Exercise: Build and test your first chatbot

The Background

The Be Well Spa and Fitness Center want you to create a chatbot that they can deploy on their website to respond to queries about their opening times. The Center has a swimming pool and gym facilities as well as the spa. The customer interacting with the chatbot may be looking for information on any of these. Your chatbot will need to question the customer, identify the facility that they are interested in and provide a customized answer experience for each facility.

Creating the Chatbot

As you are creating the framework for the chatbot you will need to keep the following facts in mind.

- The customer may need information on the gym, the swimming pool or the spa opening times.
- If the person using the chatbot is asking about gym opening times, the chatbot must first determine if they are members or non-members and provide different information depending on the answer to the question.

Message for Gym Members:

Our gym facilities are open every day from 6:00 am to 9:00 pm.

Dedicated hours for gym members only are 6:00 -9:00 am every morning and 5:00 -6:00 pm every evening.

Message for Non-Members of the Gym:

If you are not already a member but would like to become one, we offer two free 1-hour sessions for you to try out our state-of-the-art facilities.

To benefit from this offer, you will need to have an initial meeting with one of our personal trainers who can give you advice and guidance.

To arrange this consultation, please go to our page on the center website and follow the link for "I would like to become a member."

- If the person using the chatbot is asking about the swimming pool opening times, the chatbot must first determine if they are interested in swimming lessons or in general swimming times. If they select swimming lessons, the chatbot needs to confirm if they are looking for swimming lessons for an adult or a child.

Message for enquires on General Swimming Hours:

Our pool is open for general swimming from 9:00 am to 2:00 pm and from 4:00 pm to 8:00 pm. Children are not allowed in the pool after 6:00 pm.

Message for Adult Swimming Lessons

Our pool is open for general swimming from 9:00 am to 2:00 pm and from 4:00 pm to 8:00 pm

Message for Swimming Lessons for children

Our swimming lessons for children are normally run from 4:00 to 5:00 pm Monday to Saturday.

All our classes are currently full but if you ring our general reception number, they can take your details and add your child to a waiting list.

- If the person using the chatbot is enquiring about opening times for the Spa there is one general information message:

Our spa is open 7 days a week from 10:00 am to 6:00 pm.

Treatments are by appointment only. Bookings can be made by following the link on our website.

- Whichever path the customer takes in the conversation they should be asked to fill in a feedback survey at the end.

Test the Bot

Once you have created the flow in the Chatbot design window, test it by choosing different responses to the questions posed by the Chatbot and confirm that the path the user is directed to is correct and provides the required information.