

Phase 1: Problem Definition and Design Thinking

In this part you will need to understand the problem statement and create a document on what have you understood and how will you proceed ahead with solving the problem. Please think on a design and present in form of a document.

Problem Definition: The project involves creating a chatbot using IBM Cloud Watson Assistant. The goal is to develop a virtual guide that assists users on messaging platforms like Facebook Messenger and Slack. The chatbot should provide helpful information, answer frequently asked questions (FAQs), and offer a friendly conversational experience. The project includes designing the chatbot's persona, configuring responses, integrating with messaging platforms, and ensuring a seamless user experience.

Design Thinking:

Persona Design: Define the chatbot's persona, including its name, tone, and style of communication.

User Scenarios: Identify common user scenarios and FAQs that the chatbot should be able to address.

Conversation Flow: Design the conversation flow, outlining how the chatbot responds to user queries and prompts.

Response Configuration: Configure the chatbot's responses using Watson Assistant's intents, entities, and dialog nodes

Platform Integration: Integrate the chatbot with popular messaging platforms like Facebook Messenger and Slack.

User Experience: Ensure a seamless and user-friendly experience, with clear prompts and informative responses.