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<?xml version='1.0'?>
<!DOCTYPE vxml PUBLIC '-//W3C//DTD VOICEXML 2.1//EN'
'http://www.w3.org/TR/2007/REC-voicexml21-20070619/vxml.dtd'>
<vxml xmlns='http://www.w3.org/2001/vxml' version='2.1'>
  <var name='message'/>
  <var name='callId' expr=""callId1"/>
  <var name='nomatch_count' expr='0'/>
  <var name='noinput_count' expr='0'/>
  <var name='error_threshold' expr='3'/>
  <var name='error_count' expr='0'/>
  <var name='dnis' expr='session.connection.local.uri'/>
  <var name='ani' expr='session.connection.remote.uri'/>
  <form>
    <block>
      <log>Processing for - callId: callId1</log>
      <goto next="#kore_prompt"/>
    </block>
  </form>
  <form id='kore_prompt'>
    <property name='bargein' value='false'/>
    <property name='timeout' value='30s'/>
    <block>
      <prompt>Hello! I'm your virtual assitant for all banking needs. How can i help you day?</prompt>
    </block>
    <block>
      <goto next="#kore_input"/>
    </block>
  </form>
  <form id='kore_input'>
    <var name='retry_count' expr='1'/>
    <field name='userinput'>
      <property name='bargein' value='false'/>
      <property name='timeout' value='30s'/>
      <grammar src='builtin:speech/transcribe' mode='voice'>
        <filled>
          <if cond='userinput.inputmode !== "dtmf">
            <if cond='userinput.confidence < 50'>
              <throw event='nomatch'/>
            </if>
          </if>
          <assign name='message' expr='userinput'/>
          <submit namelist='message callId nomatch_count noinput_count ani dnis'
next='https://qa1-bots.kore.ai/ivr/hooks/st-4c37af3f-503a-5bff-f057583d475a?token=eyJhb

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GciOjIjUzI1NilsInR5cCl6IkpxVCJ9.eyJzdWlOilxMjM0NTY3ODkwliwiYXBwSWQiOijcy04ZDA
1MjE2OS0zYzlyLTViZmUtYjJIMS1jMTk1NDY5MmZjNGIifQ.GOSw1lb5rL07up7uhFq26extMlrG
QpvSNJgn9Vu0o58' method='post'/'>
    </filled>
    <nomatch count='1'>
        <if cond='retry_count == 3'>
            <throw event='error.max_no_match' message='user inputs did not match for
consecutive 3 times'/'>
        </if>
        <prompt>I'm sorry, but i'm not able to understand</prompt>
        <assign name='retry_count' expr='retry_count+1'/'>
        <assign name='nomatch_count' expr='nomatch_count+1'/'>
    </nomatch>
    <noinput count='1'>
        <if cond='retry_count == 3'>
            <throw event='error.max_no_input' message='user didn't input for
consecutive 3 times'/'>
        </if>
        <prompt>Please provide your query so that we can help you</prompt>
        <assign name='retry_count' expr='retry_count+1'/'>
        <assign name='noinput_count' expr='noinput_count+1'/'>
    </noinput>
    </field>
</form>
<catch event='telephone.disconnect.hangup connection.disconnect.hangup'>
    <assign name='message' expr=""EndCall""/>
    <assign name='error_count' expr='error_count+1'/'>
    <var name='eventMessage' expr='_message'/'>
    <log>
        <value expr='_event'/'>
        <value expr='eventMessage'/'>
        <value expr='message'/'>
        <value expr='error_count'/'>
    </log>
    <submit
next='https://qa1-bots.kore.ai/ivr/hooks/st-4c37af3f-503a-5bff-9bfe-f057583d475a?token=eyJhb
GciOjIjUzI1NilsInR5cCl6IkpxVCJ9.eyJzdWlOilxMjM0NTY3ODkwliwiYXBwSWQiOijcy04ZDA
1MjE2OS0zYzlyLTViZmUtYjJIMS1jMTk1NDY5MmZjNGIifQ.GOSw1lb5rL07up7uhFq26extMlrG
QpvSNJgn9Vu0o58' method='post' namelist='_event message eventMessage callId ani dnis'/'>
    </catch>
    <catch event='error.semantic'>
        <assign name='message' expr=""EndCall""/>
        <assign name='error_count' expr='error_count+1'/'>
        <var name='eventMessage' expr='_message'/'>

