**Alexa Skill Prompts:**

Basic Flow:

* Invocation for skill: “run final survey”
* Welcome message from Alexa:

Alexa-prompt = “OpenEyes Surveys ready to Use. Tell me your six-digit Survey ID."

Re-prompt = "Please tell me your six-digit Survey I D to begin."

Note: Re-prompt message will speak by Alexa when user did not response anything.

* After this user will tell six-digit survey ID then survey start confirmation message will ask:

If Survey ID is correct:

Alexa-prompt = "If you need assistance, say “Help” anytime. Let's begin OpenEyes survey, okay?”

If survey ID is incorrect:

Alexa-prompt = "Invalid Survey ID. Please enter correct six-digit survey ID."

* After user confirm for survey start with response like – ok, yeah, let’s start Alexa will ask questions one after another:

Short Answer type Question:

Alexa-prompt = "Question No." + question text + " Reply briefly."

Descriptive type Question:

Alexa-prompt = "Question No." + question text + " Reply in Detail."

MCQ type/Dropdown with single selection:

Alexa-prompt = "Question No." + question text + " Choose only one from " + [options in list]

Rating type Question:

Alexa-prompt = "Question No." + question text + "Rate out of 5.”

Group-Rating type Question:

Alexa-prompt = "Question No." + question text + " Rate out of 5.” + "<break time='0.5s'/>" + rating group 1

User Give rating

Alexa-prompt = “Give rating for:” + rating group 2 & so on.

After answering question by user Alexa will prompt next question.

* Thank You message After answering all questions:

Alexa-prompt = "Thank you for answering all question have a nice day."

Other Features:

1. **Help**: As user say help, Help Intent will trigger and Alexa will speak;

Alexa-prompt = "Hello, how can I help? For more options you can say 'options'."

User response: Options

Alexa-prompt = "You can say any of the following options: 'select repeat', 'select stop', 'select resume', 'select home', 'select report question', 'select report survey'."

User response: Select repeat

Alexa-prompt = "Just say, 'Alexa repeat' for me to repeat the last thing I said."

User response: Select stop

Alexa-prompt = "Just say, 'Alexa Stop' for me to end the skill."

User response: Select resume

Alexa-prompt = "Just say, 'Alexa resume' or 'Alexa continue' for me to continue survey where we left."

User response: Select home

Alexa-prompt = "Just say, 'Alexa home' for me to return to the start of the skill."

User response: Select report question

Alexa-prompt = "Just say, 'report question' for me to report current question."

User response: Select report survey

Alexa-prompt = "please give the reason for that survey! or u can continue the survey!"

1. **Resume:** As user say resume, Resume intent will be trigger and Alexa ask question where he left/did not given answer for question.

Alexa-prompt = "We are starting survey where you left: " + Previous Question text

1. **Stop/Exit:** It will stop or End survey.

Alexa-prompt = "Thank you for using OpenEyes Survey, please rate our skill in your Alexa app. Goodbye!"

1. **Repeat:** It will repeat previous prompt said by Alexa.
2. **Home:** It will restart survey again from welcome message.

Alexa-prompt = "Let’s start survey again...OpenEyes Surveys ready to Use. Tell me your six-digit Survey ID."

Re-prompt = "Please tell me your six-digit Survey I D to begin."

1. **Report Question:** Report current question and ask for specific reason to reporting question and move for next question.

Alexa-prompt = "Please give the reason for that question! or u can continue the survey!"

User response: specific reason for reporting question

Alexa-prompt = "We are skipping current question and moving to next question: "+ Next question text

1. **Report Survey:** Ask for specific reason for reporting survey and gives Thank you message.

Alexa-prompt = "Please give the reason for report survey! or u can continue the survey!”

User response: reason for reporting survey

Alexa-prompt = "Thank you for taking the time for our survey. Your feedback is extremely valuable to us and will help us to improve our survey. Thank you again for your participation."

1. **Support:** If user say utterance support intent will be trigger.

Alexa-prompt = "Sure, we can help you with that. What type of support do you need? Your options are: technical and general."

User response: Technical

Alexa-prompt = "Our tech support team is available 24/7. Please call +91 9898989898 TECH-SUPPORT for assistance."

User response: General

Alexa-prompt = "For general questions or comments, please send an email to info@ourcompany.com."