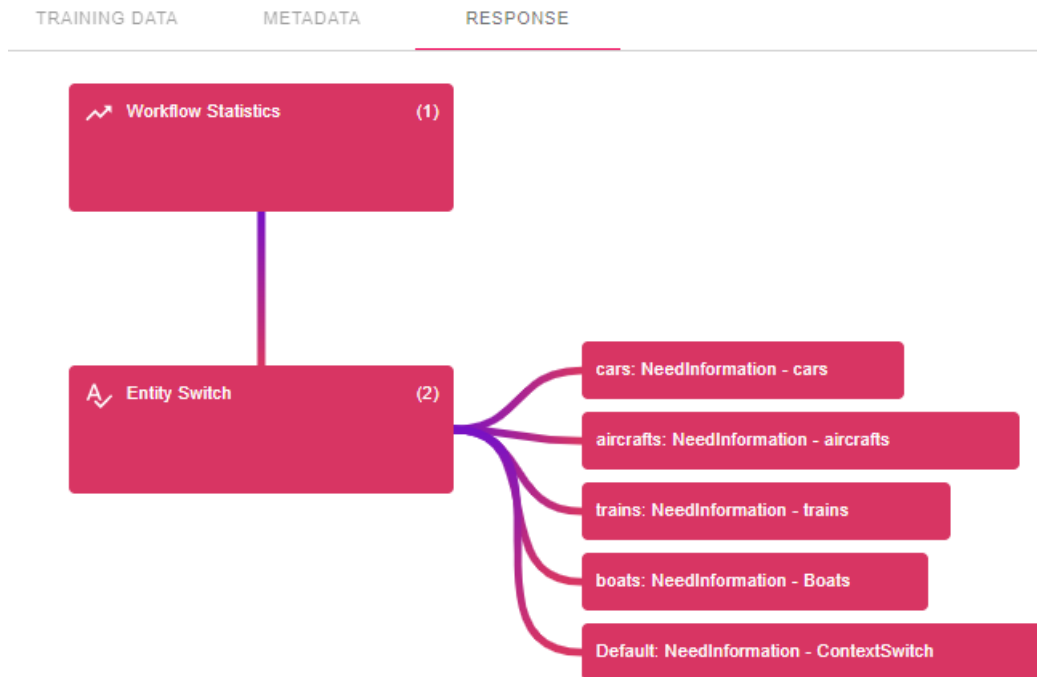


The Entity switch

For the bot to respond with the correct response, we will need to take both the intent and the entity in consideration. To do this, we will use the "entity switch" action.

The bot has matched an intent, and also an entity which was set to memory as a variable. The bot will now respond with the connected intent response which in this case is an entity switch.

The entity switch will evaluate if the bot has extracted any entity from the visitor query, and if so respond with the correct information.



If the query didn't contain any entity. The default workflow will be run.