`The chatbot is intended to be deployed on web stores to gather customer feedback on their experience of the goods/services received. The chatbot should be able to mimic an understanding of what the customer is expressing and respond accordingly (i.e display a sympathetic tone when receiving a complaint from the customer) as well as offer to carry out appropriate actions (direct customer to related FAQ section, offer to file a complaint, connect customer to a live agent, etc.)

1. Hi! Thank you for choosing xyz.
   [welcome message]
2. How are you doing today? [good/bad]
   a. Whatever they say, respond with "glad to hear it!"
3. Please enter your name [user input]
4. Please enter the order number, you can find it on the receipt [user input]
5. Please share your experience/feedback of your order with us so we can improve our services. Or let us know what we could help you with. [text input]
   - Positive - happy, satisfied, pleased,
   - Negative - Hate, dislike, unhappy, does not work, Bad quality, damaged, dissatisfied, Unsatisfied,
   - Need help- help, assist,
   - No match

6. (if negative)I am so sorry for your experience . Do you want a replacement, refund or talk to an executive? Please pick one.
7. (if replacement) here's the form you can fill to request for a replacement.
8. (if refund) here's the form you can fill to request for a refund.
9. (if "talk to an executive") here's the contact information of an executive you may contact between 10am-4pm PST.
10. (negative default after picking options) Thank you for sharing your feedback. Hope you have a better experience next time! [end]
11. (if positive) We are happy to receive this positive feedback! Would you like to be our premium customer? (Y/N)
12. (if Y) Sounds good! Here's the form to fill to be a premium customer.
13. (if N) That's okay. Maybe some other time.
14. (positive default after y/n) Thank you for the feedback. Hope we can always serve you well! [end]
15. (if help) What can we help you with? Please specify. [text input]
    a. If there's any mention of refund/replacement/talk, reroute client to 6/7/8
    b. No match
16. (no match) Sorry. Could you please explain in detail?
17. (no match >3) I'm sorry if we're not able to help you with your specific query (??). I could offer you a refund or a replacement for your order, or I could connect you to an executive.
    a. If there's any mention of refund/replacement/talk, reroute client to 6/7/8

      b. End No match -> go to 18
18. Sorry we cannot help you with your specific query. Here are some FAQs you might want to look into. [end no match]
19. How would you rate this conversation? [user input 0-10]
      a. [0-3] We're so sorry, would you like to file a complaint? [y/n]
            i. [y] reroute to b
            ii. [n] We apologize for the inconvenience. Have a good day >:3c
      b. [4-6] Let us know how we can improve! [Google form]
            i. Thank you for your input! Your response has been recorded.
      c. [7-10] Thank you for using our services, we're glad we could be of service!