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# Bot Design Template

## Bot Purpose

IT bot for helping users through common IT services

## Bot Name

Sam

## Bot Capabilities

Reset passwords, order computers and general Q&A

## Initial Greeting

Hi I’m Sam. I’m an automated assistant at {Company Name}. Here are a few things I can help you with

## Bot Intelligence Sources

List of QnA

## Bot Dialog Flows

### Greeting Flow

|  |  |  |  |
| --- | --- | --- | --- |
|  | Bot |  | Human |
|  | Hi I’m Sam. I’m an automated assistant at {Company Name}. Here are a few things I can help you with   * Rest Password * Order a Computer * General Q&A |  |  |
|  |  |  | *Reset Password* |

### Reset Password Flow

|  |  |  |  |
| --- | --- | --- | --- |
|  | Bot |  | Human |
|  | Great, let me help you with your **reset password** request |  |  |
|  | To change your password you can click here and go over the security questions or I can email you a token for a password reset   * Go to Security Questions * Send me a Token |  |  |
|  |  |  | *Why are you doing that?* |
|  | Sorry, I’m not sure I understand. Please try clicking one of these options:   * Go to Security Questions * Send me a Token |  |  |
|  |  |  | *Send me a Token* |
|  | Certainly, please provide your employee id |  |  |
|  |  |  | *123456* |
|  | Thanks! A reset password token has been sent to your email on record. |  |  |

### Alt Flow: Doesn’t Know Employee ID:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Bot | Human |  |
|  | Certainly, please provide your employee id |  |  |
|  |  |  | *I don’t know my employee id* |
|  | I’m sorry, I cannot help you with your password request without a user id. |  |  |
|  | You may click here to go through the process of retrieving you employee id information. |  |  |