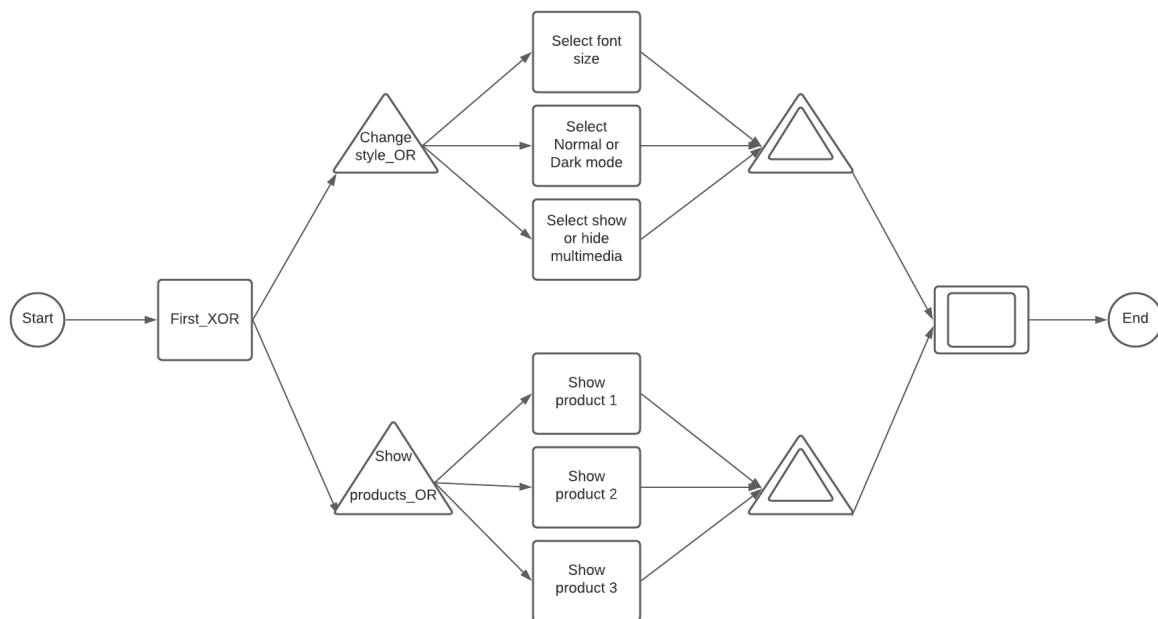


# **CHATBOT DESIGN**

## I. Model of the chatbot



## II. States description

At the beginning, the user is asked whether he wants to change the UI style of the website or if he wants to see the products of the company.

If the user wants to change the UI style, the chatbot asks whether the user wants to change the font size, the visual mode between dark or normal and if he wants to show or hide the multimedia content. After that it shows the customized website.

