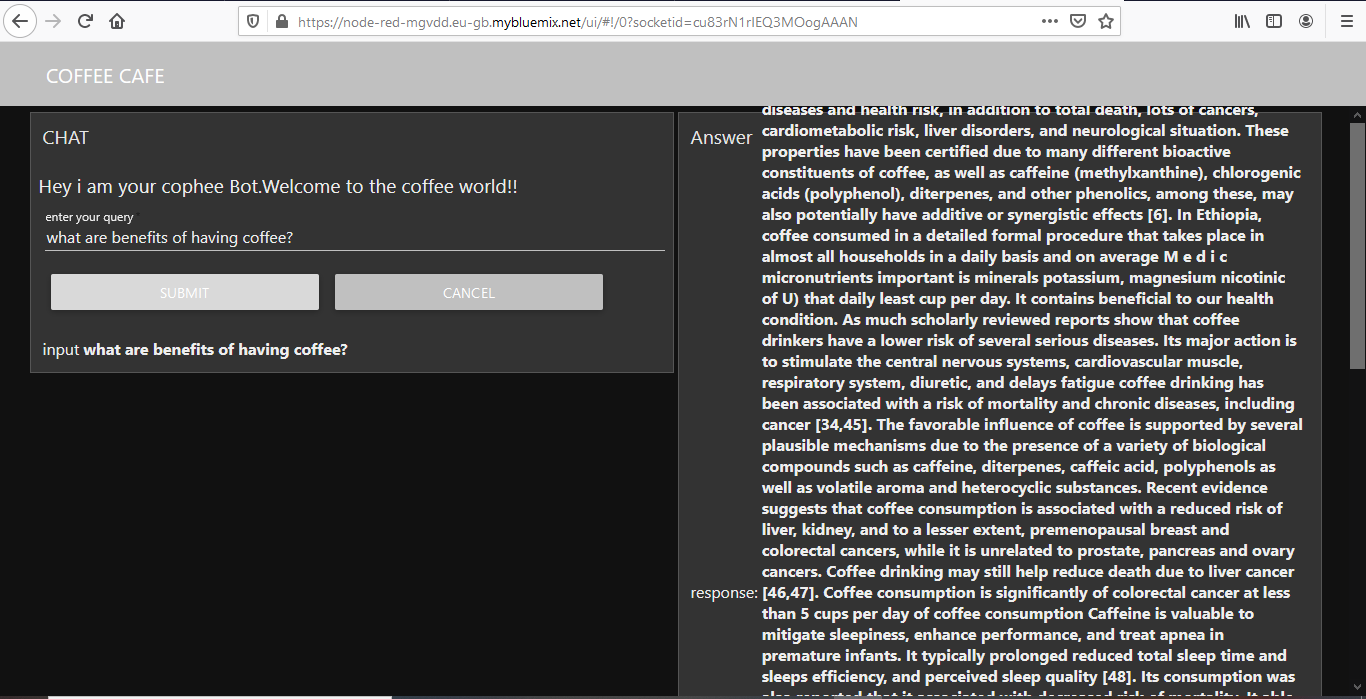
PRODUCTS:

