

# **Greeting Handling Pack for RAG Knowledge Bots**

Semantic search training content: English + Hindi + Hinglish

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Use this document as an indexed knowledge source in your vector store so that greeting-type queries retrieve the right policy + response templates, and do not derail real user tasks.

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## 1. Purpose and scope

This pack defines how a RAG bot should detect and respond to greetings, courtesy check-ins, introductions, and occasion-based wishes — in a way that stays friendly while keeping the user moving toward their goal.

### Covered

- Greeting-only messages (Hi/Hello/Namaste/GM)
- Greeting + task in the same message
- Courtesy check-ins (How are you? / कैसे हो? / Kya scene hai?)
- Introductions (I'm Aditya / मैं आदित्य हूँ)
- Time-of-day greetings (Good morning / शुभ प्रभात)
- Occasion greetings (Happy Diwali / शुभ दीपावली)
- Typos, slang, and mixed language (Hinglish)

### Not covered (keep out of scope unless your bot is designed for it)

- Long small-talk conversations beyond 2-3 turns
- Romantic/flirtatious companionship behavior (for work/enterprise bots)
- Deep cultural/religious discussions triggered only by greeting words (handle separately)

## 2. Core behavior rules (policy)

### Rule A — Greeting-only

Greet back in a similar tone, then ask a lightweight next-step question.

### Rule B — Greeting + task

Acknowledge the greeting briefly, then do the task. Do not ask “How can I help?” if the user already asked.

### Rule C — Courtesy check-in

Answer briefly (positive/neutral), then redirect to the user's need. Keep it professional and short.

### Rule D — Match tone, not length

Mirror formality (formal -> formal, casual -> casual). Limit emojis (0-1).

### Rule E — Time-of-day logic is optional

If you cannot confidently know local time, do not correct the user. Prefer mirroring: “Good morning!”

### Rule F — Don't hallucinate familiarity

Avoid “Great to see you again” unless you truly track session state.

## Quick examples

Lang	Example
EN	Hi! How can I help today?
HI	नमस्ते! मैं कैसे मदद करूँ?
HINGLISH	Hi! Batao kya help chahiye?

## 3. Language policy (English + Hindi + Hinglish)

Respond in the user's language. For mixed-language input, reply in Hinglish (Roman Hindi + English) or give one English line + one Hindi line if your product UX benefits from it.

- If user is English-only: respond in English.
- If user is Hindi (Devanagari): respond in Hindi (देवनागरी).
- If user is Hinglish / mixed: respond in Hinglish OR bilingual lines (EN + HI).
- If user greets in Hindi but asks a technical task in English: greet in Hindi, then execute the task in English.
- Never shame the user for language choice.

## 4. Intent taxonomy (for routing and retrieval)

Intent	What it means
GREETING_ONLY	Pure salutation/opener (Hi / Hello / Namaste / नमस्ते)
GREETING_PLUS_TASK	Greeting plus a request (Hi, write SQL...)
CHECKIN_STATUS	How are you? / कैसे हो? / What's up?
INTRO_SELF	I'm <name> / मैं हूँ / This is <name>
TIME_GREETING	Good morning/afternoon/evening; शुभ प्रभात / शुभ संध्या
OCCASION_GREETING	Happy Diwali/Eid/Christmas; शुभ दीपावली / ईद मुबारक
FAREWELL	Bye/Good night; अलविदा / शुभ रात्रि
THANKS	Thanks/धन्यवाद (often appears with greetings)
APOLOGY_POLITE	Sorry to bother you / माफ़ कीजाए — hi...

## 5. Greeting phrase lexicon (seed list for embeddings)

Index these variants so semantic search can match typos, slang, and regional forms. Add or remove terms based on your user base.

English	Hindi (Devanagari)	Hinglish (Roman)
Hello / Hi / Hey	नमस्ते / नमस्कार	Hi / Namaste / Namaskar
Good morning (GM)	शुभ प्रभात	Good morning / GM / Gud mrng
Good evening	शुभ संध्या	Good evening / Gud eve
How are you?	आप कैसे हैं? / कैसे हो?	Kaise ho? / Kya haal hai?
What's up?	क्या चल रहा है?	Kya scene hai? / Kya chal raha hai?
Greetings	अभिवादन	Greetings / Namaste
Bye / See you	अलवादि / फरि मलिंगे	Bye / Milte hain
Good night	शुभ रात्रि	Good night / Shubh raatri
Happy Diwali	शुभ दीपावली	Happy Diwali / Shubh Diwali
Eid Mubarak	ईद मुबारक	Eid Mubarak / Eid ki mubarakbad
Merry Christmas	क्रिसमस की शुभकामनाएँ	Merry Christmas
Thanks	धन्यवाद / शुक्रिया	Thanks / Shukriya

## 6. Response templates (store as retrievable chunks)

Use these as canonical templates. Pick one based on tone (minimal vs friendly) and language.

### GREETING\_ONLY — Minimal

Lang	Template
EN	Hi! How can I help today?
HI	नमस्ते! मैं कैसे मदद करूँ?
HINGLISH	Hi! Batao kya help chahiye?

### GREETING\_ONLY — Friendly (still professional)

Lang	Template
EN	Hey! Tell me what you're working on and I'll jump in.
HI	हाय! बताइए आप कसि पर काम कर रहे हैं, मैं मदद करता/करती हूँ।
HINGLISH	Hey! Batao aap kya kar rahe ho, main help karta hoon.

### GREETING\_PLUS\_TASK

Lang	Template
EN	Hi! Sure — here's the best way to do that: ...
HI	नमस्ते! ज़रूर — इसे करने का सबसे अच्छा तरीका यह है: ...
HINGLISH	Hi! Bilkul — best way ye hai: ...

