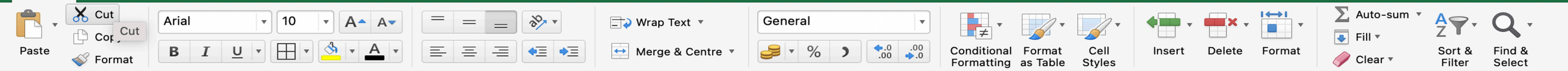


E18

Hello Flow

Type	Bot message	Quick responses	Bot action	Notes on what happens next
Say	Hi, I'm Flavio, the Eco-Sofa Bot. I can help you buy a couch.		Continue	
Say	Heya, Flavio is my name & I'm Eco-Sofa's new bot. I can help you buy a couch.		Continue	
Say	Howdi. XX, Thanks for returning in case you've forgotten Flavio's the name & I'm a chatbot for Eco-Sofa. I can help you buy a couch.		Continue	
Delay			Continue	*Bot Message Line 7*
Ask	What would you like to do first, please choose one of the following options.		Step to	*Button Line 8/Button Line 9/Button Line 10*
Ask	Buy a Couch		Jump to	*Main Flow*
Ask	Research Product details.		Jump to	*Secondary Flow (Product Details)*
Ask	Learn About Our story.		Jump to	*Secondary Flow (Our Story)*
User Input (Quick Reply)		Main Flow	Jump to	*Main Flow*
		See Catch All	Jump to	*Catch All*

Key Intent 1

Description: This is the flow that is triggered once a user clicks the buttons indicating they want to see the "Key Intent 1."

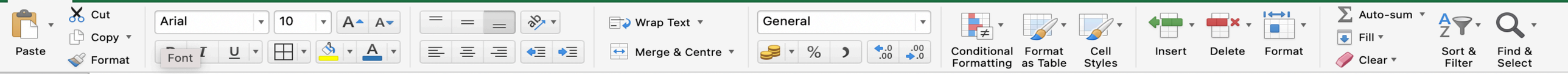
Type	Bot message	Quick responses	Bot action	Notes on what happens next
Say	Which style fits best in your room?:		**Continue**	
Ask		Retro Chic	**Step to**	*Bot Message Line 10*
		Vintage Cool with Studs	**Step to**	*Bot Message Line 8*
		Italian Brow	**Step to**	*Bot Message Line 10*
Say	Would you like to choose the shape of studs for your couch?:	Square	**Step to**	*Bot Message Line 10*
		Round	**Step to**	*Bot Message Line 10*
Say	Please choose from the following colours:	Light Tan	**Step to**	*Bot Message Line 13*
		Medium Mocha	**Step to**	*Bot Message Line 13*
		Dark Chocolate	**Step to**	*Bot Message Line 13*
Say	Please Choose from the following sizes:	2 Seat Size	**Step to**	*Bot Message Line 15*
		3 Seat Size	**Step to**	*Bot Message Line 15*
Ask	Want to see this couch in your own home using our Virtual Room Preview?	Yes	**Jump to**	*Secondary Flow (AR Flow)*
		No	**Step to**	*Bot Message Line 17 or 18*
Ask		Update your sofa choice.	**Step to**	*Bot Message Line 4*
		View choice in shopping basket & proceed to checkout.	**Jump to**	*(website online checkout link)* *www.eco-sofa.com/checkout*

D12

Key Intent 2

Description: This is the flow that is triggered once a user clicks the buttons indicating they want to see the "Key Intent 2."

Type	Bot message	Quick responses	Bot action	Notes on what happens next
User Input (Quick Reply)	Great! Let me show you more info on our website.	Product details.	**Jump to**	*Link to the main website with a detailed description on the product details of C.W.L. www.eco-sofa.com/productdetails*



C21

Key Intent 2

Description: This is the flow that is triggered once a user clicks the buttons indicating they want to see the "Key Intent 2."

Type	Bot message	Quick responses	Bot action	Notes on what happens next
User Input (Quick Reply)		Our Story.	**Jump to**	*Link to the main website with a back story on the original Italian Company and it's origins along with the Afghan Migrant workers, the storm damage from Climate Change and the new direction for Eco-Sofa with C.W.L.* *www.eco-sofa.com/ourstory*
Say	Would you like me to continue to guide you	Yes	**Jump to**	*Hello flow line 7*
		No	**Continue**	Bot dialog interface disappears.