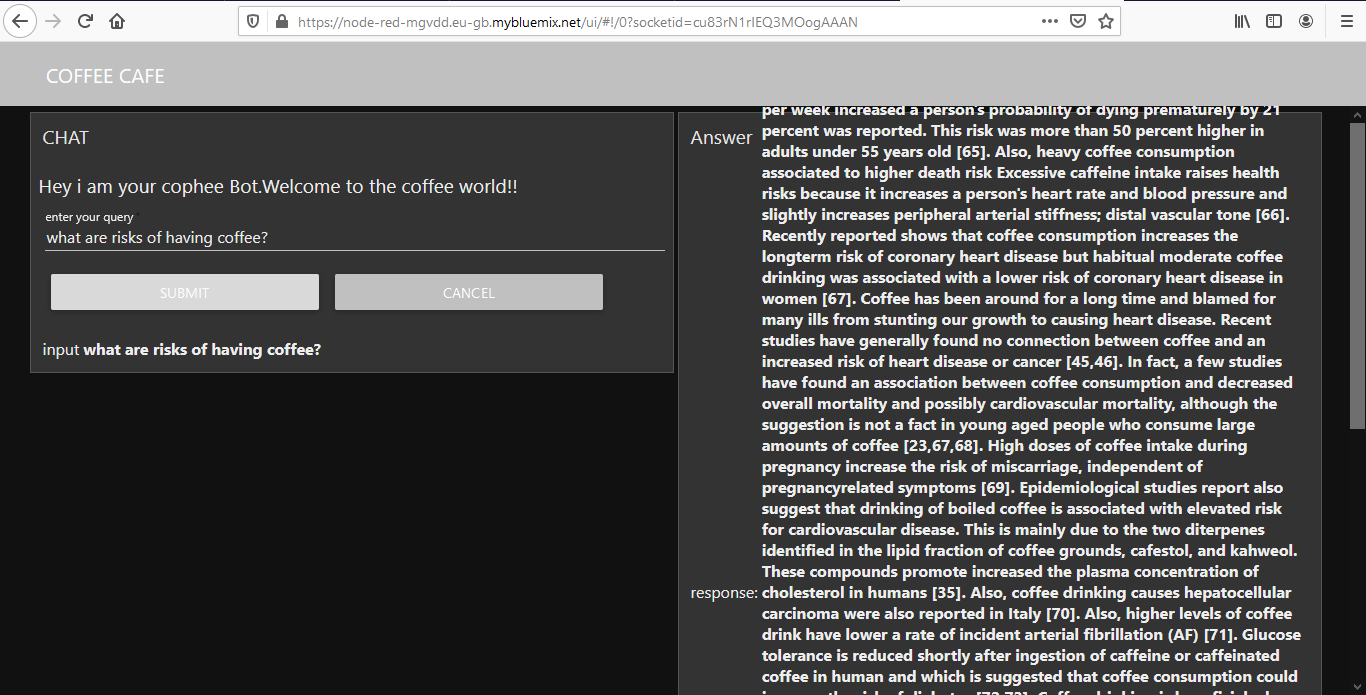


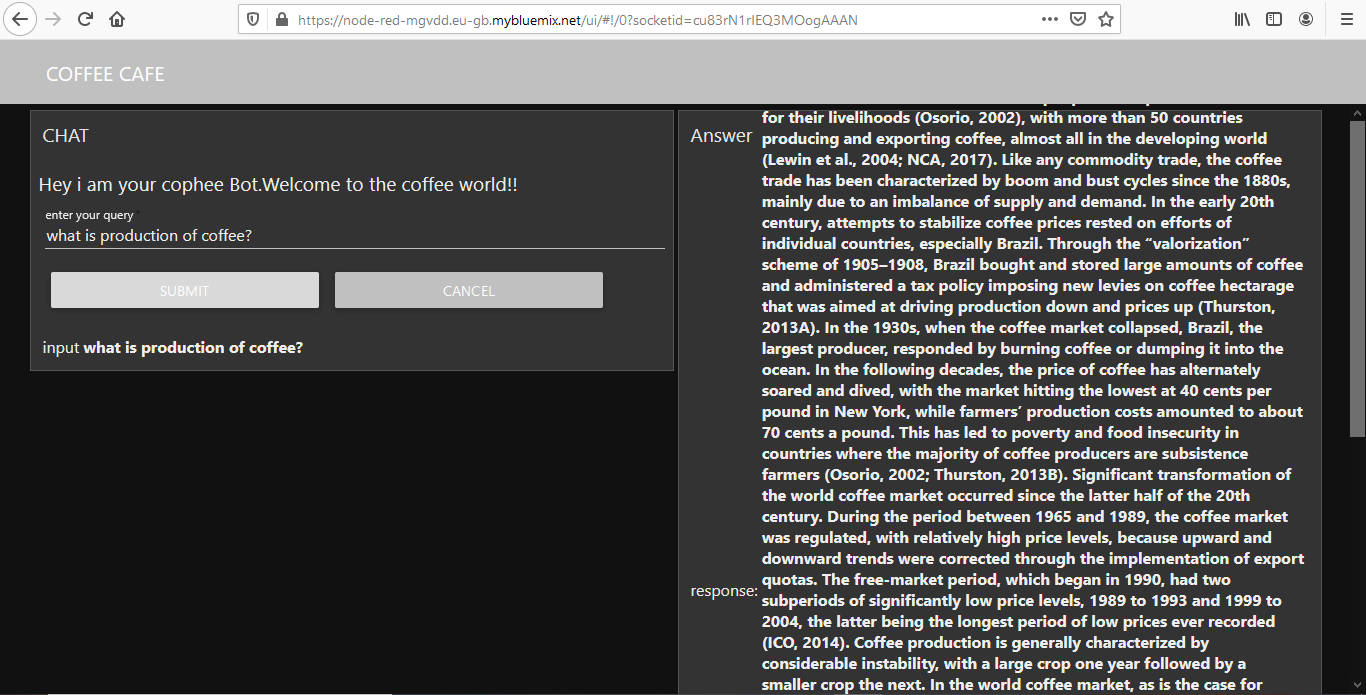
PRICES:

