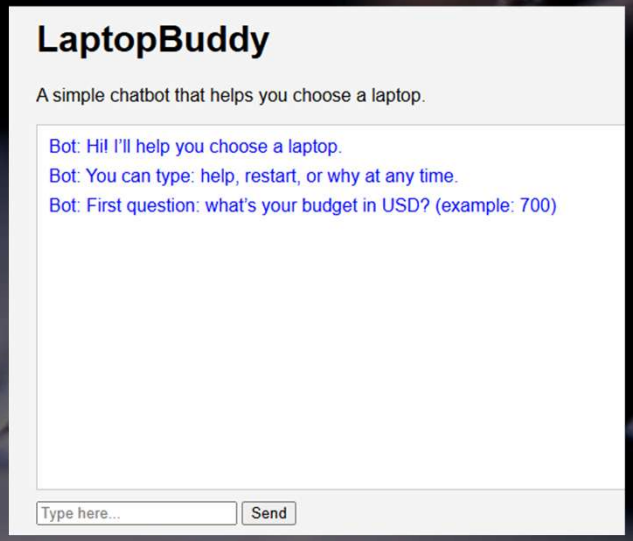
LaptopBuddy

A simple chatbot focused on conversation design, error handling, and realistic decision making



Scenario: Helping a customer choose a laptop

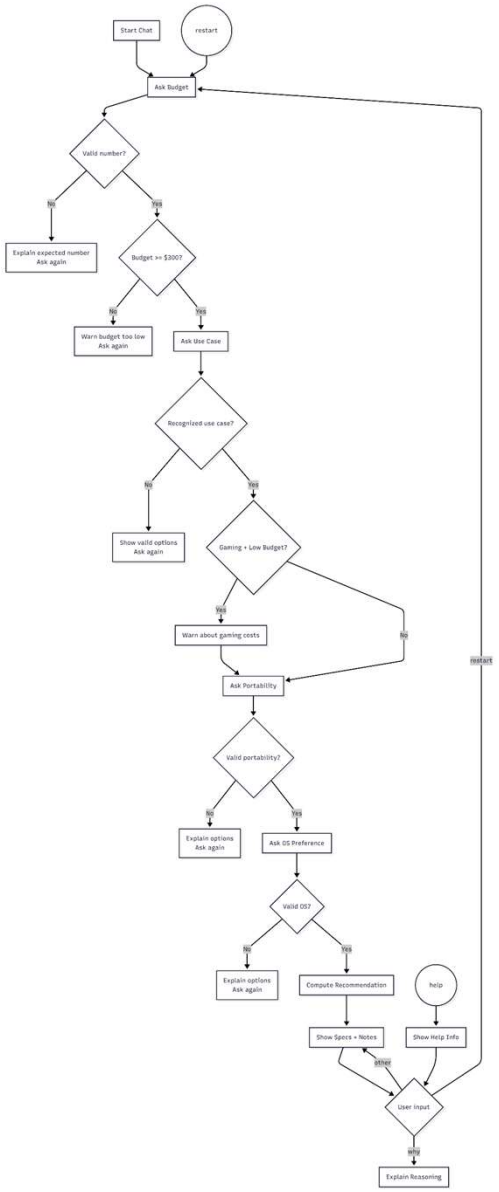
Goal: Guide users to a realistic recommendation through a short conversation

Focus: UX clarity, edge cases, and transparency

Conversation Design

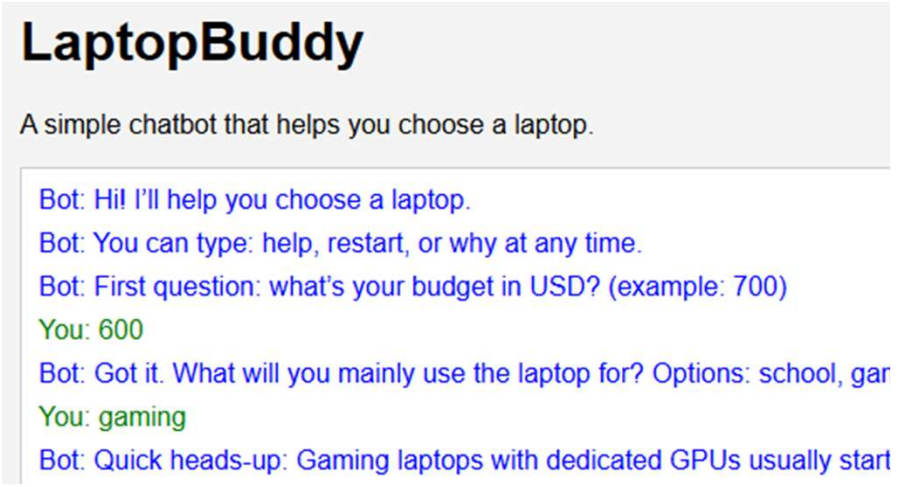
- Step by step flow to reduce cognitive load
- One question at a time (budget -> use case -> portability -> OS)

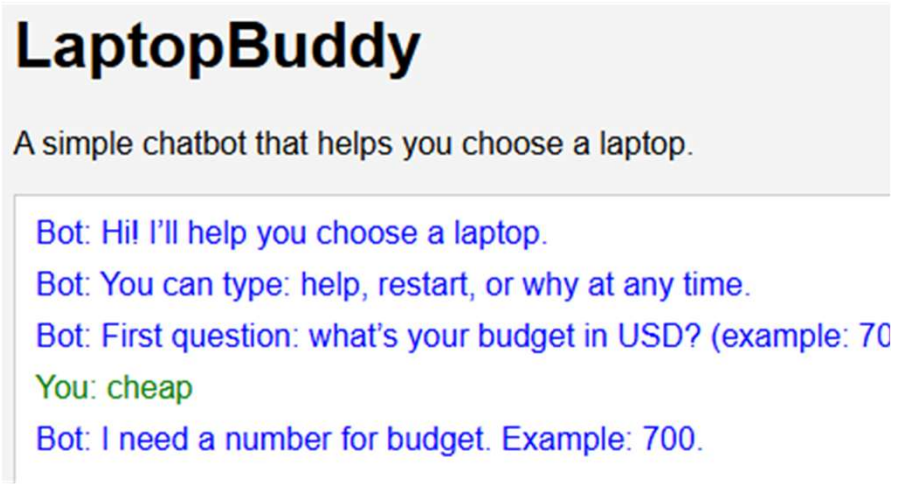
- Global commands at any time
  - Help
  - Restart
  - Why



Error Handling & Problem Solving

- Non-numeric budget input
- Unrealistically low budgets
- Conflicting expectations (gaming + low budget)
- Unrecognized answers
- Clear expectations instead of silent failure





Technical Implementation & Improvements

Technical Implementation:

- HTML/CSS/JavaScript (no backend)
- State-based conversation logic
- Rules-based recommendations using realistic price tiers
- Simple, readable code

Improvements:

- Real Product catalog integration
- Quick reply buttons
- Product comparisons
- Persisting user state