H12

Key Intent 3

Description: This is the flow that is triggered once a user clicks the buttons indicating they want to see the "Key Intent 3."

Type	Bot message	Quick responses	Bot action	Notes on what happens next
Say	This is an Artifical Reality tool that allows you to view your chosen couch in your own room before you decide to make a purchase. Move your device around to detect a surface to place your chosen couch on.		**Continue**	*Location found. Bot Message Line 5*
Say	Position couch on this surface in your room by tapping on the screen to place it.		**Step to**	*Location found. Bot Message Line 6*
Say	This is your choice of sofa.		**Jump to**	*Couch now visible on screen with the room as a backdrop. Bot Message Line 9*
Video	AR Visual here of sofa in room. User can move around the sofa and view it in 3D.			*Main Flow*
Say	What do you think? Ready to purchase?			*Go to checkout*

Flavio Bot Final Project

Search Sheet

Home Insert Draw Page Layout Formulas Data Review View Share

Cut Copy Format Paste

Arial 10 Wrap Text Merge & Centre General

Conditional Formatting Format as Table Cell Styles Insert Delete Format

Auto-sum Fill Clear Sort & Filter Find & Select

I6

Catch All Flow

Description: This is the flow that is triggered once a user does or says something that bot doesn't understand. A good catch all is multiple levels deep, here it is 3 levels deep.

Level	Type	Bot message	Quick responses	Bot action	Notes on what happens next
Level 1	**Say**	I'm sorry I don't seem to have that information.		**Step to**	*Bot Message Line 5*
Level 2	**Say**	I'm totally sorry, I don't have an answer to your question!		**Step to**	*Bot Gif/Image Line 6*
	Image	https://tenor.com/view/new-girl-zooey-deschanel-idont-know-how-to-answer-that-question-answer-respond-gif-4626865		**Step to**	*Bot Message Line 7*
	Ask	What would you like to do? please choose from the following options here... (This is the part of the catch all that attempts to get the user back on track)	Buy a couch?	**Jump to**	*Main Flow*
			Visit our website and look for your query there?	**Jump to**	*www.eco-sofa.com*
			Speak to one of our staff who's online at the moment?	**Jump to**	*Live Chat*
Level 3	**Say**	Ok I will give this one more go.		**Step to**	*The user has failed 3 times. They maybe trolling or messing. Offer a handoff or let them reset the bot. Bot*
	Ask		Chat with an agent	**Jump to**	*Live Chat*
			Better: Start over	**Continue**	Restart

SETUP | Hello | Main Flow | Secondary Flow (Product Details) | Secondary Flow (Our Story) | Secondary Flow (AR Flow) | Catch All | Goodbye

Ready 100%

Flavio Bot Final Project

Search Sheet

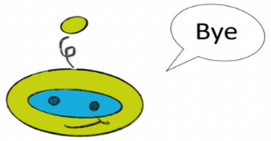
Home | Insert | Draw | Page Layout | Formulas | Data | Review | View | Share

Paste | Cut | Copy | Format | Arial | 10 | Wrap Text | Merge & Centre | General | Conditional Formatting | Format as Table | Cell Styles | Insert | Delete | Format | Auto-sum | Fill | Clear | Sort & Filter | Find & Select

I5

Goodbye Flow

Description: This is the flow that is triggered once a user completes the experience.

Type	Bot message	User Quick responses	Bot action	Notes on what happens next
Ask	Is that all for now, or would you like to continue shopping?	Yes, that's all - I'm finished.	**Jump to**	*Bot Message Line 6*
		No, I'd like to continue shopping!	**Jump to**	*Main Flow*
	Ok, bye!		**Step to**	*Bot Image/Message Line 7*
Image			**Continue**	*Exit*
	Bye, see you again soon!		**Step to**	*Bot Gif/Message Line 9*
Image	https://tenor.com/view/goodbye-homer-gif-10101012		**Continue**	*Exit*
Say	Ok! Goodbye		**Step to**	*Bot Gif/Message Line 11*
Image	https://tenor.com/view/goodbye-bye-gif-5497329		**Continue**	*Exit*
Say	See you soon.		**Jump to**	*Bot Gif/Message Line 12*
Image	https://tenor.com/view/buh-bye-bye-kirsten-dunst-bring-it-on-bye-bye-gif-14893632		**Continue**	*Exit*

SETUP | Hello | Main Flow | Secondary Flow (Product Details) | Secondary Flow (Our Story) | Secondary Flow (AR Flow) | Catch All | Goodbye

Ready

100%