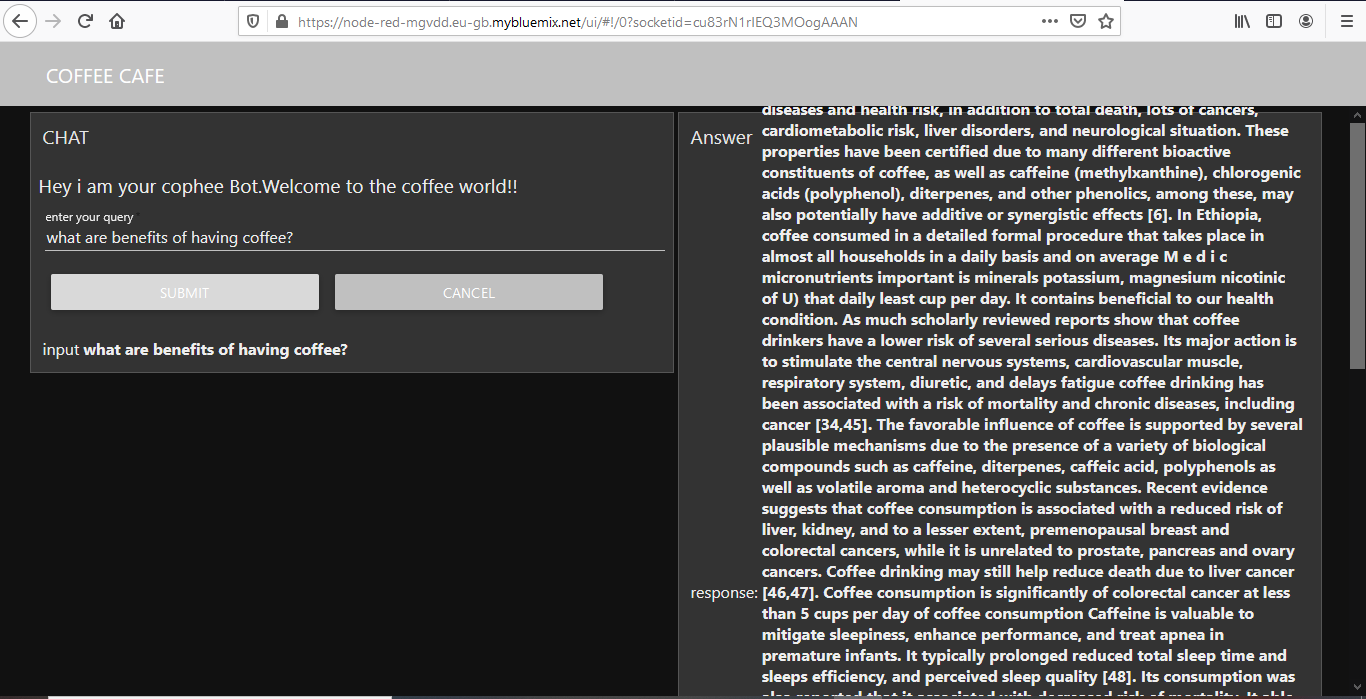


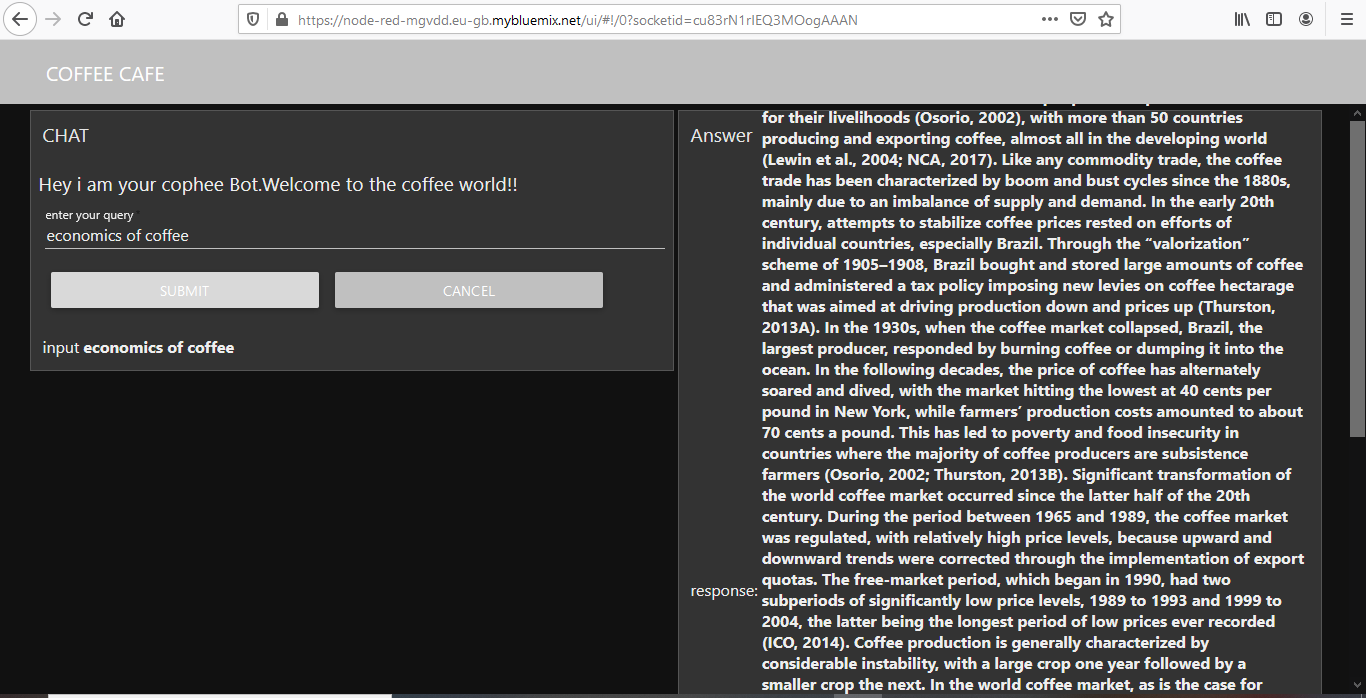
DISCOVERY RESULTS



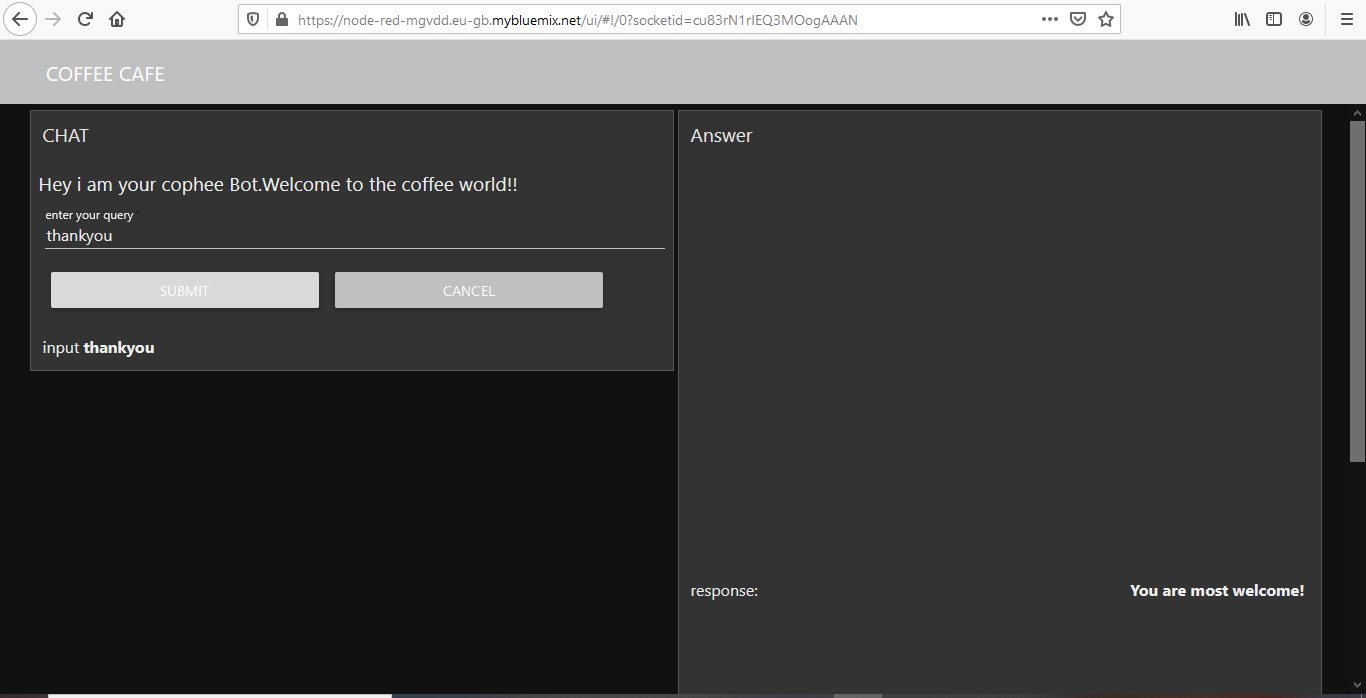








THANKYOU:



**7.ADVANTAGES AND DISADVANTAGES:**

The main advantage is time saving and building up the knowledge.

There are basically advantages for this system but disadvantages would be this system is costly or expensive to install and can be installed in good cafes.

**8.APPLICATIONS:**

This system can be installed in any of the stores.

**9.CONCLUSION:**

This system of intelligent customer help desk using smart understanding is just a basic model and can be used by customers visiting coffee cafes to know about the stores and some basic information regarding coffee.

We used technologies like ibm cloud functions,discovery service,watson assistant service ,then integrated all services using node red to build a simple UI.

1. **FUTURE SCOPE:**

More information regarding coffee can be installed using discovery service and can manage the fields more accurately as i did very basic and limited information.

We can also install features like ordering the items from home itself.

1. **BIBLIOGRAPHY:**

**SOURCE CODE:**

**CLOUD FUCNTION ACTION CODE:**

/\*\*

\*

\* @param {object} params

\* @param {string} params.iam\_apikey

\* @param {string} params.url

\* @param {string} params.username

\* @param {string} params.password

\* @param {string} params.environment\_id

\* @param {string} params.collection\_id

\* @param {string} params.configuration\_id

\* @param {string} params.input

\*

\* @return {object}

\*

\*/

const assert = require('assert');

const DiscoveryV1 = require('watson-developer-cloud/discovery/v1');

/\*\*

\*

\* main() will be run when you invoke this action

\*

\* @param Cloud Functions actions accept a single parameter, which must be a JSON object.

\*

\* @return The output of this action, which must be a JSON object.

