

AI Chatbot / Current Trends:

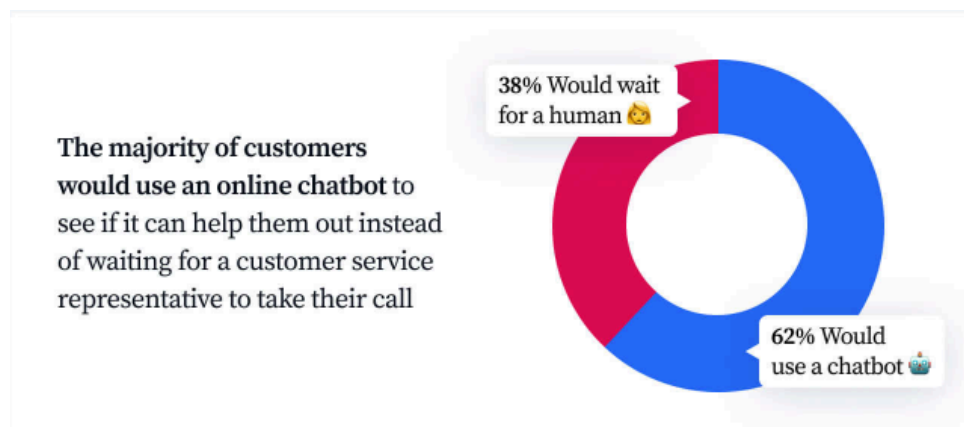
AI chatbots are significantly transforming the technology and customer service landscapes. In 2024, chatbots are becoming more sophisticated, integrating advanced AI and machine learning to handle a wider range of tasks beyond simple inquiries, including personalized customer interactions and predictive analytics (Jetlink, 2024). Businesses are increasingly adopting chatbots for customer service due to their efficiency and cost-effectiveness, with studies showing that 88% of customers have interacted with a chatbot, appreciating their quick response times and 24/7 availability (Fokina, 2024). Additionally, voice bots are emerging as a crucial trend, enhancing user engagement through more natural and interactive experiences (Reve Chat, 2024). This integration of AI-driven chatbots is not only improving customer satisfaction but also streamlining business operations across various sectors (Boost AI, 2024).

This is why I decided to integrate my website with an AI chatbot that uses the chatGPT 3.5 API for easier question answering regarding my portfolio.

References:

- Boost AI. (2024). Conversational AI and CX trends guide 2024. Retrieved from <https://www.boost.ai>
- Fokina, M. (2024). 80+ Chatbot Statistics & Trends in 2024 [Usage, Adoption Rates]. Tidio. Retrieved from <https://www.tidio.com>
- Jetlink. (2024). 8 AI Chatbot Trends in 2024. Retrieved from <https://www.jetlink.io>
- Reve Chat. (2024). Top 12 Chatbots Trends and Statistics to Follow in 2024. Retrieved from <https://www.revechat.com>

This project had a lot of testing done to it for it to work as i wanted to, i dont have the funds nor knowledge to make a Large Language Model, so i had to conform with using a super large prompt that had all the info i wanted.



