

Reflection

Positives:

During the development of the chatbot there were a multitude of things that went well. One of the major areas where things went well were in the planning and design stage where I was able to clearly visualise and then determine how long exactly it would take for me to complete each part of the chatbot. I also managed to successfully create menus and staff lists and other text files whilst making them look visually appealing thus making my chatbot seem more professional and sophisticated. Moving onto the actual chatbot side of things I was able to successfully implement code that would allow the chatbot to understand what the user was saying towards it and then pick apart this input to determine what exactly the appropriate response should be. This can be seen in how the chatbot understands which of the features the user would like to use based on the input provided. Originally, I had developed the code to only display these features if certain common phrases from a text file were said by the user, but I soon realised that this was the wrong way to approach this task and switched to another approach that will now carry out the correct features and is not limited to select statements. Also, I have managed to make sure that my chatbot is persistent using text files that contain all the menus, staff lists etc as well as the complaints and bookings that the user makes.

Cons and improvements for the future:

Some things that I feel like I could improve on next time is to add some more functionality to the chatbot. For example, in the future I would like to implement the ability for the user to order food through the chatbot thus increasing the usefulness of the chatbot to a higher degree. Another big change I would like to make for the future is to overhaul the booking system and make it so that rather than the user only being able to book for a set time (7pm to 10pm) but be able to choose a time themselves and then book for that specific time. I believe that by incorporating this new feature as well as improving the booking system I will be able to raise the chatbot to a higher level. Seen as my chatbot was designed to help a user in terms of a restaurant it is good at recognising what the user wants in terms of those features, but I feel that it lacks in terms of being able to communicate with generic questions that the user may ask, that do not have anything to do with the restaurant. In the future I would like to change this and make it so that my chatbot will be able to understand even these generic questions so that I can improve the usability and user friendliness of the chatbot.