kkday
YOUR HOLIDAY EXPERT

CHATBOT_v2.0 DEMO

Ivan Danny

Eva Desmond

Eric Aaron

Tina

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Simplify what we improve

DEMO
Guide you a dialogue path

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Details of how we evaluate

➢ Define target

✓Chat bot

✓ For product 10691(Rent wifi at Japan airports)

➢ What we imporove?

✓ Main menu

✓ Button

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Q .
Suppose there’s a person wanting to know whether he can use wifi in Nikko?

#Layer 1

Welcome Intent

✓ Four Categories

Q .
Suppose there’s a person wanting to know whether he can use wifi in Nikko?

#Layer 2

Categorical Intent

✓ Back to previous layer

Q .
Suppose there’s a person wanting to know whether he can use wifi in Nikko?

#Layer 3

End Session

- ✓ Problems being solved
- ✓ Problems not solved
- ✓ Having other problems

Q .
Suppose there's a person wanting to know whether he can use wifi in Nikko?

Measurement_1

- ✓ Compute the proportion of solved questions
- ✓ Underestimation

Q .
Suppose there's a person wanting to know whether he can use wifi in Nikko?

Measurement_2

✓ Satisfactory Survey

Q .
Suppose there’s a person wanting to know whether he can use wifi in Nikko?

End

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CHART How to evaluate

Tool

- ✓ Analytics
- ✓ Session flow
- ✓ Yesterday/ 7 days/ 30 days

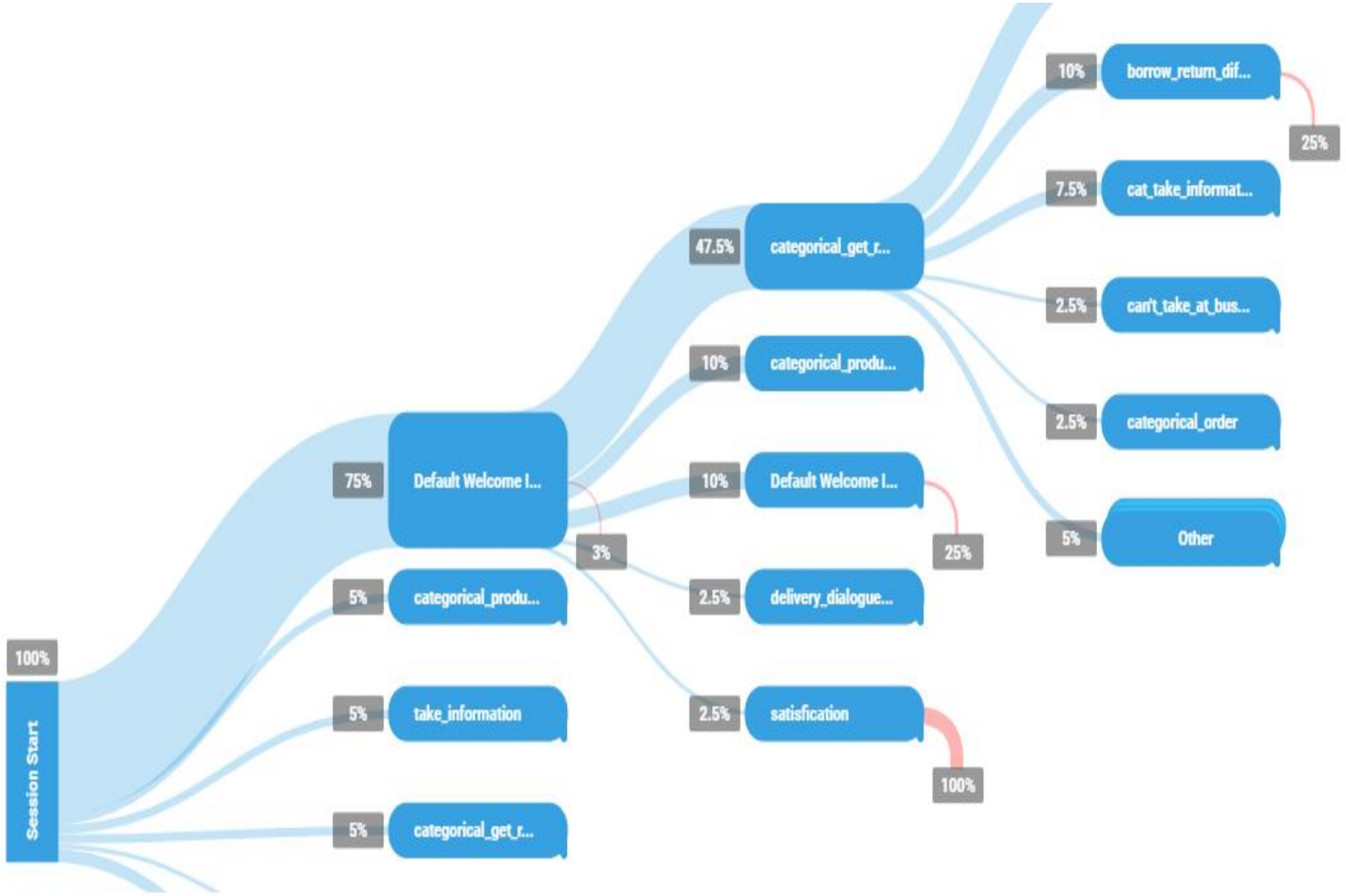
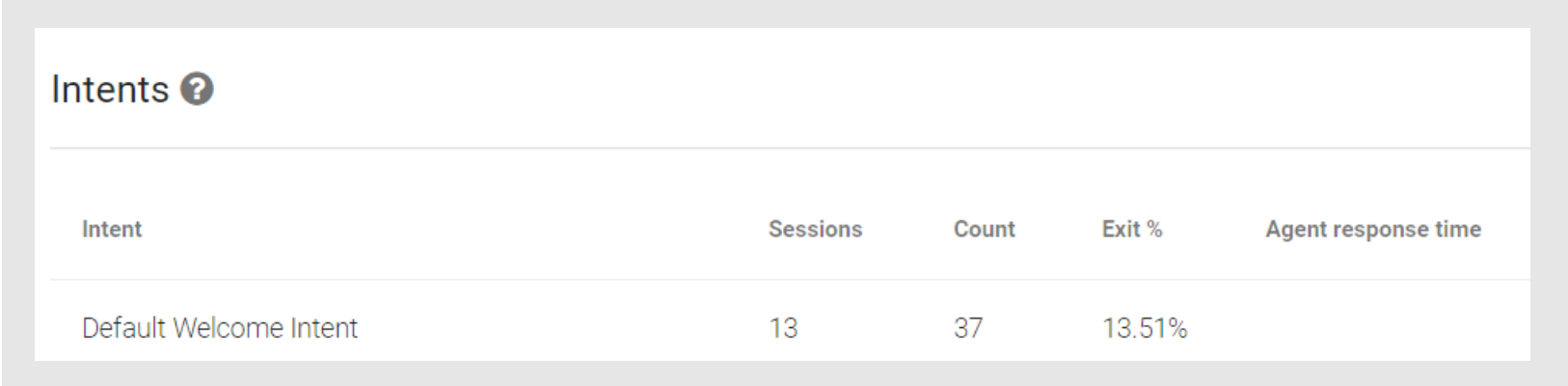


CHART How to evaluate

Performance

Sessions last 7 days
19

Queries per session last 7 days
18.58



✓ **proportion of solved questions** =

counts of **solve_que** intent / counts of **every end session** intent

CHART How to evaluate

Performance

- ✓ Satisfaction survey
- ✓ User experience

the END

Thanks for your listening