## Design Your Own Chatbot

Estimated time: 5 - 10 minutes

## 1 Define Your Context

To envision how Einstein Agents will complement your service agents, let's start with the context of your chatbot:

What's your company name and industry?

What's a common customer service scenario?

## **2** Give Your Chatbot Personality

Your chatbot's personality should guide its interactions with your customers in any situation. We recommend developing a personality that reinforces your brand values.

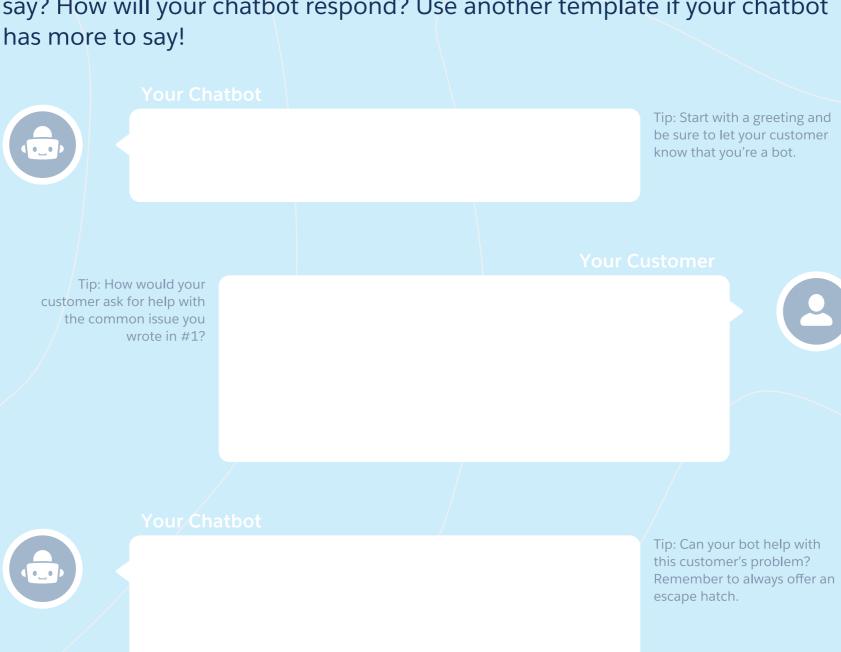
What's your chatbot's name?

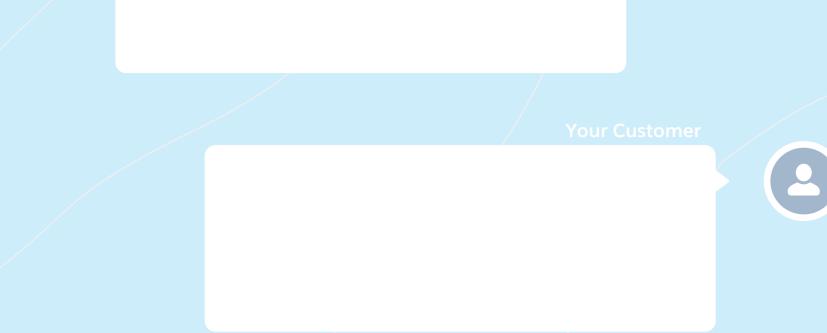
List three personality traits to describe your chatbot:

Sketch your chatbot! Use the circle to the right to bring it to life. Is it a human or a glowing orb? Does it have big teeth, a crazy hairdo, or small eyes?

## **3** Get Your Chatbot Chatting

Use the speech bubbles below to design a chatbot conversation related to the customer service scenario you outlined in #1. What will the customer say? How will your chatbot respond? Use another template if your chatbot has more to say!





Your Chatbot

Tip: Has your bot showed its personality yet?

Your Customer

