Chatbots 101

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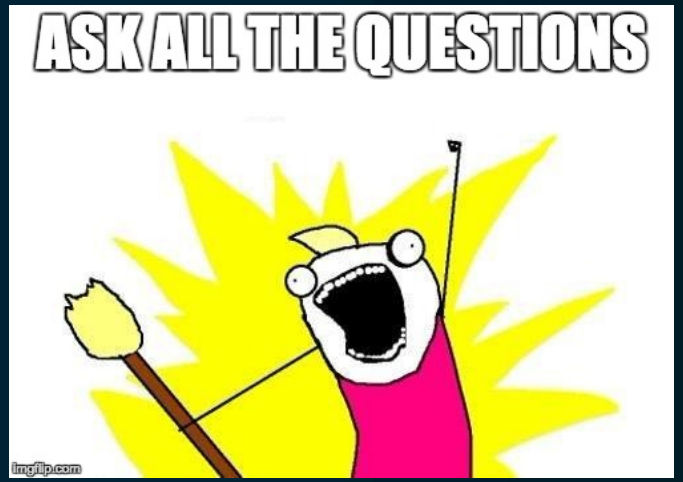
WiFi: EngineShed
Password: CoworkingES

IBM Cloud

Before we start...



Source: imgflip.com

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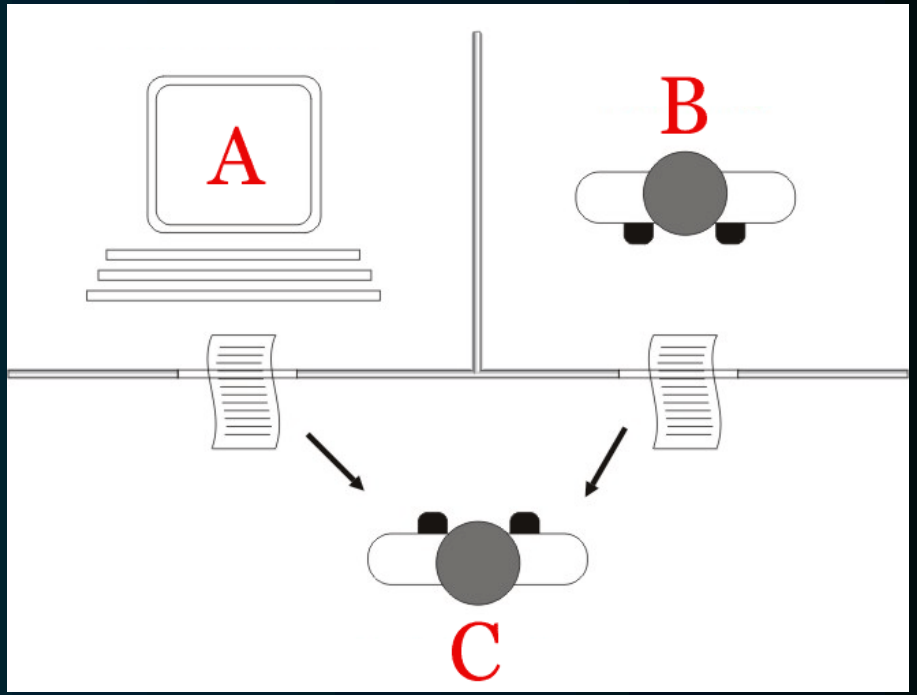
I. What’s a chatbot?

aka talkbot, chatterbot, Bot, IM bot, conversational agent, interactive agent...

What’s a chatbot?

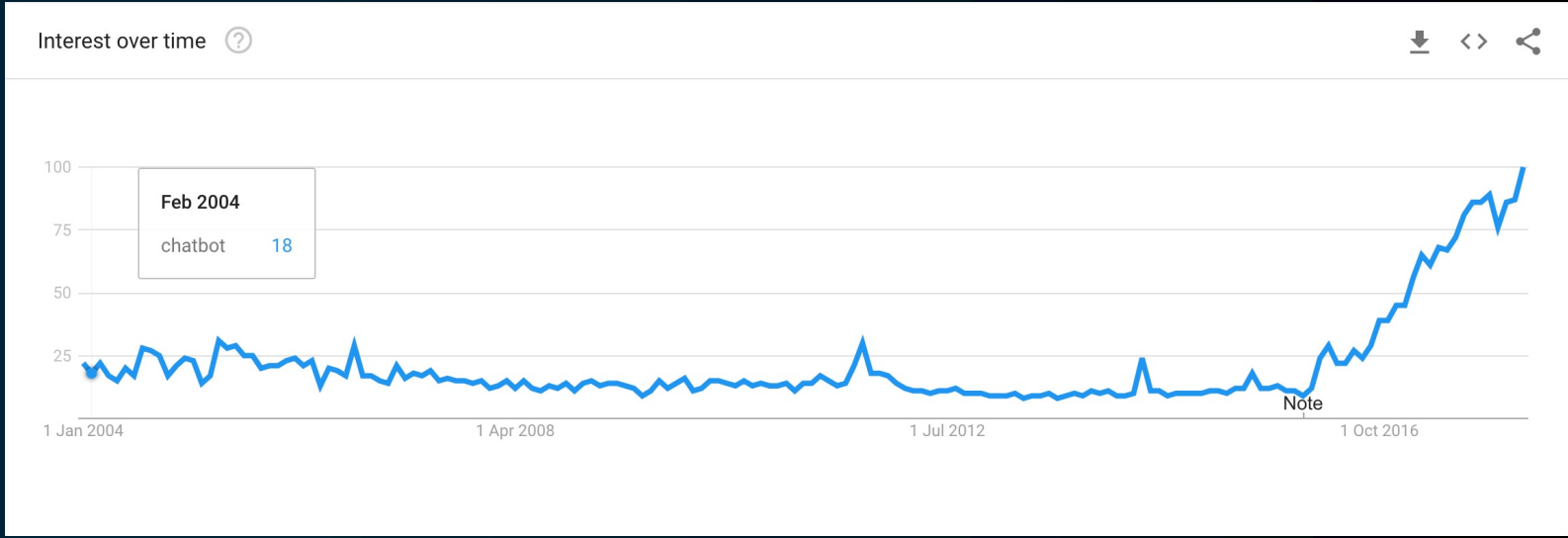
“A computer program designed to simulate conversation with human users, especially over the Internet.”

