INSTRUCTIONS FOR THE DEVELOPERS

The *Developers* will work in close cooperation with the *Designers*, and even the *Requirement Engineers (REs)* to build the chatbot. The primary responsibility of the *Developers* will be to follow the instructions given below to deliver a "**complete**" chatbot to the *Customers*, who will then test it (user testing). However, before user testing, there will be a separate internal testing, where the development team will carry out some tests. This is part of another phase, and separate instructions have been provided for the same.

- Build the chatbot, along with the necessary testing in the given timeframe, which will also include one round of internal testing.
- With the help of the exercise sessions and other resources, develop the chatbot for your project. Besides the obvious (*intents, entities* and *stories*), the chatbot must include the following as well:
  - *Slots*
  - *Custom action*
    - This could be for either retrieving information from an external source (repository, database) or storing user-provided information on external database, or a combination of both. At least one form of *custom action* is a mandatory requirement.
    - The exact implementation will largely depend on the user requirements
      - If no such requirement is present, then you are free to implement any one of the above types of *custom action.*
  - *Forms (using* **FormPolicy***)*
  - *Fall back (using* **FallBackPolicy)**
  - The option to connect to a *human agent* when the chatbot fails to understand and/or process a user request after multiple attempts
- Host the chatbot on **Rasa X** by following the steps provided in the tutorial
  - This hosted chatbot will be used for internal testing, for which instructions outlined in the document "Instructions for **Testers"** must be followed.
  - The testing should reveal shortcomings and improvement opportunities, which the *development team* should promptly address
- After successfully testing and incorporating the necessary changes to the chatbot, *deploy* it on a website.
- The link to the *deployed* chatbot must be shared with the *Customer*, for them to conduct user testing.
  - You, as the development team, will have no role to play in user testing. The *Customer* are simply expecting that all their requirements and conditions are fulfilled by the chatbot they receive. They are the ultimate *users* of your *product*.
- Your next task is to finish the assignment outlined in the document "**Developers – Assignment"**
- After finishing the assignment, upload it to Noodle **by the deadline**.
  - **No deadline extension will be provided**
- Wait for further instructions concerning the **project report**.
  - Meanwhile, you are highly encouraged to read up on chatbots. Some literature has already been provided in the folder "**Additional Reading**". You may seek other literature on your own as well, and if you find something good, feel free to share it with everyone on Noodle's forum.