\*

\*/

function main(params) {

return new Promise(function (resolve, reject) {

let discovery;

if (params.iam\_apikey){

discovery = new DiscoveryV1({

'iam\_apikey': params.iam\_apikey,

'url': params.url,

'version': '2019-03-25'

});

}

else {

discovery = new DiscoveryV1({

'username': params.username,

'password': params.password,

'url': params.url,

'version': '2019-03-25'

});

}

discovery.query({

'environment\_id': params.environment\_id,

'collection\_id': params.collection\_id,

'natural\_language\_query': params.input,

'passages': true,

'count': 3,

'passages\_count': 3

}, function(err, data) {

if (err) {

return reject(err);

}

return resolve(data);

});

});

}

**NODE-RED FLOW:(JSON FILE)**

[{"id":"61bd99ec.28678","type":"tab","label":"Flow 2","disabled":false,"info":""},{"id":"8255a3f9.3e6c98","type":"debug","z":"61bd99ec.28678","name":"","active":true,"tosidebar":true,"console":false,"tostatus":false,"complete":"payload","targetType":"msg","x":670,"y":60,"wires":[]},{"id":"f2c249b7.0d08b","type":"ui\_form","z":"61bd99ec.28678","name":"","label":"Hey i am your cophee Bot.Welcome to the coffee world!!","group":"7b930cf8.448754","order":1,"width":12,"height":3,"options":[{"label":"enter your query","value":"query","type":"text","required":true,"rows":null}],"formValue":{"query":""},"payload":"","submit":"submit","cancel":"cancel","topic":"","x":250,"y":60,"wires":[["267acb3.f5dd434"]],"icon":"font-awesome/fa-address-card"},{"id":"267acb3.f5dd434","type":"function","z":"61bd99ec.28678","name":"","func":"msg.payload=msg.payload.query \nreturn msg;","outputs":1,"noerr":0,"x":230,"y":280,"wires":[["b1ec9531.44d8f","1f8c761e.77ed0a"]]},{"id":"b1ec9531.44d8f","type":"ui\_text","z":"61bd99ec.28678","group":"7b930cf8.448754","order":4,"width":0,"height":0,"name":"","label":"input","format":"{{msg.payload}}","layout":"row-left","x":350,"y":440,"wires":[]},{"id":"68cbd424.fea31c","type":"function","z":"61bd99ec.28678","name":"","func":"msg.payload.text=\"\";\nif(msg.payload.context.webhook\_result\_1)\n{\n msg.payload.text=msg.payload.context.webhook\_result\_1.results[0].text;\n msg.payload=msg.payload.text;\n}\nelse\nmsg.payload=msg.payload.output.text[0];\nreturn msg;","outputs":1,"noerr":0,"x":710,"y":200,"wires":[["15bc0b3b.3b770d"]]},{"id":"15bc0b3b.3b770d","type":"ui\_text","z":"61bd99ec.28678","group":"8e0a04fe.d538f8","order":1,"width":12,"height":16,"name":"","label":"response:","format":"{{msg.payload}}","layout":"row-spread","x":780,"y":420,"wires":[]},{"id":"1f8c761e.77ed0a","type":"watson-conversation-v1","z":"61bd99ec.28678","name":"assistant","workspaceid":"ff65ddf6-7ae6-45ab-a357-af6da9958c20","multiuser":false,"context":false,"empty-payload":false,"service-endpoint":"https://api.eu-gb.assistant.watson.cloud.ibm.com/instances/9708d22a-93c3-4e27-8a02-d930cffb7ae4","timeout":"","optout-learning":false,"x":460,"y":280,"wires":[["8255a3f9.3e6c98","68cbd424.fea31c"]]},{"id":"7b930cf8.448754","type":"ui\_group","z":"","name":"CHAT","tab":"d9f9c55.40d0438","order":1,"disp":true,"width":"12","collapse":false},{"id":"8e0a04fe.d538f8","type":"ui\_group","z":"","name":"Answer","tab":"d9f9c55.40d0438","order":2,"disp":true,"width":12,"collapse":false},{"id":"d9f9c55.40d0438","type":"ui\_tab","z":"","name":"COFFEE CAFE","icon":"dashboard","disabled":false,"hidden":false}]

**WATSON-ASSISTANT SKILL:(JSON FILE)**

{

"intents": [

{

"intent": "information",

"examples": [

{

"text": "what info will you give"

},

{

"text": "what type of information will you tell"

},

{

"text": "wat will you do"

},

{

"text": "wat are you"

},

{

"text": "what can you do"

},

{

"text": "what are you"

},

{

"text": "what do you do"

},

{

"text": "what can you say"

},

{

"text": "would you like to tell about yourself"

},

{

"text": "tell me about yourself"

},

{

"text": "what will you tell"

}

],

"description": ""

},

{

"intent": "coffeeinfo",

"examples": [

{

"text": "manufacturing of coffee"

},

{

"text": "benefits"

},

{

"text": "what is history of coffee"

},

{

"text": "who prepared coffee"

},

{

"text": "history"