## CHECKIN\_STATUS

Lang	Template
EN	Doing well—thanks! What would you like help with?
HI	मैं ठीक हूँ—धन्यवाद! बताइए किसी चीज़ में मदद चाहौं?
HINGLISH	Badhiya—thanks! Batao kis cheez mein help chahiye?

## FAREWELL

Lang	Template
EN	Bye! If you need anything later, I'm here.
HI	अलविदा! बाद में कुछ चाहौं हो तो बताइए।
HINGLISH	Bye! Baad mein kuch chahiye ho to bata dena.

## 7. Training examples (user -> intent -> recommended response)

Examples for semantic retrieval and/or classifier training. Includes typos and mixed language.

User message	Intent	Recommended (EN)	Recommended (HI)	Recommended (Hinglish)
Hi	GREETING_ONLY	Hi! How can I help today?	नमस्ते! मैं कैसे मदद करूँ?	Hi! Batao kya help chahiye?
Hello there	GREETING_ONLY	Hello! What would you like to work on?	नमस्ते! आप कसि पर काम करना चाहते हैं?	Hello! Kis cheez par kaam karna hai?
namste	GREETING_ONLY	Hi! How can I help?	नमस्ते! मैं कैसे मदद करूँ?	Namaste! Kaise help karun?
gm	TIME_GREETING	Good morning! What can I do for you?	शुभ प्रभात! मैं क्या मदद करूँ?	Good morning! Kya help chahiye?
Good evening, can you summarize this paragraph?	GREETING_PLUS_TASK	Good evening! Paste the paragraph and I'll summarize it.	शुभ संध्या! पैराग्राफ पेस्ट करे, मैं सारांश दूँगा/दूँगी।	Good evening! Paragraph paste karo, main summarize kar dunga.
Hi, write a SQL query to find duplicates	GREETING_PLUS_TASK	Hi! Sure — tell me the table + columns, and I'll write it.	नमस्ते! टेबल और कॉलम बताइए, मैं क्वेरी लखि दूँगा/दूँगी।	Hi! Table aur columns bata do, query bana deta hoon.
How are you?	CHECKIN_STATUS	Doing well—thanks! What would you like help with?	मैं ठीक हूँ—धन्यवाद! कसिमे मदद चाहिए?	Badhiya—thanks! Kis cheez mein help chahiye?
kya haal hai	CHECKIN_STATUS	All good. What do you need help with?	सब ठीक है। कसिमे मदद चाहिए?	Sab theek. Batao kya help chahiye?
I'm Aditya	INTRO_SELF	Hi Aditya—nice to meet you. What can I help with?	नमस्ते आदतिय—मलिकर खुशी हुई। कसिमे मदद करूँ?	Hi Aditya—nice to meet you. Kis cheez mein help chahiye?
This is Tanvi	INTRO_SELF	Hello Tanvi—how can I help?	नमस्ते तन्वी—मैं कैसे मदद करूँ?	Hello Tanvi—kaise help karun?
Happy Diwali!	OCCASION_GREETING	Happy Diwali! How can I help today?	शुभ दीपावली! आज मैं कैसे मदद करूँ?	Happy Diwali! Aaj kya help chahiye?

Eid Mubarak	OCCASION_GREETING	Eid Mubarak! What would you like to work on?	ईद मुबारक! बताइए किसी पर काम करना है?	Eid Mubarak! Batao kya kaam hai?
Bye	FAREWELL	Bye! If you need anything later, I'm here.	अलवादि! बाद मे कुछ चाहें हो तो बताइए।	Bye! Baad mein kuch chahiye ho to bolna.
Good night	FAREWELL	Good night! Take care.	शुभ रात्रि! ध्यान रखें।	Good night! Take care.
Hi... are you there?	GREETING_ONLY	Yep—I'm here. What do you need?	जी—मैं यहाँ हूँ। क्या मदद चाहें?	Haan, main yahin hoon. Kya chahiye?
HelloWorld in Java	FALSE_POSITIVE	Not a greeting. Treat as a programming topic.	यह नहीं है; यह है।	Ye greeting nahi—programming term hai.
GMV growth	FALSE_POSITIVE	Not a greeting. Treat as business metric GMV.	यह नहीं है; है।	Ye greeting nahi—GMV metric hai.

## 8. Greeting false positives (must NOT route to greeting-only)

- “HelloWorld”, “HiFi”, “GMV”, “GMS”, “Hi-score” — tokens that look like greetings but are domain words.
- If a message contains a clear domain keyword (Java, SQL, cricket score, token price), treat it as a task intent.
- For “Good night, can you also ...” -> handle as farewell + task (acknowledge briefly, then do the task).

## 9. How to chunk and index for RAG

For best semantic retrieval, keep one intent per chunk and include a short synonym line. Store templates and policy separately from examples so the bot can retrieve rules + a response pattern.

- Chunk types: (1) Policy (rules), (2) Templates, (3) Lexicon, (4) Examples, (5) False positives.
- Metadata tags: intent, lang, tone, audience, priority.
- Keep chunks small (150–400 tokens). Prefer 1–2 screens per chunk.
- Add an “Also matches:” line with synonyms and typos to boost embedding match.

### Sample chunk metadata (example)

```
{ "doc_type": "template", "intent": "GREETING_ONLY", "tone": "minimal", "lang": ["en", "hi", "hinglish"], "priority": "high" }
```

## 10. Evaluation checklist (quick)

- Greeting-only queries: short (1–2 lines) + ask what user needs.
- Greeting+task queries: do not ask “How can I help?”; proceed with the task.
- Language match: respond in user language; for mixed, use Hinglish or bilingual lines.
- False positives: “HelloWorld”, “GMV” should not trigger greeting behavior.
- Tone: professional, no over-familiarity, max one emoji.