

Industry Domain: Entertainment

About the Company:

HAL 2001 is a fan site developed and maintained by a group of fans of the movie **2001: A Space Odyssey**. The site provides access to the movie trivia, script, comprehensive profile on every major actor in the movie, behind the scenes photos, videos, audition tapes, merchandise, etc. The site has had a steady flow of visitors, and even occasional increase in user traffic. The founders want to further enhance the experience of the visitors, and provide them with more entertaining ways to engage with the site.

Inspired by the **HAL**, the scarily objective AI from the movie/novel, the founders of the website want to develop and deploy a chatbot that will have **HAL's** mannerisms. The bot should engage users on trivial topics and provide responses that **HAL** from the movie/novel would have provided. These responses are likely to be very sharp, straightforward, smart, but a little dark to a regular human being. In addition, the bot should also help address customer grievances related to the merchandise they purchase from the website.

Based on an internal survey, the website stakeholders have following expectations from the bot they want deployed:

- Provide entertaining and “**HAL-like**” responses to user inputs concerning
 - information about the website
 - pleasantries
 - weather
 - jokes
 - any other light topics, or even philosophy (*optional*)
- Address customer grievances in a typical “**HAL**” fashion
 - Merchandise grievances are mostly related to order delays, damaged packages, incorrect packages, etc.
- If faced with any issues while dealing with any of the above user requests, the chatbot should be able to provide an alternative to address the customer’s queries. The alternatives are...
 - connecting to a human supervisor and chat with them
 - Once the user selects this alternative, the bot should indicate that it’s connecting to a human supervisor. Display the supervisor’s name as well.
 - or ask the user to provide their detailed query in an email
 - Upon selecting this alternative, the bot should provide the user the email-id where they can send their query
 - or ask the user if they would like to speak to an executive right away over a phone call.
 - In this alternative, the bot should first ask the user for their phone number, and then take permission to have one of the human executives call that number
- Just like the company’s primary app, the chatbot should be hosted on cloud
- The company will be integrating the chatbot into its primary app, and so necessary provisions should be made to allow that integration in the future. **This requirement is non-negotiable.**
- The company expects customers from all walks of life. The bot should have a straightforward and respectable tone, using formal language. However, it will always be objective, even if it would mean offending someone.