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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 assistant 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-9bfe-f057583d475a?token=eyJhb

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GciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJzdWliOiIxMjM0NTY3ODkwIiwiaXBwSWQiOiJjcy04ZDA1MjE2OS0zYzlyLTViZmUtYjJIMS1jMTk1NDY5MmZjNGl1fQ.GOSw1Ib5rL07up7uhFq26extMlrGQpvSNJgn9Vu0o58' 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=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJzdWliOiIxMjM0NTY3ODkwIiwiaXBwSWQiOiJjcy04ZDA1MjE2OS0zYzlyLTViZmUtYjJIMS1jMTk1NDY5MmZjNGl1fQ.GOSw1Ib5rL07up7uhFq26extMlrGQpvSNJgn9Vu0o58' 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-9bfe-f057583d475a?token=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJzdWIiOiIxMjM0NTY3ODkwIiwiaXNjbWVzc29kaWkiOiJjcy04ZDA1MjE2OS0zYzlyLTViZmUtYjJIMS1jMTk1NDY5MmZjNGl1fQ.GOSw1lb5rL07up7uhFq26extMlrGQpvSNJgn9Vu0o58' 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-9bfe-f057583d475a?token=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJzdWIiOiIxMjM0NTY3ODkwIiwiaXNjbWVzc29kaWkiOiJjcy04ZDA1MjE2OS0zYzlyLTViZmUtYjJIMS1jMTk1NDY5MmZjNGl1fQ.GOSw1lb5rL07up7uhFq26extMlrGQpvSNJgn9Vu0o58' 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 &lt; error_threshold'>
        <submit
next='https://qa1-bots.kore.ai/ivr/hooks/st-4c37af3f-503a-5bff-9bfe-f057583d475a?token=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJzdWIiOiIxMjM0NTY3ODkwIiwiaXNjbWwSWQIiOiJjcy04ZDA1MjE2OS0zYzlyLTViZmUtYjJIMS1jMTk1NDY5MmZjNGlifQ.GOSw1Ib5rL07up7uhFq26extMlrGQpvSNJgn9Vu0o58' 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 &lt; error_threshold'>
        <submit
next='https://qa1-bots.kore.ai/ivr/hooks/st-4c37af3f-503a-5bff-9bfe-f057583d475a?token=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJzdWIiOiIxMjM0NTY3ODkwIiwiaXNjbWwSWQIiOiJjcy04ZDA1MjE2OS0zYzlyLTViZmUtYjJIMS1jMTk1NDY5MmZjNGlifQ.GOSw1Ib5rL07up7uhFq26extMlrGQpvSNJgn9Vu0o58' method='post' namelist='_event message eventMessage callId ani dnis'/>
        <else/>
        <disconnect/>
    </if>
</catch>
</vxml>

```