The flow of the chatbot questions

The rationale

- The question for the chatbot is designed in such a way that the user doesn't have to answer irrelevant questions which are not applicable to them.

- For e.g., someone has got a question about travel insurance which is mentioned in category number C3 (please refer to Column A of read.excel) when there is no point in asking the user about category C4 to C11 it will be a waste of their time.
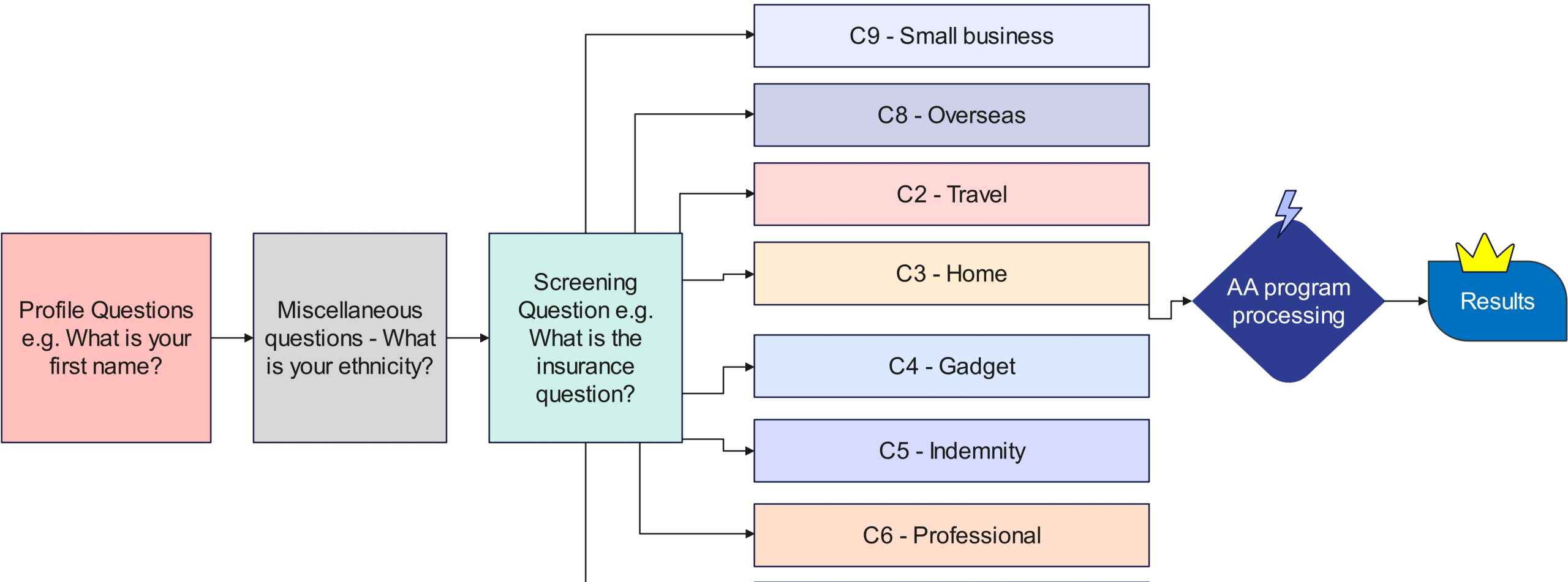
What is a Director Question?

- C2 - is a Director Question, e.g., it directs the user to the appropriate blocks depending on the requirement.

24					D	Others, 100	8
25	C2	Feature 8		What is the issue you are facing today?	Multiple text response	A	Travel, 100	9
26						B	Home, 100	26
27						C	Gadget, 100	40
28						D	Indemnity, 100	54
29						E	Professional, 100	60
30						F	Industrial, 100	75
31						G	Overseas, 100	82
32						H	Small business, 100	90
33	C3	Feature 9		Do you have an insurance?	Single text response	A	Yes, 100	10
34						B	No, 100	10
35		Feature 10		What is your handedness?	Single text response	A	Bi, 100	11

The outcome of director question

If the user chooses one response to the director question, then the user must answer all the questions located in the block.

Single Vs Multiple Response Director Question

- **<u>Single Response Type</u>**
- For e.g., if the user has chosen response A to the feature number 8 (What is the issue you are facing today?), then corresponding block will be shown e.g., C3 block (starting with Feature-9) if the response is A

- **<u>Multiple Response Type</u>**
- For e.g., if the user has chosen response A, B, and C to the feature number 8 (What is the issue you are facing today?), then corresponding block will be shown e.g., C3 block (starting with Feature-9) will be shown, followed by C4 (starting with Feature-26) block and then finally C5 block (starting with Feature-40).
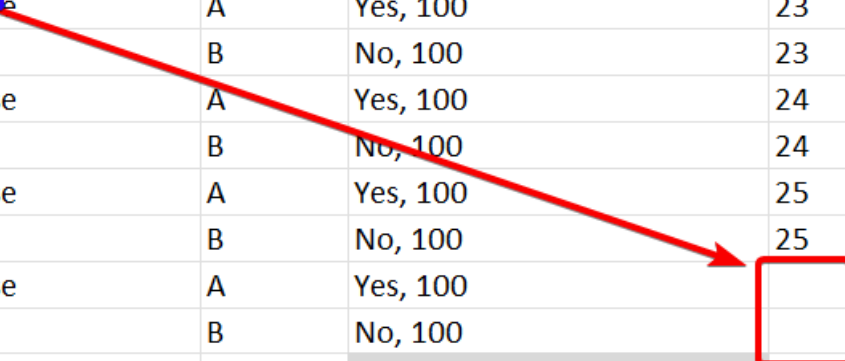
Designing of block

We have designed the blocks in such a way that the last question of the block doesn't have any next question. This is to ensure that these blocks are independent of each other. Please see the screenshot (next slide)

Each Block is separate

	A	B	C	D	E	F	B	G	H
						B	No, 100	20
		Feature 20		Any past rejection	Single text response	A	Yes, 100	21
						B	No, 100	21
		Feature 21		Fraud case in past?	Single text response	A	Yes, 100	22
					Empty blocks	B	No, 100	22
		Feature 22		Speed fine?	Single text response	A	Yes, 100	23
						B	No, 100	23
		Feature 23		Drink driving?	Single text response	A	Yes, 100	24
						B	No, 100	24
		Feature 24		Any witness?	Single text response	A	Yes, 100	25
						B	No, 100	25
		Feature 25		Any drug abuse?	Single text response	A	Yes, 100	
						B	No, 100	
	C4	Feature 26		Child insurance claim?	Single text response	A	Ax-llary, 100	27
						B	No, 100	27
		Feature 27		Infant?	Single text response	A	Yes, 100	28
						B	No, 100	28
		Feature 28		Any long-term illness with child?	Single text response	A	Yes, 100	29
						B	No, 100	29
		Feature 29		More than 2 children?	Single text response	A	Yes, 100	30
						B	No, 100	30

How to identify a block?

- The A column (e.g., C1, C2, C3 etc.) of the read.excel will provide the category.
- Sometimes they have separate colour codes too.
- The last question of the block will have an empty H-cell.

What can we do if we have more questions after the block questions?

- If the admin has more question to ask after the block questions, then we will provide them with different category (in the column-A) e.g., D1 (in this case we have all the categories from C0 - C11 and D will be next sets). For this project, we have not used it. In future projects, we will use it.