Chatbot with Watson

Phase 1: Problem Definition and Design Thinking.

Problem Statement:

The "Chatbot with Watson" project, the primary focus is on defining the problem and applying design thinking principles to shape the chatbot's persona, user scenarios, conversation flow, response configuration, platform integration, and overall user experience.

Problem Definition:

The core problem revolves around the need for a virtual guide that assists users on messaging platforms while providing helpful information, answering FAQs, and creating a friendly conversational experience. The goal is to empower users with quick access to information and meaningful connections through this virtual guide. Key components of the problem include:

1. Chatbot Development: Creating a functional virtual guide using IBM Cloud Watson Assistant.

2. Integration with Messaging Platforms: Ensuring seamless integration with popular messaging platforms such as Facebook Messenger and Slack.

3. Customization and Personalization: Tailoring the chatbot's responses and interactions to match the specific needs and tone of the target audience.

4. FAQ Handling: Training the chatbot to efficiently address frequently asked questions.

5. User Experience: Designing an engaging and user-friendly conversational interface.

Design Thinking Approach:

Define the chatbot's persona:

This includes defining the chatbot's name, tone, and style of communication. The chatbot's persona should be aligned with the target audience and the overall purpose of the chatbot.

Identify common user scenarios and FAQs:

This can be done by conducting user research, such as surveys or interviews. By understanding how users are likely to interact with the chatbot, you can design a conversation flow that is both efficient and informative.

Design the conversation flow:

The conversation flow should be designed to be clear, concise, and easy to follow. The chatbot should be able to understand user queries and respond in a way that is relevant and helpful. It is also important to design the conversation flow to be flexible enough to handle unexpected user inputs.

Configure the chatbot's responses:

Watson Assistant's intents, entities, and dialog nodes can be used to configure the chatbot's responses. Intents represent the goals of user queries, entities represent the data that is required to fulfill those goals, and dialog nodes represent the steps in the conversation flow. By carefully configuring intents, entities, and dialog nodes, you can create a chatbot that can respond to a wide range of user queries in a natural and informative way.

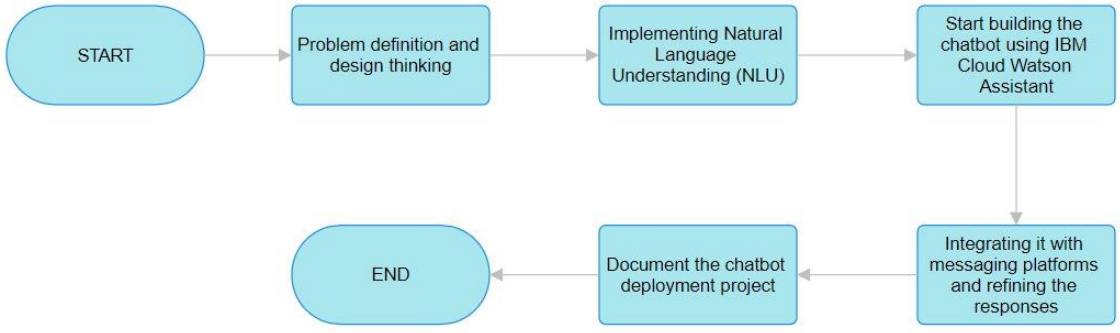
Integrate the chatbot with messaging platforms:

Once the chatbot has been configured, it needs to be integrated with the messaging platforms that your target audience uses. Watson Assistant provides integration tools for popular messaging platforms like Facebook Messenger and Slack. By integrating the chatbot with these platforms, you can make it easy for users to interact with the chatbot from their preferred messaging app.

Ensure a seamless and user-friendly experience:

The user experience should be at the forefront of your design considerations. The chatbot should be easy to use and navigate. Prompts should be clear and concise, and responses should be informative and helpful. It is also important to test the chatbot thoroughly with users to ensure that it meets their needs.

Flow Diagram:



Conclusion:

Once the chatbot's persona, user scenarios, conversation flow, and responses have been defined, it is important to review the design with users to ensure that it meets their needs and expectations. This feedback can be used to make necessary changes and improvements to the design before moving on to the development phase.