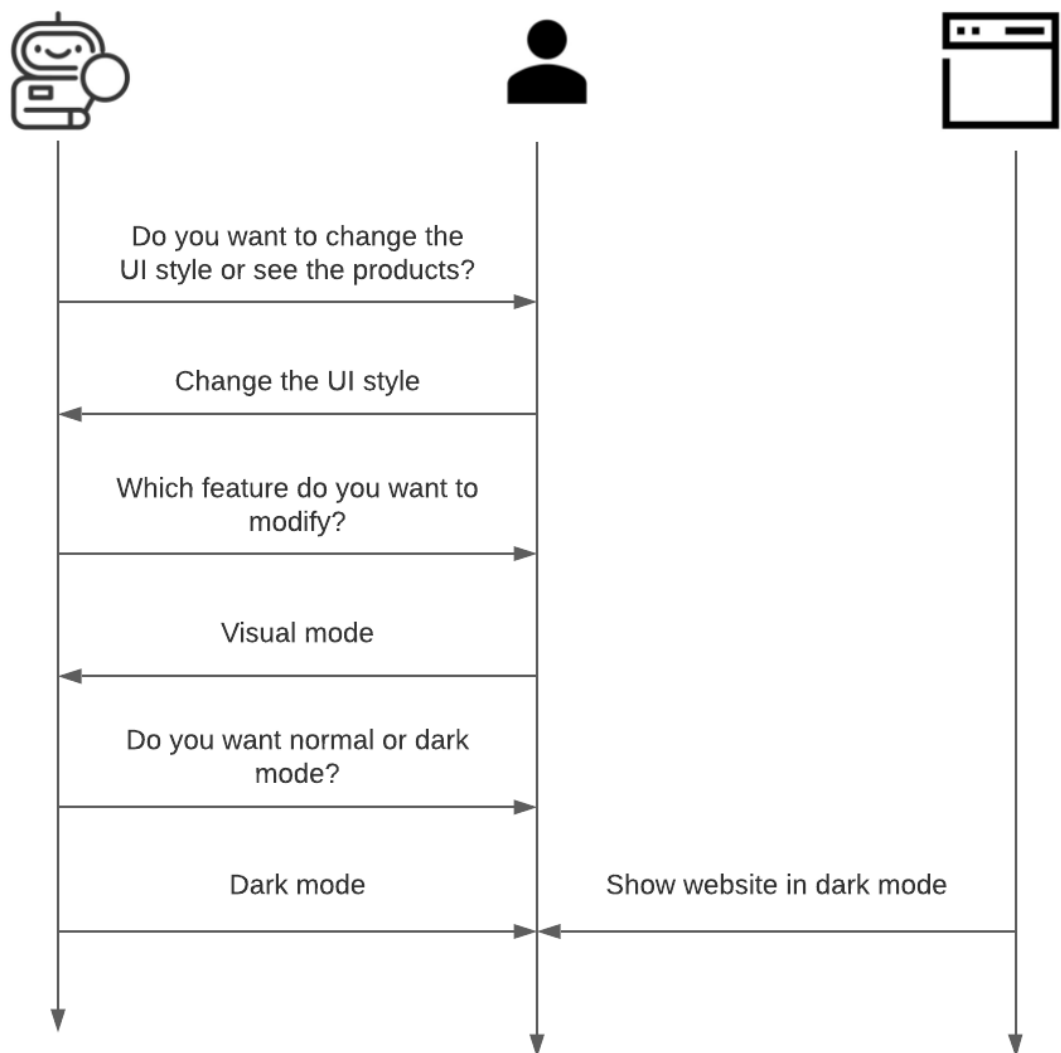
If the user wants to see the products, the chatbot asks which products he wants to see and then it shows the pages of the selected products.

- First\_XOR: the user is asked whether he wants to change the UI style of the website or if he wants to see the products of the company.
- Change\_style\_OR: the chatbot asks whether the user wants to change the font size, the visual mode between dark or normal and if he wants to show or hide the multimedia content. The user can select one or more options.
- Select font size: the chatbot shows to the user a list of predefined font sizes. The callback provides to the frontend the choice of the user and then the frontend changes the size of the texts.
- Select normal or dark mode: the chatbot asks the user if he wants to see the website in light or dark mode. The callback provides to the frontend the choice of the user and then the frontend changes colors of the contents.
- Select show or hide multimedia: the chatbot asks the user if he wants to see the multimedia contents or not. The callback provides to the frontend the choice of the user and then shows the website with or without media contents.
- Show\_products\_OR: the chatbot shows to the user the list of all the products of the company. The user then selects the products he wants to see and the chatbot starts the guide tour.

