

# Virtual Agent

## Task 14 – Edit Conversation Flow

5-15 minutes

### Task objectives

You will achieve the following objectives:

- Review the customer's requirements and compare them against the Internet Issues topic you have created
- Edit and complete the Internet Issues topic

### Scenarios

Cloud Dimensions needs a Virtual Agent topic to troubleshoot internet issues. In the previous task, you duplicated the Internet Issues (Template) topic. The topic is incomplete, containing incomplete decision paths and missing branching conditions. To complete this task, fix the missing elements.

### Requirements summary

Create a topic that asks the following questions:

1. Did you try rebooting your equipment?
  - 1.1. If **YES**, move to question 2.
  - 1.2. If **NO**, prompt the user to restart their equipment and route the conversation back to question 1.
2. Are you connected using an ethernet cable or wifi? (User must select one of the choices)
  - 2.1. If **CABLE**, Is the cord unplugged or damaged?
    - 2.1.1.If **YES** (damaged/unplugged), prompt the user to plug in an undamaged cord and route the conversation back to question 2.1.
    - 2.1.2.If **NO**, move to question 3.
  - 2.2. If **WIFI**, Did you restart your router?

2.2.1.If **YES**, move to question 3.

2.2.2.If **NO**, prompt the user to restart their router and route the conversation back to question 2.2.

3. Are you connected to the VPN?

3.1. If **YES**, move to question 4.

3.2. If **NO**, prompt the user to connect to the VPN and route the conversation back to question 3.

4. Did these steps resolve your issue?

4.1. If **YES**, close out the conversation.

4.2. If **NO**, route the user to a live agent.