Turing test



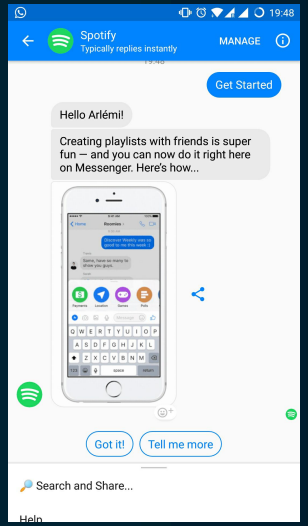
Source: Wikipedia

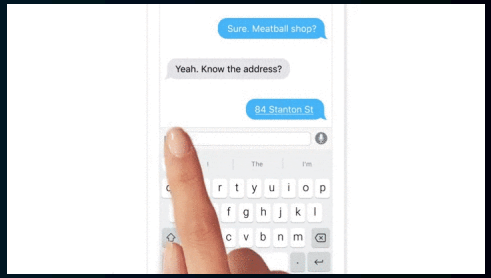
And suddenly… they're everywhere!



Source: Google Trends

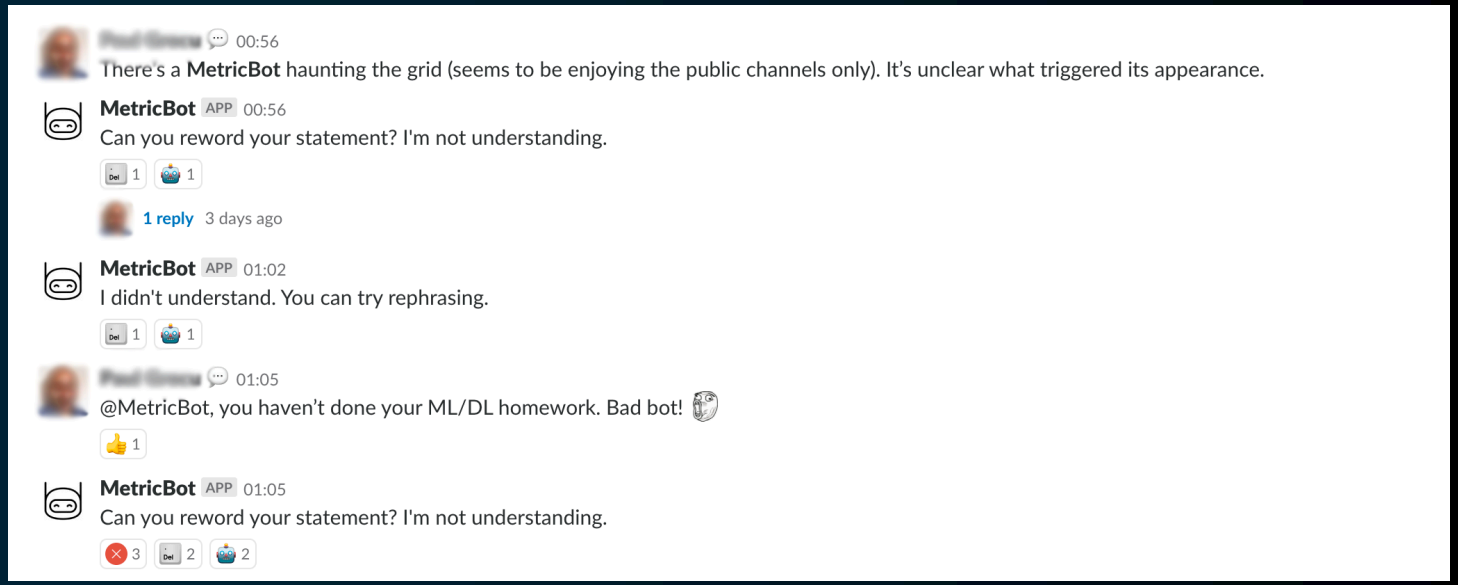
Examples


19:48
Spotify
Typically replies instantly
MANAGE
Get Started
Hello Arlémi!
Creating playlists with friends is super fun — and you can now do it right here on Messenger. Here's how...
Got it!
Tell me more
Search and Share...
Help


