

Changes made from the specification.

1. Database

We've simplified our database to better serve the chatbot's needs. Initially, our database had many details unnecessary for the chatbot's functions. After review, we've condensed it to four main tables, which now hold only the vital information required for the chatbot to operate effectively. This slimmed-down approach ensures our chatbot is more efficient and our database easier to manage.

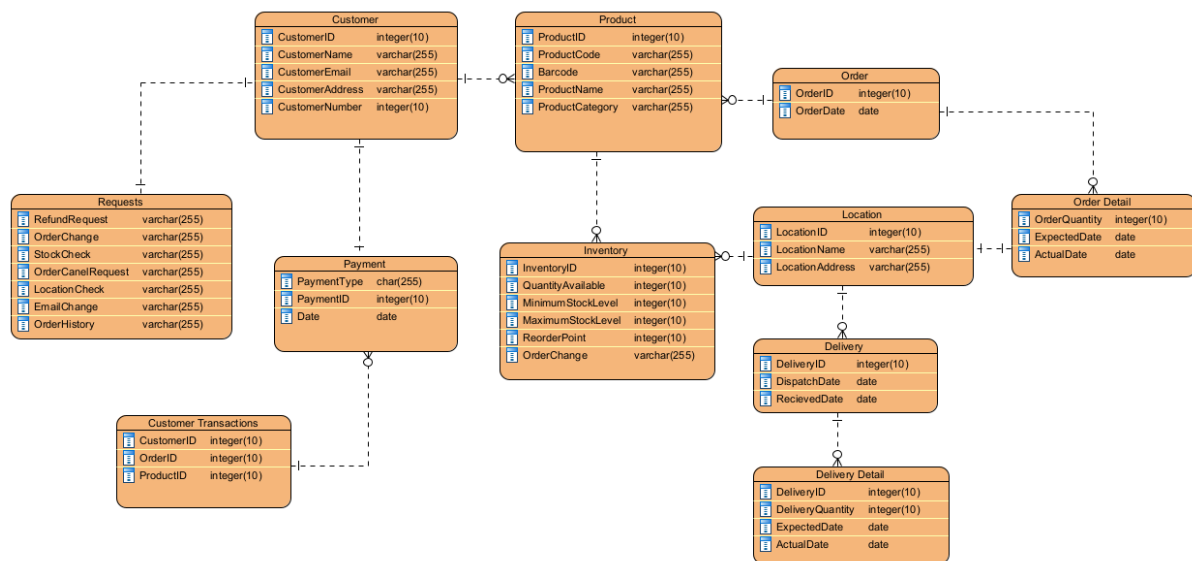


Figure 1. Original Database Schema

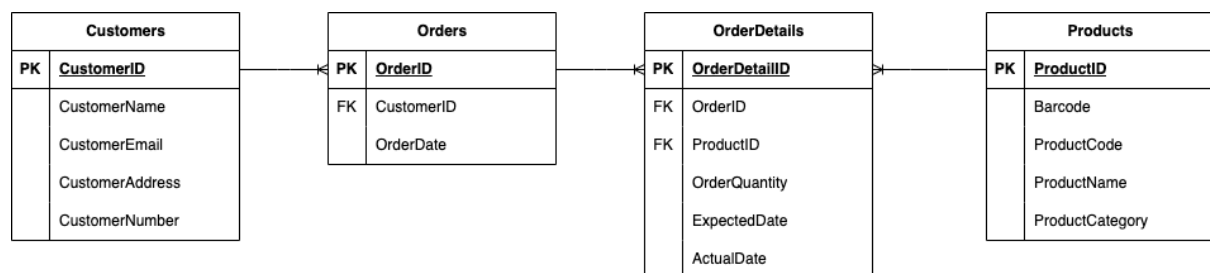


Figure 2. New Database Schema

2. Implementation

While developing the chatbot using Dialoglow CX we encountered difficulties in connecting the database with the chatbot in Dialogflow. The original plan was to connect the database to the chatbot, so that it could give out tailored answers for each order. However, since we were unable to connect the two, our chatbot now gives a more general answer. For example, if a customer asks for a refund or return, the chatbot will explain the refund/return conditions, the step-by-step instructions to follow on how to complete the refund/return and guide the user towards the refund/return webpage for more details. Connecting the database to the chatbot would be the next thing to do to improve the user experience.