<https://www.tidio.com>

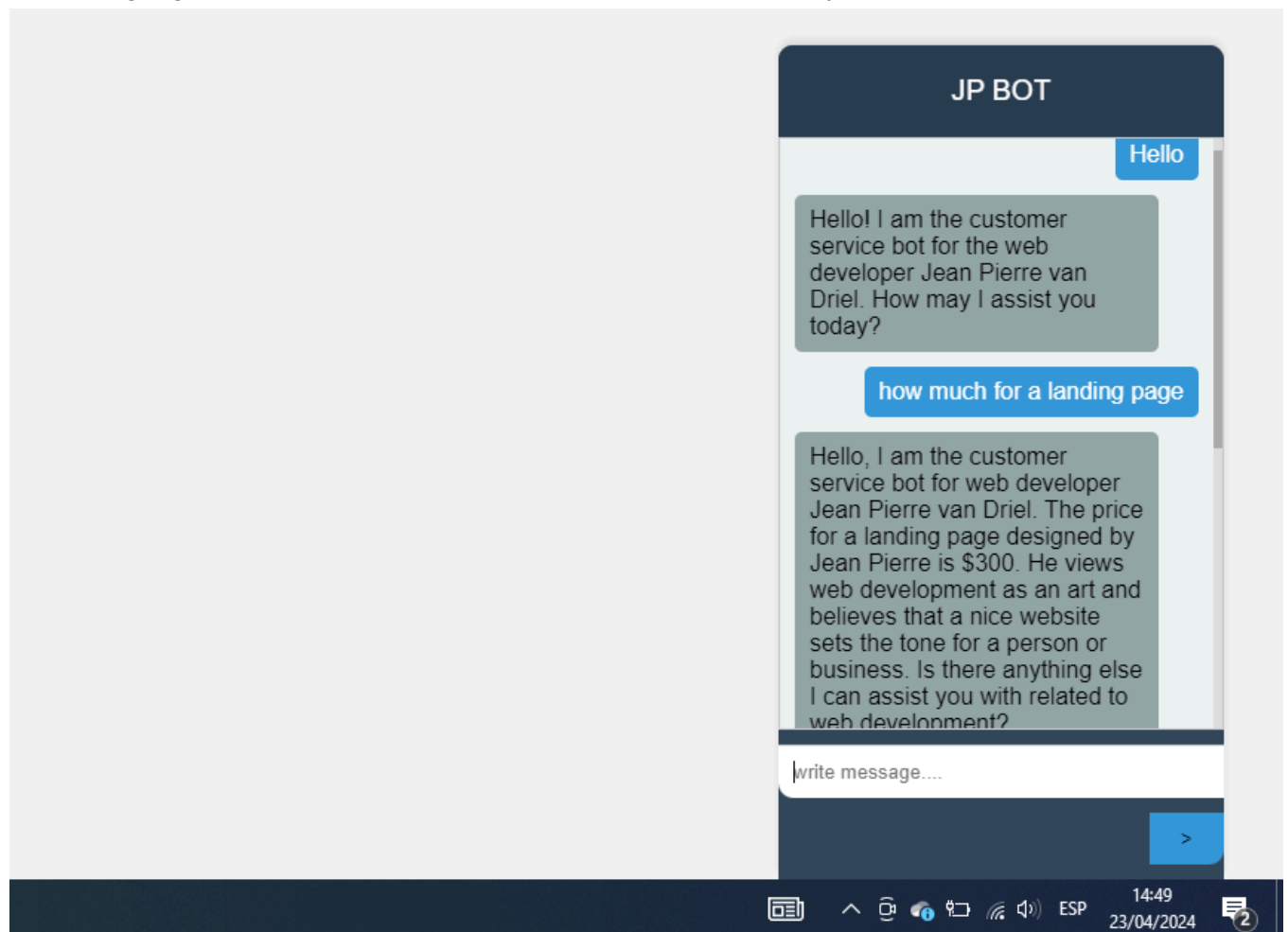
For the testing process view the next page.

Small User Testing.

I Also sent it to some friends and colleagues for simple user testing, and the response was the same, its trying to have to click the arrow to send messages instead of just pressing enter.

First Prompt:

First i wrote prices for me as a developer, at this time the idea was just having the chatbot there as a nice gadget for the portfolio, it worked nice, but it was not really relevant to it:



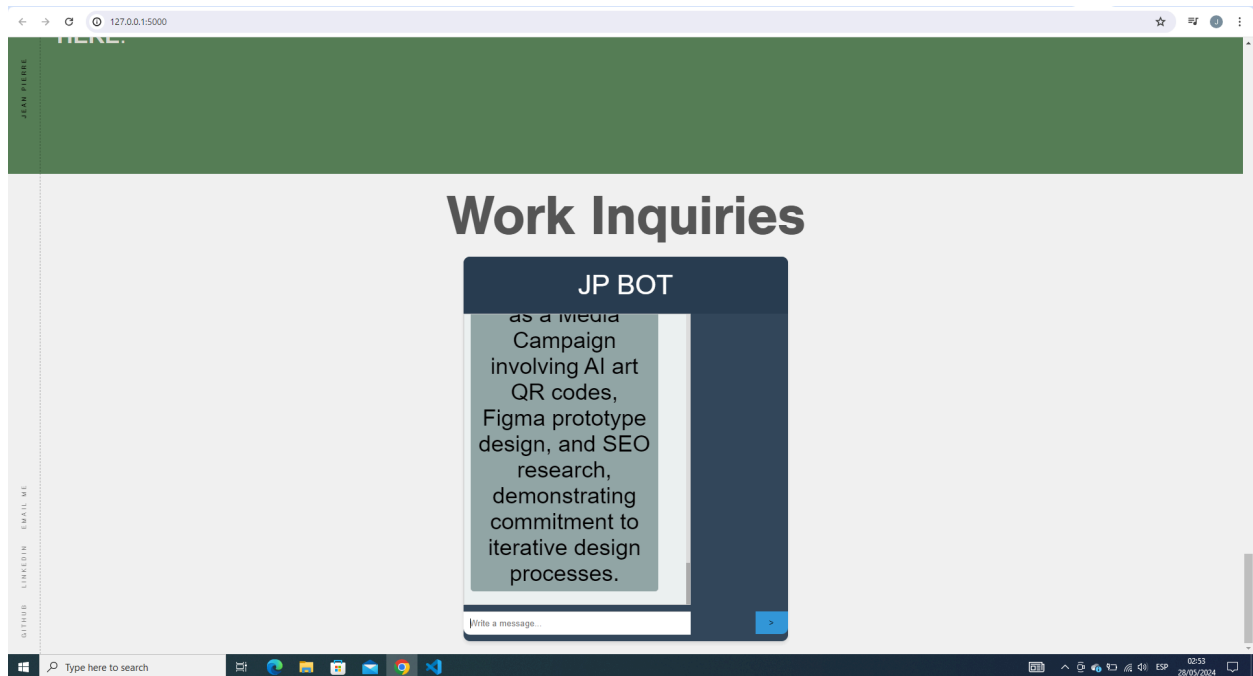
Second Prompt:

