1. Massege: Send by bot

response = Map();

msg = message.get("text");

if(operation.equals("chat"))

{

if(msg.equalsIgnoreCase("CRM-Implementation"))

{

response.put("action","context");

response.put("context\_id","CRM-Implementation");

question4 = {"name":"CRM-Implementation","replies":{"Which CRM Implementation you are looking for?"},"suggestions":{"ZOHO","SALESFORCE","HUBSPOT","LEAD SQUARED"}};

questions = Collection();

questions.insert(question4);

response.put("questions",questions);

}

else if(msg.equalsIgnoreCase("E-Commerce"))

{

response.put("action","context");

response.put("context\_id","E-Commerce");

question4 = {"name":"E-Commerce","replies":{"Which e-Commerce you are looking for? "},"suggestions":{"Shopify","WooCommerce","Magento","BigCommerce"}};

questions = Collection();

questions.insert(question4);

response.put("questions",questions);

}

else if(msg.equalsIgnoreCase("Web Application"))

{

response.put("action","context");

response.put("context\_id","Web Application");

question4 = {"name":"Web Application","replies":{"Which CRM Implementation you are looking for?"},"suggestions":{".(dot)Net","PHP","PHP Core","Laravel"}};

questions = Collection();

questions.insert(question4);

response.put("questions",questions);

}

else if(msg.equalsIgnoreCase("Mobile Application"))

{

response.put("action","context");

response.put("context\_id","Mobile Application");

question4 = {"name":"Mobile Application","replies":{"Which Mobile Application you are looking for?"},"suggestions":{"iOS","Android","Flutter"}};

questions = Collection();

questions.insert(question4);

response.put("questions",questions);

}

else if(msg.equalsIgnoreCase("Any Other"))

{

response.put("action","context");

response.put("context\_id","Any Other");

question4 = {"name":"Any Other","replies":{"Please type your requirements, our team will contact you soon."}};

questions = Collection();

questions.insert(question4);

response.put("questions",questions);

}

}

else

{

response = Map();

response.put("action","reply");

response.put("replies",{{"text":"Hello, I'm Addy from CRM-Masters! \n We are your Cloud Consultant Today. \n Please select any of the following option to assist ahead."}});

response.put("input",{"type":"select","options":{"CRM-Implementation","E-Commerce","Web Application","Mobile Application","Any Other"}});

return response;

}

return response;

2. Trigger:Trigger

response = Map();

response.put("action","reply");

response.put("replies",{"Hello, I'm Addy from CRM-Masters! \n We are your Cloud Consultant Today. \n Please select any of the following option to assist ahead."});

response.put("suggestions",{"CRM-Implementation","E-Commerce","Web Application","Mobile Application","Any Other"});

return response;