

## ChatBot Disclaimer & Limitations

### Disclaimer

This chatbot is designed as a **guiding and supportive companion** for users experiencing emotional distress or needing a safe space to express themselves. It should be understood that:

- The chatbot embodies a **gentle, empathetic persona** whose purpose is to listen, comfort, and guide users with kindness.
  - It does **not provide medical advice, diagnosis, or treatment** for mental health or physical health conditions.
  - Its role is to **offer guidance, calming strategies, and supportive responses**—not to “fix” or resolve complex personal issues.
  - All responses are generated to encourage users toward **reflection, grounding, or helpful next steps** (such as reaching out to a helpline), but users remain responsible for their own choices.
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### Limitations

While the chatbot fulfills its supportive purpose, there are several important **limitations** to note:

1. **Basic-Level Knowledge**
  - The chatbot can only handle **general, everyday emotional queries** (e.g., stress, loneliness, feeling anxious).
  - It is **not equipped to respond to very specific, deep trauma-related experiences** or highly complex questions.
2. **Response Length Issue**
  - Due to software restrictions, responses cannot be shortened to 3–4 lines.
  - Instead, answers tend to be **longer (50–60 words)** while maintaining the intended supportive tone.
  - This limitation sometimes makes responses feel more “extended” than necessary.
3. **Platform Restrictions**
  - Built on the **free version of Chatbot.com**, which has several restrictions:
    - Limited customization in response structure.
    - No advanced training beyond simple flows.
    - Inability to fine-tune word count or brevity of responses.
  - Despite this, Chatbot.com was chosen because it allowed enough flexibility to design a meaningful flow within its free features.
4. **Other Tools Explored**

- **TIDIO.ai**: Attempted to use this platform, but it was **highly restrictive** in terms of training flexibility and content rules.
    - It had strict privacy policies and terms of service.
    - My free trial license was **revoked accidentally** after unknowingly breaching a clause in their terms.
  - **Landbot.io**: Explored as another free option but found it **too limited and restricted** to allow meaningful development.
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### **Final Note**

Even with the above limitations, this project demonstrates how a chatbot can embody an **empathetic and supportive persona** while guiding users through emotional check-ins and coping responses.

Although restricted by the free software tools, it represents a meaningful step toward creating a more human-like supportive chatbot experience.