



Technical Assessment: Chatbot Developer Role

In this exercise, you are required to design and implement a WhatsApp chatbot for a fictional beauty salon called **Glow Haven Beauty Lounge**. [Here](#) is a detailed description of the business for your reference.

Deliverables

The chatbot should allow customers to:

1. Ask general questions (e.g., services, opening hours, location, etc.).
2. Book appointments.
3. Pay deposits (Assume that the accepted payment method is Pochi la Biashara).
4. Receive a structured receipt (PDF summary) containing service booked, date/time, amount paid, and confirmation message.
5. Provide feedback.

Submission Guidelines

1. The chatbot can be built using any framework or stack you are comfortable with.
2. Upload your code to GitHub.
3. Share the WhatsApp test number where the flow is deployed.
4. Include brief documentation outlining:
 - Your architecture and approach
 - How to test/interact with the bot
 - Any assumptions or improvements



Evaluation Criteria

Category	Description
Conversation Flow & UX	Smooth, human-like flow that feels natural to users. Clear navigation between options (e.g., booking, general inquiries, promos). Proper fallback handling for unexpected inputs.
Intent Recognition & Handling	The chatbot correctly interprets user intents (e.g., booking, asking questions, checking prices, or payments) and responds appropriately.
Context Management	The chatbot maintains memory of prior inputs (like selected service, time, or name) throughout the session, enabling coherent multi-turn conversations.
UI/UX within WhatsApp	Effective use of buttons, quick replies, lists, and formatting for a pleasant WhatsApp user experience.
Payment Integration & Receipts	Implementation of the payment process (via Pochi la Biashara) for deposit confirmation. The chatbot should capture payment details, confirm successful transactions, and issue a receipt message with a booking summary.
Technical Implementation	Code organization, maintainability, and modularity.
API Integration	Proper use of WhatsApp Cloud API for message templates, interactive elements, and session management.
Scalability & Reliability	Ease of extension to other beauty salon businesses.
Creativity	Extra UX polish, fallback handling, or personalization.