},

{

"text": "risks"

},

{

"text": "when was coffee prepared"

},

{

"text": "when was coffee manufactured"

},

{

"text": "what are benefits and risks of having coffee"

},

{

"text": "what are benefits of coffee"

},

{

"text": "what are risks of coffee"

},

{

"text": "benefits and risks"

},

{

"text": "manufacturing"

},

{

"text": "production of coffee"

},

{

"text": "production"

}

],

"description": ""

},

{

"intent": "price",

"examples": [

{

"text": "what is price of americano"

},

{

"text": "what is cost of americano"

},

{

"text": "what is price of chocolate"

},

{

"text": "what is price of cocoa"

},

{

"text": "what is cost of cocoa"

},

{

"text": "what is cost of chocolate"

},

{

"text": "what is price of mocha"

},

{

"text": "what is cost of mocha"

},

{

"text": "what are prices of products here"

},

{

"text": "what are costs"

},

{

"text": "what is price"

},

{

"text": "what is cost"

}

],

"description": ""

},

{

"intent": "thankyou",

"examples": [

{

"text": "bye"

},

{

"text": "byee"

},

{

"text": "thankyou"

},

{

"text": "see you"

},

{

"text": "gracious"

},

{

"text": "see you later"

},

{

"text": "tata"

}

],

"description": ""

},

{

"intent": "Customer\_Care\_Store\_Location",

"examples": [

{

"text": "What is the closest pharmacy?"

},

{

"text": "Show me nearest service center"

},

{

"text": "Restuarants nearby please"

},

{

"text": "Looking for a location"

},

{

"text": "Is there any shopping mall around me?"

},

{

"text": "I'd like to go to a store"

},

{

"text": "I want to know about a store"

},

{

"text": "I need help with find a store"

},

{

"text": "Go to your company"

},

{

"text": "Find store"

},

{

"text": "Do you have an office in denver?"

},

{

"text": "Can you tell me about physical locations you have in new jersey?"

},

{

"text": "Can you help me find locations in the general area of downtown baltimore?"

},

{

"text": "What is the closest store to my address?"

},

{

"text": "What is the nearest branch?"

},

{

"text": "What is the store near my zip code?"

},

{

"text": "Where are the store locations closest to davis city hall?"

},

{

"text": "Where are you located?"

},

{

"text": "Where is your office?"

},

{

"text": "Where is?"

}

],

"description": "Locate a physical store location or an address."

},

{

"intent": "greetings",

"examples": [

{

"text": "hello good morning"

},

{

"text": "how do you do"

},

{

"text": "how are you"

},

{

"text": "hello"

},

{

"text": "hi"

},

{

"text": "good morning"

},

{

"text": "ssup"

},

{

"text": "say me"

},

{

"text": "ha yes say"

},

{

"text": "tell me"

},

{

"text": "hyee"

},

{

"text": "hei"

}

],

"description": ""

},

{

"intent": "Customer\_Care\_Store\_Hours",

"examples": [

{

"text": "What time are you closing today?"

},

{

"text": "Are the stores open early?"

},

{

"text": "Are you open during thanksgiving?"

},

{

"text": "Are you open on bank holidays?"

},

{

"text": "Are you open on sundays, and if so what are the hours?"

},

{

"text": "At what hour can I swing by?"

},

{

"text": "Can you tell me how late the stores are open till?"

},

{

"text": "Does the store in the city center opens till 8pm on weekends?"

},

{

"text": "How early do you open?"

},

{

"text": "How long are you open?"

},

{

"text": "Is the branch open now?"

},

{

"text": "What are the business hours of the store nearest to me?"

},

{

"text": "What are the hours of operation?"

},

{

"text": "What are the saturday opening times for the local store?"

},

{

"text": "What are ur opening hours?"

},

{

"text": "What are your hous?"

},

{

"text": "What is the opening time for the washington store?"

},

{

"text": "What time do stores close?"

},

{

"text": "What time does the central manchester store shut on a saturday?"

},

{

"text": "What time is your store open on saturday?"

},

{

"text": "timings"

}

],

"description": "Find business hours."

},

{

"intent": "ordering",

"examples": [

{

"text": "i wanted to buy"

},

{

"text": "i would like to buy something"

},

{

"text": "i wanted to buy something"

},

{

"text": "i would like to buy"

},

{

"text": "i would like to order"

},

{

"text": "i want to purchase"

},

{

"text": "i want to get somethings"

},

{

"text": "i wanted to order something"

},

{

"text": "i want to order"

}

],

"description": ""

},

{

"intent": "Customer\_Care\_Products\_Offered",

"examples": [

{

"text": "What does your business sell?"

},

{

"text": "New products"

},

{

"text": "Need to know what products you have"

},

{

"text": "Items currently sold"

},

{

"text": "Items available?"

},

{

"text": "I would like to know what I can buy"

},

{

"text": "I need information on one of your products"

},

{

"text": "Catalogue look"

},

{

"text": "What products do you offer in the company?"

},

{

"text": "What products can I get from your company?"

},

{

"text": "What products are offered in the company?"

