Functional Requirements Yes, Txt is correct Speech Recognition convert to txt - Display txt and confirm — No, Txt is not correct (End flow and retry) action_type (read/write) For read action, we can simply fetch the records and show pass the records, along is it read action or write action where some records needs to be updated with the action plan executed Write Mobile App → /api/get_action_plan For write action, we will first show the action plan to users, once they do proceed we will execute the action action_table This will connect to the servicenow instance via REST API This endpoints gets the action table in which action needs to be performed plan, which will contain the details about the action in json query_parameters this is the parameters will be used to find out the record simple_query if the txt is simple query regarding weather or any things else, in that case /api/execute_action_plan simply display the result by getting it from We have all the details about the action - /api/execute_action_plan Mind Map SayNow - Virtual Agent Expose REST endpoint /api/get_action_plan — this endpoint should get the action plan by processing the txt provided in the body of the request - check If simple query or action get the table where query needs to be performed (incident, x_snc_defect_defect, rm_story, rm_epic etc) Store App Get Action Plan get action_type Process the text using GenAl to get the detailed action plan in step wise Create Subflow get the parameters for querying the results based on the table return action_plan - Use S2AUtils for processing possible datetime field values(get the encoded value) parameters - Execute Action Plan method to execute the action_plan Use S2AUtils for processing reference fields Execute the action plan with proper check for all the required paramaters query_type Generate the API_KEY This API_KEY will be passed with every at Just for hackathon, it can be any hardcoded string that needs to be passed with every API