Sure. Meatball shop?
Yeah. Know the address?
84 Stanton St

amazon
amazon
amazon

Examples


00:56
There's a MetricBot haunting the grid (seems to be enjoying the public channels only). It's unclear what triggered its appearance.
MetricBot APP 00:56
Can you reword your statement? I'm not understanding.
1 1
1 reply 3 days ago
MetricBot APP 01:02
I didn't understand. You can try rephrasing.
1 1
01:05
@MetricBot, you haven't done your ML/DL homework. Bad bot!
1
MetricBot APP 01:05
Can you reword your statement? I'm not understanding.
3 2 2

II. Best practices

based on Holly Cummins article: Chatbot Best Practices

Think about your users

- Do they even want a chatbot?
- Keep the scope well-defined
- Provide human-like behaviour

Conversational patterns

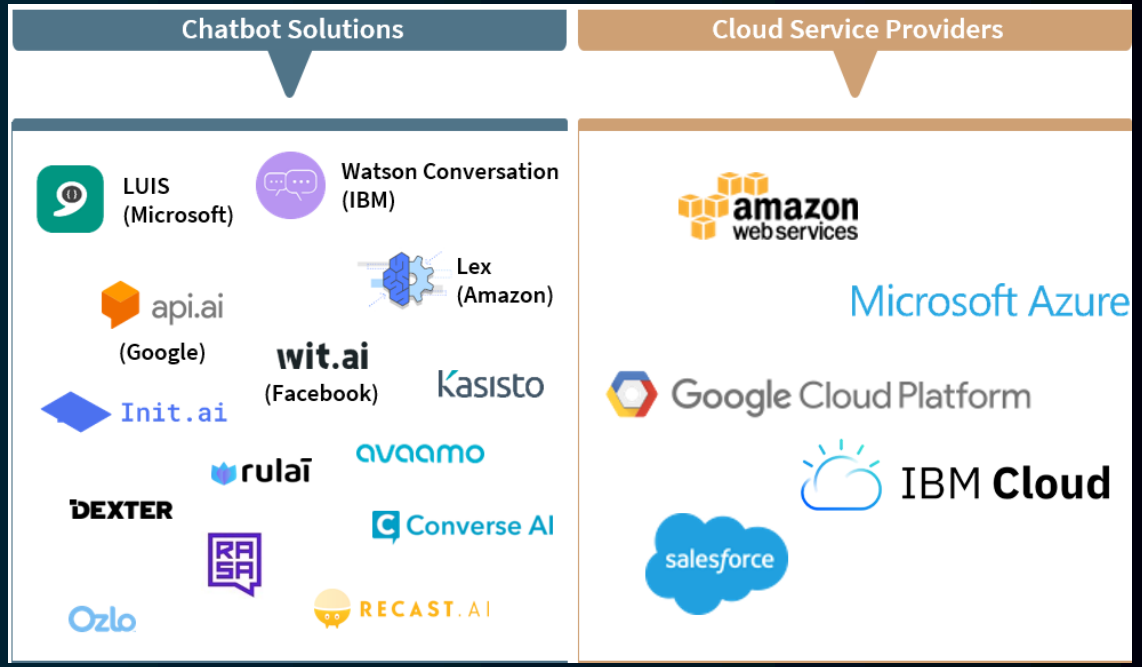
- Don’t be afraid to say “I don’t know”
- Avoid repetition
- Detect frustration, hand off to a human if necessary
- Slow down responses

Observe

- User-test before launch
- Monitor and tune accordingly
- Get user feedback

III. How to build a chatbot

Chatbot platforms



What defines your chatbot

1. Intents
   ex: greetings – *hi, hello, hey, hello there…*

2. Entities
   ex: cities – *Tel Aviv, Berlin, New York, Tokyo*

3. Dialog flow

Hands-on Workshop

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WiFi: EngineShed
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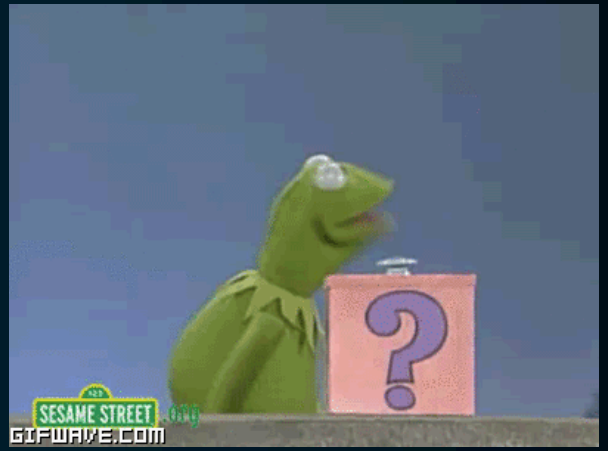
Questions?



Source: giphy.com