HCI : Reflexion UNO - ChatBox

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The chatbot is for me a new technology, even if the first was created in 1960 the new chatbot had nothing in relation to the old one boosting by the great progress of the Artificial Intelligence, which have a great future in customer relations. I think speak to a Customer-Service bot will not make me think that the society don't take care of my problem but just give a tool to resolve it the more faster as possible. That's for me the more important point you must have in your mind when you want construct a Customer-Service bot. The article chatbot testers was pretty agree on this point. Furthermore another important point is to inform the user that's he is speaking to chatbot and give him at any moment the possibility to contact a real operator because to have use one is frustrating when you can't resolve your poblem with the chat box and their no way to leave the chatbot to speak to someone. this make me think of patience, what I mean is in a normal life go to the bakery for buy a baguette I don't be angry if the waitress don't respond to my request in ten seconds but with a UI if the answer to my request doesn't appear on the screen in the ten seconds it's too much and that's the point we are less fairly. The solution will be in your chatbot UI first offering an escape and second say at the beginning the limit of the chatbot to don't create frustration due to broken hope. In the side of the UI design of the chatbot we have different possibility for create them. As definition it's must be an interaction in a chat so the UI's possibility is limited by the chat app by itself, today most of the chatbot are include in advance chat's app like messenger and others...But that's allow only few interactions as a little menu and other Image/Link display, obviously in addition of text, which most of them are intuitive even if for tried one I'd like have a manual or a page with all the command of the chatbot because when you start using one you never know what exactly you can ask...Maybe the introduction of an universal help command for the chatbot will be a great idea or put an graphic item easily recognizable for the user to help him. The second way to develop a chatbot is include them in a classic UI like a web site or an app (we all remember that little trombone in the old word's version who want help you...). This will allow you to add some function to your chat. This solution make me questioning myself because what will be the more helpful between a chatbot, which today for most of them have difficulties to understand what the users say and to answer well to basics question, and a normal UI where the user is the one who choose where he wants to go and what he wants to find. for conclude for me the chat bot future is in

the relation customer/ enterprise for the after sales service but even if today the usage of this type of AI is badly seen by the users because of our culture in the next years will become quickly a must have to solve little problem and make a huge gain to the enterprise but one things is sure they will need an improve of their reliability.