

Coffee Order and Order Refund Automation using Dialogflow

A chatbot for a quick talk

Coffee Ordering Chatbot

A chatbot that takes orders and displays total amount to be paid at the counter



Customised Orders

eg. decaf, half cream, no sugar etc.



Suggested Drinks

eg. Latte, cappuccino, mocha etc



Budget Recommended Coffee

eg. small mocha for \$3

Order refund Chatbot

A chatbot that can refund money under various circumstances



Order delivered late

Delivery time exceeds the time guarantee window



Wrong items delivered

Items received vary from the items ordered



Missing items

Partial order delivered



Unsatisfactory order

Bad quality of the food, poor hygiene, inaccurate customisations, etc.

Chatbot Integrations



Typical Implementation Approach :
POC

Duration

4 weeks



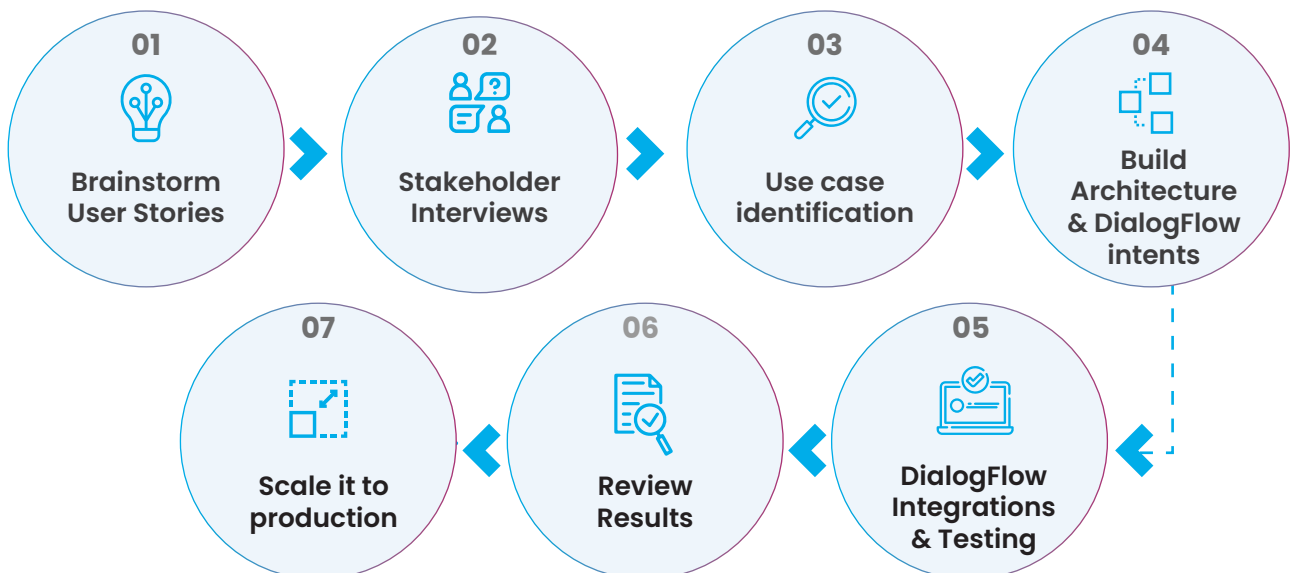
6 weeks

to validate customer use cases/KPI and
required integrations

Our Customers



Our Guided Approach to CCAI Adoption



To schedule a demo or to get further information, please contact: masaf.dawood@springml.com

Visit us at springml.com | 800.346.8260