

Election Chatbot for State of South Carolina

- **Title:** Chatbot for Elections FAQ - State of South Carolina
- **Problem:** Building a chatbot with alexa built-in to answer FAQs for elections of South Carolina state.
- **Approach:** Extracting QA pairs from elections FAQ website and using these QA pairs to train a RASA chatbot. Finally deploying the chatbot in Alexa device
- **Status:** Complete (Hosted a website for the implemented chatbot, additionally the chatbot has been integrated with alexa and tested with a focus group)
- **Comment:**
 - Challenges faced - From our focus group testing, we found out that the FAQ website does not cover the topics entirely which the users might be interested in
 - Need help - In testing phase, to check reliability and accuracy of chatbot (<http://casy.cse.sc.edu/Election-Chatbot-SC-main/>)

ElectionBot for South Carolina

Information for the User

- Click on the messenger icon at the bottom right to interact with ElectionBot
- Use "Bye" to end the conversation

Sample Questions

- In-Scope Questions:
 - What is South Carolina's new voting system and how does it work?
 - Is the voting machine connected to the Internet while I am voting?
 - Can candidates or their representatives take people to the polls to vote?
 - What happens if I have a Photo ID but forget to bring it to my polling place?
- Out-of-Scope Questions:
 - Are Republicans going to win the elections?
 - Whom should I vote for?
 - Who do you think is going to win the elections?
 - Are Democrats going to win the elections?

Notes and Disclaimer:

- This is a prototype system built to show the potential of bots for helping put the official information out.
- The answers given are from site: [Voter FAQ - South Carolina](#)
- For any questions, please contact - ai4societyteam@gmail.com

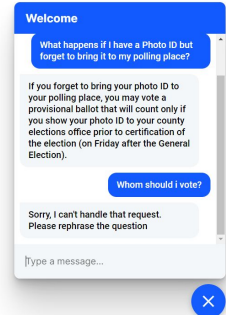


Figure 1: Screenshot showing the hosted chatbot. We can see the chatbot response for Do-Not-Answer Question.

Test Case –

• Input

- What do I take to the polls to vote?

• Output

- One of the following Photo IDs are allowed: SC Driver's License; SC Department of Motor Vehicles ID Card; SC Voter Registration Card with Photo; US Passport; Federal Military ID