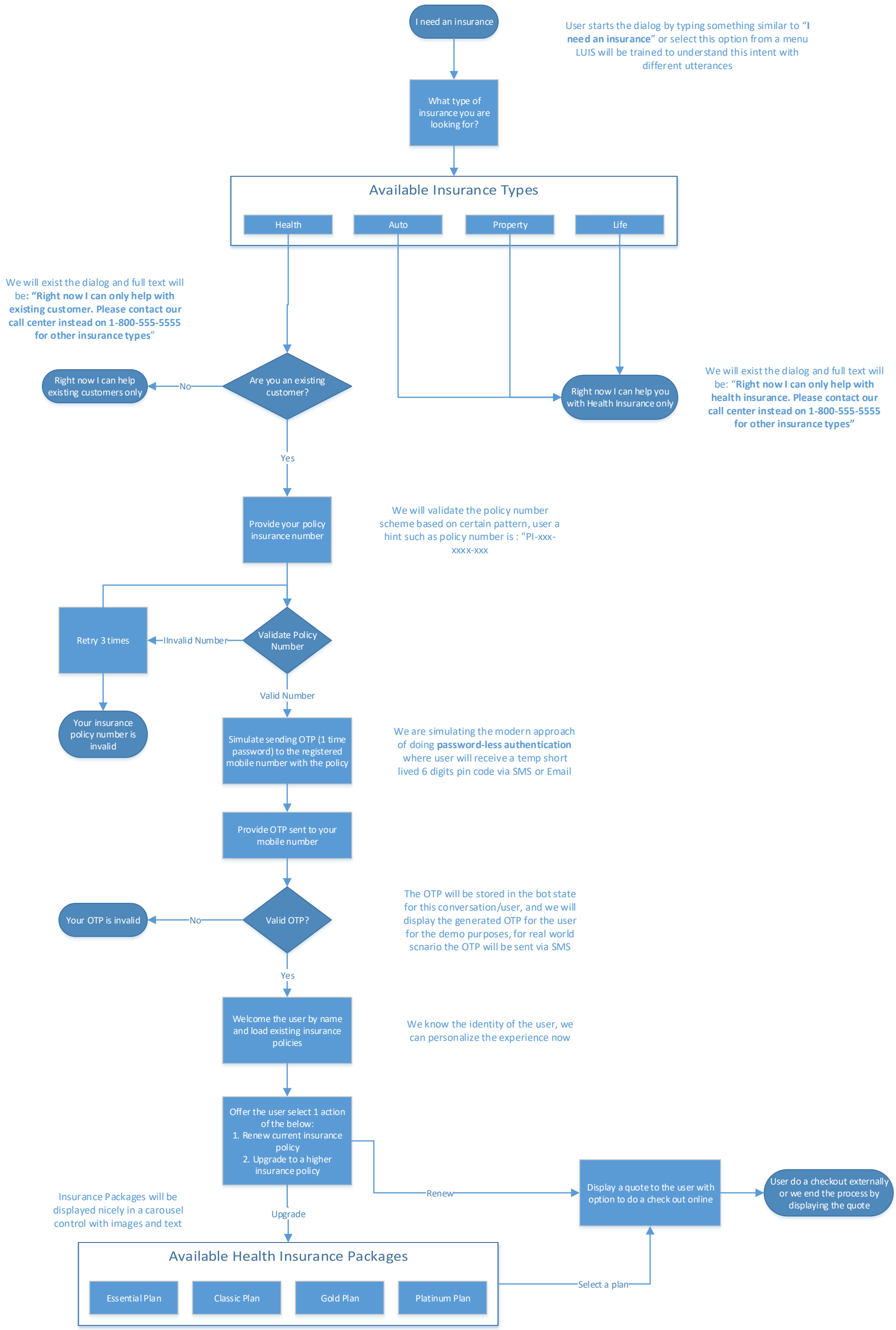
I need an insurance
User starts the dialog by typing something similar to "I need an insurance" or select this option from a menu LUIS will be trained to understand this intent with different utterances
What type of insurance you are looking for?
Available Insurance Types
Health
Auto
Property
Life
We will exist the dialog and full text will be: "Right now I can only help with existing customer. Please contact our call center instead on 1-800-555-5555 for other insurance types"
Right now I can help existing customers only
No
Are you an existing customer?
Right now I can help you with Health Insurance only
We will exist the dialog and full text will be: "Right now I can only help with health insurance. Please contact our call center instead on 1-800-555-5555 for other insurance types"
Yes
Provide your policy insurance number
We will validate the policy number scheme based on certain pattern, user a hint such as policy number is : "PI-xxx-xxxx-xxx
Retry 3 times
IInvalid Number
Validate Policy Number
Valid Number
Your insurance policy number is invalid
Simulate sending OTP (1 time password) to the registered mobile number with the policy
We are simulating the modern approach of doing password-less authentication where user will receive a temp short lived 6 digits pin code via SMS or Email
Provide OTP sent to your mobile number
Your OTP is invalid
No
Valid OTP?
The OTP will be stored in the bot state for this conversation/user, and we will display the generated OTP for the user for the demo purposes, for real world scnario the OTP will be sent via SMS
Yes
Welcome the user by name and load existing insurance policies
We know the identity of the user, we can personalize the experience now
Offer the user select 1 action of the below:
1. Renew current insurance policy
2. Upgrade to a higher insurance policy
Renew
Display a quote to the user with option to do a check out online
User do a checkout externally or we end the process by displaying the quote
Insurance Packages will be displayed nicely in a carousel control with images and text
Upgrade
Available Health Insurance Packages
Essential Plan
Classic Plan
Gold Plan
Platinum Plan
Select a plan