},

{

"text": "What product do you recommend for a tech consultant?"

},

{

"text": "What potential products or services are available?"

},

{

"text": "What kinds of products do you sell?"

},

{

"text": "What kind of products are available?"

},

{

"text": "What does your shop provide?"

}

],

"description": "Find products that are available for purchase."

}

],

"entities": [

{

"entity": "productname",

"values": [

{

"type": "synonyms",

"value": "americano",

"synonyms": []

},

{

"type": "synonyms",

"value": "cocoa",

"synonyms": []

},

{

"type": "synonyms",

"value": "chocolate",

"synonyms": []

},

{

"type": "synonyms",

"value": "mocha",

"synonyms": []

}

],

"fuzzy\_match": true

},

{

"entity": "store",

"values": [

{

"type": "synonyms",

"value": "store",

"synonyms": [

"shop"

]

}

],

"fuzzy\_match": true

},

{

"entity": "productnumber",

"values": [

{

"type": "synonyms",

"value": "8",

"synonyms": []

},

{

"type": "synonyms",

"value": "10",

"synonyms": []

},

{

"type": "synonyms",

"value": "3",

"synonyms": []

},

{

"type": "synonyms",

"value": "6",

"synonyms": []

},

{

"type": "synonyms",

"value": "4",

"synonyms": []

},

{

"type": "synonyms",

"value": "5",

"synonyms": []

},

{

"type": "synonyms",

"value": "9",

"synonyms": []

},

{

"type": "synonyms",

"value": "1",

"synonyms": []

},

{

"type": "synonyms",

"value": "2",

"synonyms": []

},

{

"type": "synonyms",

"value": "7",

"synonyms": []

}

],

"fuzzy\_match": true

},

{

"entity": "no",

"values": [

{

"type": "synonyms",

"value": "no",

"synonyms": [

"nope",

"nah"

]

}

],

"fuzzy\_match": true

},

{

"entity": "yes",

"values": [

{

"type": "synonyms",

"value": "yes",

"synonyms": [

"yup",

"sure",

"yeah"

]

}

],

"fuzzy\_match": true

},

{

"entity": "okay",

"values": [

{

"type": "synonyms",

"value": "okay",

"synonyms": [

"ok"

]

},

{

"type": "synonyms",

"value": "achaa",

"synonyms": []

},

{

"type": "synonyms",

"value": "tekh hein",

"synonyms": []

}

],

"fuzzy\_match": true

},

{

"entity": "order",

"values": [

{

"type": "synonyms",

"value": "cocoa",

"synonyms": []

},

{

"type": "synonyms",

"value": "macchiato",

"synonyms": []

},

{

"type": "synonyms",

"value": "chocolate",

"synonyms": []

},

{

"type": "synonyms",

"value": "latte",

"synonyms": []

},

{

"type": "synonyms",

"value": "mocha",

"synonyms": []

},

{

"type": "synonyms",

"value": "espresso",

"synonyms": []

},

{

"type": "synonyms",

"value": "irish",

"synonyms": []

},

{

"type": "synonyms",

"value": "americano",

"synonyms": []

},

{

"type": "synonyms",

"value": "cappuccino",

"synonyms": []

}

],

"fuzzy\_match": true

}

],

"metadata": {

"api\_version": {

"major\_version": "v2",

"minor\_version": "2018-11-08"

},

"from-sample": true

},

"webhooks": [

{

"url": "https://eu-gb.functions.cloud.ibm.com/api/v1/web/sowrikartarun%40gmail.com\_dev/default/coffeeinfo.json",

"name": "main\_webhook",

"headers": []

}

],

"dialog\_nodes": [

{

"type": "standard",

"title": "no",

"output": {

"generic": [

{

"values": [

{

"text": "see you then byee!"

},

{

"text": "have a great day"

},

{

"text": "keep smiling.Bye"

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"parent": "node\_1\_1589369817497",

"conditions": "@no",

"dialog\_node": "node\_9\_1589370139213",

"previous\_sibling": "node\_9\_1589370014066"

},

{

"type": "standard",

"title": "yes",

"output": {

"generic": [

{

"values": [

{

"text": "would you like have or know something?"

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"parent": "node\_1\_1589369817497",

"conditions": "@yes",

"dialog\_node": "node\_9\_1589370014066"

},

{

"type": "response\_condition",

"output": {

"text": {

"values": [

"try again"

],

"selection\_policy": "sequential"

}

},

"parent": "node\_6\_1589704529005",

"conditions": "anything\_else",

"dialog\_node": "response\_8\_1589704553340",

"previous\_sibling": "response\_1\_1589704551278"

},

{

"type": "response\_condition",

"output": {

"generic": [

{

"values": [

{

"text": "$webhook\_result\_1.passages"

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"parent": "node\_6\_1589704529005",

"conditions": "$webhook\_result\_1",

"dialog\_node": "response\_1\_1589704551278"

},

{

"type": "response\_condition",

"output": {

"text": {

"values": [

"Sorry try to rephrase the message you entered"

],

"selection\_policy": "sequential"

}

},

"parent": "Anything else",

"conditions": "anything\_else",

"dialog\_node": "response\_4\_1589692632880"

},

{

"type": "standard",

"title": "knowing",

"output": {

"generic": [

{

"values": [

{

"text": "The store opens at 9A.M and remains till 10P.M"

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"conditions": "#Customer\_Care\_Store\_Hours",

"dialog\_node": "node\_8\_1589019981708",

"previous\_sibling": "node\_4\_1589019688603"

},

{

"type": "standard",

"title": "greeting",

"output": {

"generic": [

{

"values": [

{

"text": "Hello!!How can i help you?"