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<log>
  <value expr='_event'/>
  <value expr='eventMessage'/>
  <value expr='message'/'>
  <value expr='error_count'/'>
  <value expr='error_count'/'>
</log>
<if cond='error_count < error_threshold'>
  <submit
next='https://qa1-bots.kore.ai/ivr/hooks/st-4c37af3f-503a-5bff-f057583d475a?token=eyJhb
GciOiJIUzI1NilsInR5cCl6IkpxVCJ9.eyJzdWliOilxMjM0NTY3ODkwliwiYXBwSWQiOijcy04ZDA
1MjE2OS0zYzlyLTViZmUtYjIMS1jMTk1NDY5MmZjNGlifQ.GOSw1lb5rL07up7uhFq26extMlrG
QpvSNJgn9Vu0o58' method='post' namelist='_event message eventMessage callId ani dnis'/'>
  <else/>
  <disconnect/>
</if>
</catch>
<catch event='error.grammar.asr'>
  <assign name='message' expr=""EndCall""/>
  <assign name='error_count' expr='error_count+1'/'>
  <var name='eventMessage' expr=''_message'/'>
<log>
  <value expr='_event'/'>
  <value expr='eventMessage'/'>
  <value expr='message'/'>
  <value expr='error_count'/'>
</log>
<if cond='error_count < error_threshold'>
  <submit
next='https://qa1-bots.kore.ai/ivr/hooks/st-4c37af3f-503a-5bff-f057583d475a?token=eyJhb
GciOiJIUzI1NilsInR5cCl6IkpxVCJ9.eyJzdWliOilxMjM0NTY3ODkwliwiYXBwSWQiOijcy04ZDA
1MjE2OS0zYzlyLTViZmUtYjIMS1jMTk1NDY5MmZjNGlifQ.GOSw1lb5rL07up7uhFq26extMlrG
QpvSNJgn9Vu0o58' method='post' namelist='_event message eventMessage callId ani dnis'/'>
  <else/>
  <disconnect/>
</if>
</catch>
<catch event='error.badfetch'>
  <assign name='message' expr=""EndCall""/>
  <assign name='error_count' expr='error_count+1'/'>
  <var name='eventMessage' expr=''_message'/'>
<log>
  <value expr='_event'/'>
  <value expr='eventMessage'/'>

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<value expr='message'/>
<value expr='error_count'/>
</log>
<if cond='error_count < error_threshold'>
    <submit
next='https://qa1-bots.kore.ai/ivr/hooks/st-4c37af3f-503a-5bff-9bfe-f057583d475a?token=eyJhb
GciOjIjUzI1NilsInR5cCl6IkpxVCJ9eyJzdWliOilxMjM0NTY3ODkwliwiYXBwSWQiOijcy04ZDA
1MjE2OS0zYzlyLTViZmUtYjIMS1jMTk1NDY5MmZjNGlifQ.GOSw1lb5rL07up7uhFq26extMlrG
QpvSNJgn9Vu0o58' method='post' namelist='_event message eventMessage callId ani dnis'/'>
    <else/>
        <disconnect/>
    </if>
</catch>
<catch event='error'>
    <assign name='message' expr=""EndCall""/>
    <assign name='error_count' expr='error_count+1'/>
    <var name='eventMessage' expr=''_message'/'>
    <log>
        <value expr=''_event'/'>
        <value expr='eventMessage'/'>
        <value expr='message'/'>
        <value expr='error_count'/'>
    </log>
    <if cond='error_count < error_threshold'>
        <submit
next='https://qa1-bots.kore.ai/ivr/hooks/st-4c37af3f-503a-5bff-9bfe-f057583d475a?token=eyJhb
GciOjIjUzI1NilsInR5cCl6IkpxVCJ9eyJzdWliOilxMjM0NTY3ODkwliwiYXBwSWQiOijcy04ZDA
1MjE2OS0zYzlyLTViZmUtYjIMS1jMTk1NDY5MmZjNGlifQ.GOSw1lb5rL07up7uhFq26extMlrG
QpvSNJgn9Vu0o58' method='post' namelist='_event message eventMessage callId ani dnis'/'>
        <else/>
            <disconnect/>
        </if>
    </catch>
</vxml>

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