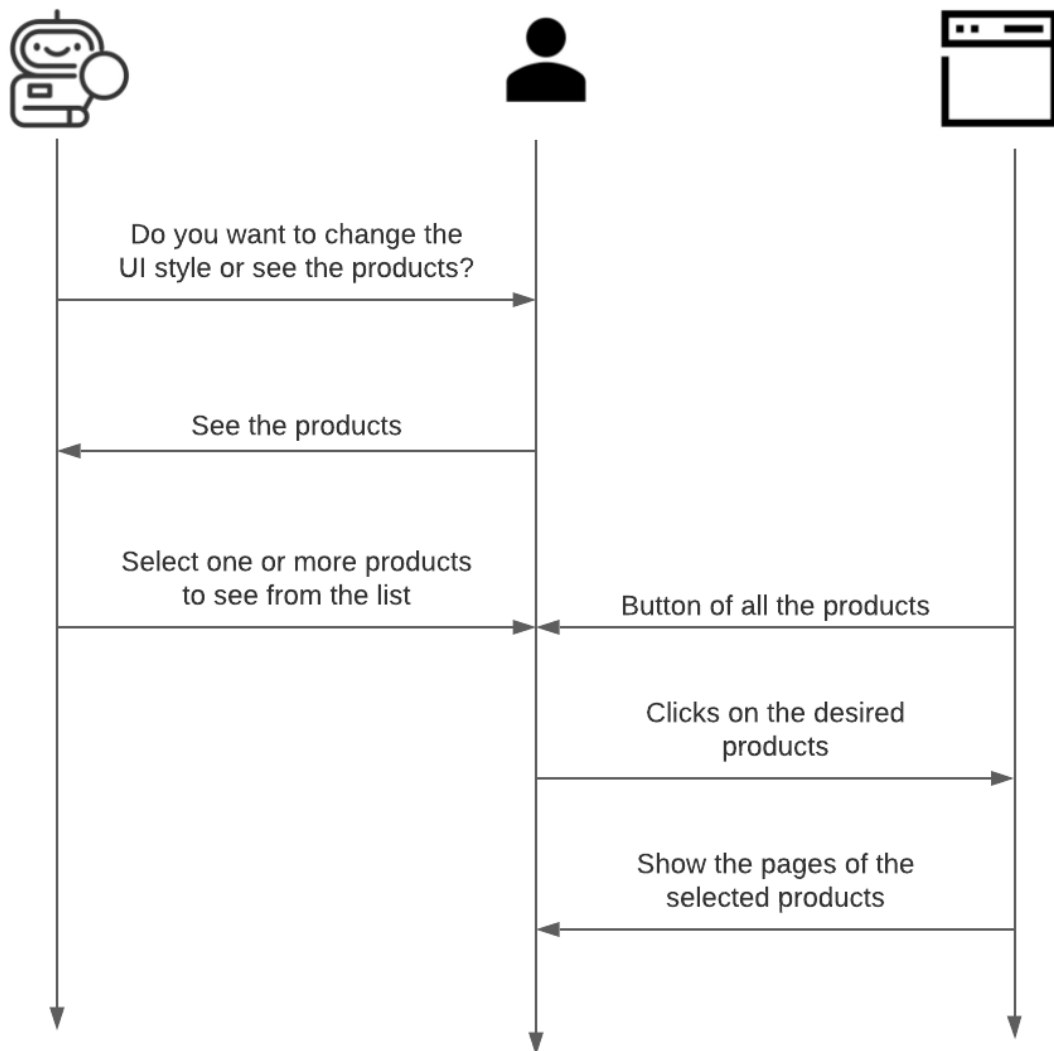
- Show\_product\_1: the callback provides to the frontend the URL of the product 1 page and the user is redirected to that page.
- Show\_product\_2: the callback provides to the frontend the URL of the product 2 page and the user is redirected to that page.
- Show\_product\_3: the callback provides to the frontend the URL of the product 3 page and the user is redirected to that page.

### III. Sequence diagrams

#### 1. Change style interaction



## 2. Products guide interaction



### NOTA.

Per quanto riguarda la parte dell'implementazione del chatbot, come già discusso via email, ho aggiunto una task prima dell'end che sostanzialmente non fa nulla ma permette al chatbot di stampare il messaggio di fine interazione che altrimenti con il solo stato end non funzionava.