

Report-lab3

The system initially does not clearly inform the user that they are interacting with an appointment in a booking system. After a greeting the user is abruptly asked “Who are you meeting with?” without context about the type of appointment (e.g., doctor, dentist). A real booking system would likely require additional user information such as name or phone number. The system also only allows one appointment to be stored in the context. A realistic booking system would support multiple appointments and prevent double bookings, potentially by using a database.

The system doesn’t handle utterances like “I don’t know”, “maybe” and everything else between yes and no that well apart from responding that it's not an option. The same applies when the user asks for clarification, uttering “I don’t understand” or “What did you say” will be met with the response that it's not an option which isn't very helpful for the user. If the user says a time outside of 7-16 and another day than Monday-Friday then could explain/clarify only open Monday to Friday and between 7-16 instead of just saying it's not an option. Self repair in the same turn is also not handled very well by the system, uttering “maybe Monday” will lead to the response that it's not an option while parts of it are.

The user is not initially informed about available persons, days, or times and also their formats. It may also be unclear that “day” refers to weekdays rather than calendar dates and is not very useful in a real world scenario.

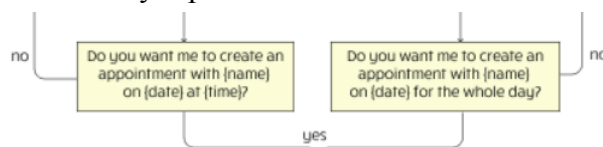
Solution:

Available persons, days, and time ranges were explicitly included in the prompts

The system only supports bookings on full hours using digital time format (07:00–16:00). For example if the user says “four o’clock”, the system may interpret it as 04:00 instead of 16:00.

The user doesn't get any indication or information about progress or system status such as how many steps remain in the booking process.

Unnecessary repetition in these states.



Solution:

One confirmation state and using allDay and depending on if it was true or false could adjust the ending of the utterance.