For the second prompt, i wanted to make the bot relevant to the site, so inform about my study and learning outcomes, and also after updating the design and adding the functionality that everyone wanted, sending messages when pressing enter, i had responses regarding the learning outcomes, but very broad and really with bad information. (my LOs where very wrong at the time).

I also read a tweet of someone showing how they used fords GPT powered bot to ask questions unrelated to ford cars, like correcting code, and to prevent this from happening i added a part to the prompt asking to return to the conversation in an educated manner if the user tried to shift from that subject.

Here is the prompt just to make an idea of the size:

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{
  "role": "system",
  "content": "only give short and concise answers, You are the customer service bot for a web development student named Jean Pierre van Driel (only introduce yourself if necessary), only introduce yourself at the beginning, always introduce yourself like that, use the following data to answer questions: Jean Pierre van Driel grew up in Cusco, now resides in Eindhoven Netherlands, studies web development in Fontys University. If the questions are not related to Jean Pierre van Driel sway the conversation back to the subject in an educated manner. Besides this since it's a uni portfolio, people will ask about learning outcomes and projects, here is the info about that: LO1: "Interactive Media Products" projects: Project Branding: Explanation: This project involved user research, brand identity creation, website design iteration, and logo design iteration for an artist named Natalie. By developing and testing interactive elements like the website and logo with users, you demonstrated a thorough understanding of creating and refining interactive media products. AR Pikachu: Explanation: Creating an AR projection of Pikachu involves leveraging cutting-edge technology to produce an engaging interactive media product. This project showcases your ability to implement advanced interactive elements that enhance user experience. LO2: Development & Version Control: Coding Pokemon CSS: Explanation: Developing a CSS representation of Psyduck required in-depth knowledge of CSS, particularly working with shapes. This project highlights your coding skills and your ability to document and manage your code through version control. Moving Jigglypuff: Explanation: Animating Jigglypuff using the @keyframes query in CSS shows your understanding of animation in web development. This project involves writing and refining code, which is a key aspect of development and version control. Javascript Drumkit: Explanation: Enhancing the drumkit with JavaScript, HTML, and CSS, including syntax corrections and visual improvements, demonstrates your ability to develop and manage web applications. Your work in version control ensures the project is well-documented and maintainable. TicTacToe: Explanation: Correcting and enhancing the TicTacToe app with JavaScript, HTML, and CSS, including adding dynamic elements like the dancing Pokémon and visual feedback for winning moves, showcases your development skills and effective use of version control systems. LO3: Iterative Design: Project Branding: Explanation: This project included multiple iterations for the website and logo design, reflecting a commitment to refining your work based on feedback and testing. Iterative design is crucial for producing high-quality, user-centered products. Media Campaign: Explanation: Your involvement in generating AI art QR codes, designing a Figma prototype, and performing SEO research demonstrates iterative design processes. You refined your ideas and designs through continuous feedback and testing. LO4: Professional Standard: Heuristic Evaluation: Explanation: Conducting a heuristic evaluation for the UX design of the Media campaign page showcases your ability to apply professional standards in usability and user experience evaluation. This involves structured research, reporting findings, and making informed recommendations. House Blender: Explanation: Creating a simple building in Blender demonstrates your ability to use professional design tools and produce 3D models to a professional standard, even if the project is basic. It shows your proficiency with industry-standard tools. LO5: Personal Leadership AI Chatbot: Explanation: Developing a chatbot using the ChatGPT API for your portfolio reflects personal leadership by taking initiative to enhance your portfolio and seeking feedback to improve its functionality. It shows your ability to independently lead a project from concept to implementation."
}
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Last Product:

After updating the prompt to the correct learning outcome info, and testing again by myself and some friends, I sent many prompts till and until now, no errors were made.

