Interview

问题：

1. 当与客户进行交流时，聊天机器人能否使得沟通的气氛变得轻松？
2. 在解决用户遇到的问题时，聊天机器人是通过何种方式来解决问题的？
3. 在遇到聊天机器人无法解决的问题时候，会采用什么样的方法来继续解决问题?
4. 聊天机器人是否能够托管在云端？

1)能。 ——有相应的条款从而来规定聊天机器人的定位和集成位置吗？

2)不能。——那该如何实现功能如此全面的智能聊天机器人呢？

1. 聊天机器人的语气和使用的语言是否有相应的规定？

回答：

1.对。 聊天机器人可能非常尖锐、直接、聪明，但对普通人来说有点黑暗。 这款聊天机器人会对用户输入的笑话、其他轻松的话题，甚至哲学等内容提供有趣的、“像hal一样”的回复。

2. 机器人还应该帮助解决客户对他们从网站上购买的商品的不满，商品不满主要与订单延误、损坏的包裹、不正确的包裹等有关。 聊天机器人以一种典型的“HAL”方式解决客户的不满。

3. 如果在处理上述任何用户请求时遇到任何问题，聊天机器人应该能够提供解决客户查询的替代方案。 如果聊天机器人连接到一个人类主管并与他们聊天，聊天机器人应该表明它连接到一个人类主管，并显示主管的名字。 如果聊天机器人要求用户在电子邮件中提供详细的查询，聊天机器人应该向用户提供他们可以发送查询的电子邮件id。 如果聊天机器人询问用户是否愿意立即打电话给高管，聊天机器人应该首先询问用户的电话号码，然后征得用户的许可，让其中一名高管拨打该号码。

4.对。 该公司将把聊天机器人集成到它的主要应用程序中，因此应该做出必要的规定，以便在未来实现这种集成。 这个要求是没有商量余地的。

5. 聊天机器人应该有一个直接和体面的语气，使用正式语言。 然而，它总是客观的，即使这意味着冒犯某人。

Question:

1. When communicating with customers, can chatbots make the atmosphere of communication relaxed?

2. In what way does the chatbot solve problems encountered by users?

3. What kind of methods will be adopted to continue to solve problems that chatbots cannot solve?

4. Can chatbots be hosted in the cloud?

1) can be.  Are there any rules governing the location and integration of chatbots?

2) can't.  So how do you make such a fully functional, intelligent chatbot?

5. Are there any rules about the tone and language used by chatbots?

Answer:

1. Yes. The chatbot is likely to be very sharp, straightforward, smart, but a little dark to a regular human being. The chatbot provide entertaining and “HAL-like” responses to user inputs concerning such as jokes and any other light topics, or even philosophy.
2. The bot should also help address customer grievances related to the merchandise they purchase from the website that Merchandise grievances are mostly related to order delays, damaged packages, incorrect packages, etc. The chatbot address customer grievances in a typical “HAL” fashion.
3. 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. If the chatbot connects to a human supervisor and chats with them, the chatbot should indicate that it’s connecting to a human supervisor and display the supervisor’s name as well. If the chatbot asks the user to provide their detailed query in an email, the chatbot should provide the user the email-id where they can send their query. If the chatbot asks the user if they would like to speak to an executive right away over a phone call, the chatbot should first ask the user for their phone number, and then take permission to have one of the human executives call that number.
4. Yes. 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.
5. The chatbot should have a straightforward and respectable tone, using formal language. However, it will always be objective, even if it would mean offending someone.