Building a QA Assistant for Acme Salon

Outcome

By the end of a 6 week period, students will develop a QA Assistant for a fictitious company called Acme Salon.

How

- Students will complete the Outcome QA assistant over the course of 6 hands-on assignments.

User Story

Joe runs a rapidly growing beauty salon and has been expanding operations over the past decade. As a result of growth in his business, Joe is faced with a bigger challenge.

In early 2020, the coronavirus forced joe to only serve selected clients on any given business day by online appointments only.

Joe found that 75% of customers usually have questions to ask. Out of the 75% of customers, the questions asked can be categorized as follows:
- General Business queries:
  - Office hours
  - Payment methods
  - Phone numbers
  - Email addresses
  - Promotions
- Appointment related questions
  - Cancel appointment
  - Reschedule appointments
  - Refunds
  - Feedback
- Service-related queries
  - Manicures
  - Haircuts
  - Wedding makeup
  - Eyebrows
  - Facial treatments
  - Spa

- ○ Pedicures
- ○ Hair steaming

Further analysis by Joe, shows that these questions can be answered by a conversational AI chat service.

Joe reached out to the Spark AI team seeking a one-stop solution for automating replies to customer queries in a smart way using AI.

Solution breakdown

Actionables

- Think about the solution Joe is asking for
- Write down a plan (in your opinion) for how you would provide a solution for Joe using Jaseci.

Assignments

- Assignment 2
  a. Design out the conversation flow you would like to support.
      i. Treat all of service related queries as one topic/intent/state which we will handle later using another AI model
      ii. Everything else should be its own intent/topic
  b. Create the conversational state graph in jaseci reflecting the design
  c. Create a "ask question" walker that will traverse to the right conversation state when given a specific intent label
  d. Create tests in jac to cover the walkers created, leveraging jac unit test and file import feature
  e. Deliverables:
      i. A fully functional jac file
      ii. `jac test` will execute the test suite and all tests pass