},

{

"text": "Good to see you!How can i help you out?"

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"conditions": "#greetings",

"digress\_in": "does\_not\_return",

"dialog\_node": "node\_4\_1589019688603",

"previous\_sibling": "Welcome"

},

{

"type": "standard",

"title": "prices",

"output": {

"generic": [

{

"values": [

{

"text": "The price of americano is Rs.200\nThe price of cocoa is Rs.180\nThe price of mocha is Rs.180\nThe price of chocolate is Rs.250"

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"conditions": "#price",

"dialog\_node": "node\_10\_1589706471350",

"previous\_sibling": "node\_6\_1589353386434"

},

{

"type": "standard",

"title": "information",

"output": {

"generic": [

{

"values": [

{

"text": "i will give information about my store timings,location,products \ni will also help you out with questions of benefits,risks,production of coffee....\n---ENJOY MY SERVICE!!!----"

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"conditions": "#information",

"digress\_in": "does\_not\_return",

"dialog\_node": "node\_10\_1589617235692",

"previous\_sibling": "node\_8\_1589019981708"

},

{

"type": "standard",

"title": "Anything else",

"metadata": {

"callout": {

"name": "main\_webhook",

"type": "webhook",

"parameters": {

"": ""

},

"result\_variable": "webhook\_result\_1"

},

"\_customization": {

"mcr": true

}

},

"conditions": "anything\_else",

"dialog\_node": "Anything else",

"previous\_sibling": "node\_1\_1589369817497",

"disambiguation\_opt\_out": true

},

{

"type": "standard",

"title": "thankyou",

"output": {

"generic": [

{

"values": [

{

"text": "You are most welcome!"

},

{

"text": "byee see you later"

},

{

"text": "glad i met you"

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"conditions": "#thankyou",

"dialog\_node": "node\_1\_1589019785289",

"previous\_sibling": "node\_6\_1589704529005"

},

{

"type": "standard",

"title": "search",

"actions": [

{

"name": "main\_webhook",

"type": "webhook",

"parameters": {

"input": "<?input.text?>"

},

"result\_variable": "webhook\_result\_1"

}

],

"metadata": {

"\_customization": {

"mcr": true

}

},

"conditions": "#coffeeinfo",

"dialog\_node": "node\_6\_1589704529005",

"previous\_sibling": "node\_10\_1589706471350"

},

{

"type": "standard",

"title": "location",

"output": {

"generic": [

{

"values": [

{

"text": "our store is located at koti opposite to andhra bank."

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"conditions": "#Customer\_Care\_Store\_Location",

"dialog\_node": "node\_3\_1589353333151",

"previous\_sibling": "node\_10\_1589617235692"

},

{

"type": "standard",

"title": "products",

"output": {

"generic": [

{

"values": [

{

"text": "we offer different types of coffee drinks like \nAmericano\nChocolate\nCocoa\nMocha"

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"conditions": "#Customer\_Care\_Products\_Offered",

"digress\_in": "does\_not\_return",

"dialog\_node": "node\_6\_1589353386434",

"previous\_sibling": "node\_3\_1589353333151"

},

{

"type": "standard",

"title": "okay",

"output": {

"generic": [

{

"values": [

{

"text": "would you like to prolong your talk?"

},

{

"text": ""

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"conditions": "@okay",

"digress\_in": "does\_not\_return",

"dialog\_node": "node\_1\_1589369817497",

"previous\_sibling": "node\_1\_1589019785289"

},

{

"type": "standard",

"title": "Welcome",

"output": {

"generic": [

{

"values": [

{

"text": "I am coffee assistant!!\nWelcome to coffeeworld..."

}

],

"response\_type": "text",

"selection\_policy": "sequential"

}

]

},

"conditions": "welcome",

"dialog\_node": "Welcome"

}

],

"counterexamples": [],

"system\_settings": {

"off\_topic": {

"enabled": true

},

"disambiguation": {

"prompt": "Did you mean:",

"enabled": true,

"randomize": true,

"max\_suggestions": 5,

"suggestion\_text\_policy": "title",

"none\_of\_the\_above\_prompt": "None of the above"

},

"system\_entities": {

"enabled": true

},

"human\_agent\_assist": {

"prompt": "Did you mean:"

},

"spelling\_auto\_correct": true

},

"learning\_opt\_out": false,

"name": "My first skill",

"language": "en",

"description": ""

}

**-----------------THANK YOU----------------**