**Homework II: Conversational AI testing and strategy**

**This is a research and exploration exercise.**

Instruction: Ideally you would test two or more conversational chat systems such as IBM Watson care, Amazon, Walmart, or any e-commerce Chat agents, and go through finding answers to some of these questions (as an example):

1. Is the chatbot user intuitive (user experienced design)?
2. Are you getting the right answers you desire (accuracy)?
3. Is the chatbot identifying the right intent for the questions you asked (intent discovery)?
4. How soon is the human agent looped in, and why (Human-In-The-Loop approach)?
5. How is the overall end-to-end conversational flow structure like?

These questions are just a few examples. You will probably have to investigate how you would test the chatbot systems.

After going through series of these testing I would like your group (no more than 4 per group) to submit a conversational AI strategy i.e., if you were to design your own conversational AI or chatbot systems, what areas would you consider and why?

**Expectation of this project**

You will have to research a lot of articles and synthesize what you found. Some sources included Gartner reports, Forrester reports, IDC reports, literature from Google scholar, and industry white papers. Final submission will be about 3 to 5 pages single spaced document outlining:

* How and what you tested in Chatbots?
* Characteristics that you would want in a robust conversational AI platform
* What kind of infrastructure you would need to enable if you were deploying a chatbot in your organization?
* What kind of dataset you will need for the conversational AI in the verticals? (Ecommerce, pharmaceutical, education, HR solutions etc.) that you proposed
* How do you plan to scale your conversational AI strategy? In fact, what does conversational AI strategy mean to you?

Please include the links and citations in your final submission. I am not looking for a particular style of citation.

Some references:

<https://www.cognigy.com/resources/conversational-ai-essential-guide#:~:text=As%20the%20name%20suggests%2C%20Conversational,%2C%20and%20voice%2Dbased%20assistants>.

<https://www2.deloitte.com/content/dam/Deloitte/au/Documents/strategy/au-deloitte-conversational-ai.pdf>

<https://www.ibm.com/blogs/watson/2021/04/cheap-chatbots-conversational-ai-strategy/>

**Example chatbots:**

<https://developer.pandorabots.com/home.html>

<https://web.njit.edu/~ronkowit/eliza.html>

<https://nanosemantics.ai/en/chatbot-demos/>

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