Assignment 6: Make a Chatbot with Voiceflow

Overview

In this assignment, you will use Voiceflow to build a support chatbot tailored to a specific industry. This project will hone your skills in creating purpose-driven chatbots that provide support and assistance. You will select one industry for your chatbot: e-commerce, healthcare, education, or technology. Your chatbot should be capable of addressing common inquiries and issues relevant to the chosen industry.

Objectives

- Develop a functional support chatbot for a selected industry.
- Learn to integrate specific functionalities relevant to the chosen industry using Voiceflow.
- Enhance user experience through intuitive chatbot conversation design.

Requirements

- **Industry Selection**: Choose any one of the the various industries (Example e-commerce, healthcare, education, technology etc.) for your chatbot.
- Voiceflow Chatbot: Build the chatbot in Voiceflow.
 - Include interaction points that are relevant to the selected industry.
 - Utilize elements like capture blocks, choice blocks, and if available, integrate API functionalities to improve response accuracy and interaction quality.
- **Testing and Iteration**: Test your chatbot with peers or simulate real user interactions and refine its performance based on feedback.

Resources

- <u>Voiceflow Documentation</u>
- Voiceflow YouTube Channel f
- OpenAl API Documentation