

# User manual

For Sam the Library Bot, made by Library Watson

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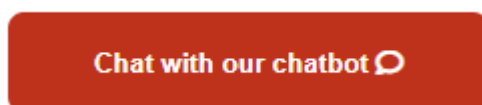
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## Purpose of the chatbot

This chatbot was created by a group of seven students Artificial Intelligence in order to help a student or employee when they have a question regarding to the University Library. This could be anything from asking about the opening hours of the library, to how they can find a specific book they are looking for. This chatbot was created in cooperation with the University Library itself, and they are now the owners.

## How to start the chatbot

Once the [website](#) of the Radboud University Library is accessed, the user will see the chat button, which states “chat with our chatbot”, in the bottom right corner of their screen.



*Figure 1: how to open the chat*

They will be greeted with a welcome message that states no employees are available at the moment, but the chatbot will gladly help them out in the meantime. The user is asked to fill in their name and click on the “start chat” button.

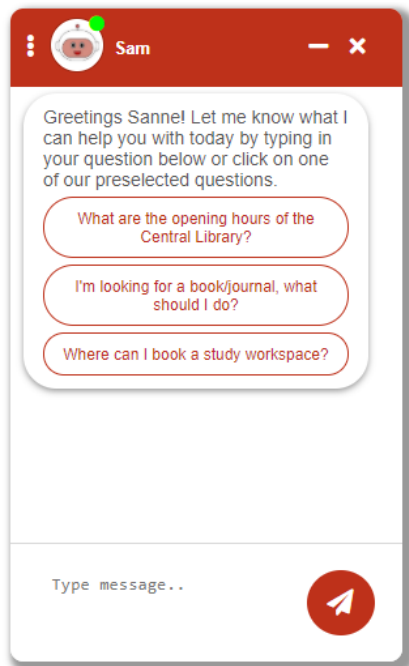


Figure 2: the start of the chat, which shows after typing your name

This is the start of the chat. The user is greeted and is given two options. If they have a question, they can either select one of three frequently asked questions, by clicking on the question they want to ask, or type in a question of their own.

### Selecting a frequently asked question

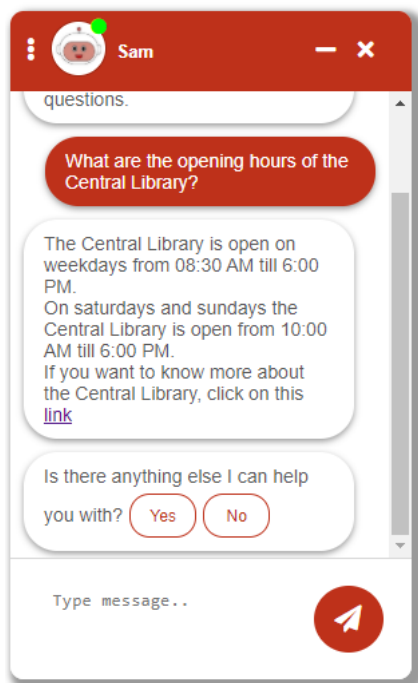


Figure 3: clicking a frequently asked question

Once the user has clicked on a frequently asked question, the chatbot will immediately respond with an answer, as well as forwarding the user to a website should they wish to know more.

The user is then asked if the chatbot can help them with anything else. They can then click either a “yes” or “no” button.

If “yes” is clicked, the same options are given as in the beginning. The user can select one of the preselected questions again or type their own question in the chat box.

If “no” is clicked, the chatbot says goodbye to the user, and explains to them that they can close the chat by clicking the exit button in the top right corner.

### Typing your own question

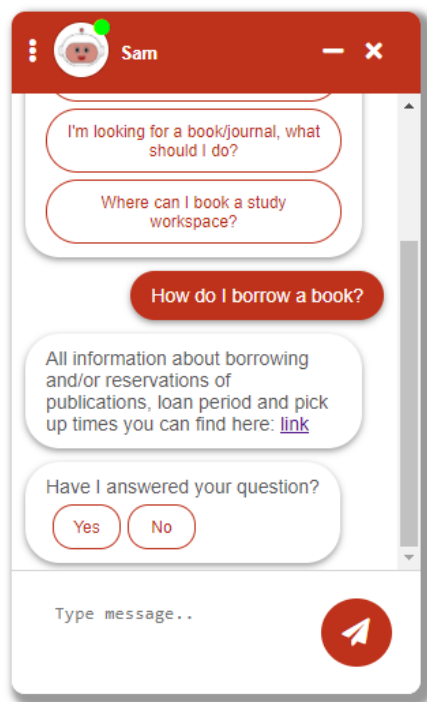
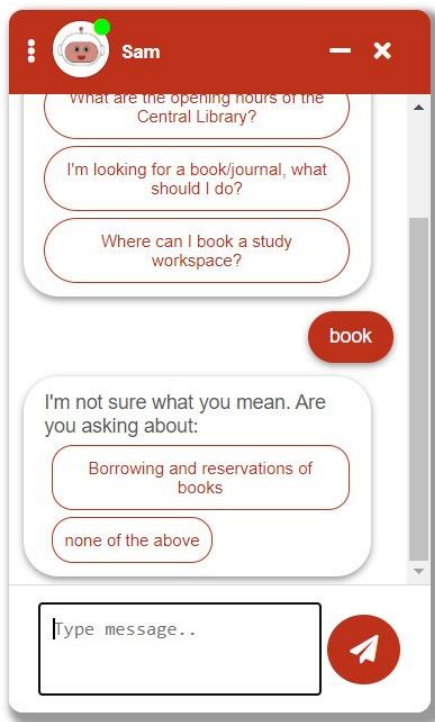


Figure 4: typing your own question

If the user wants to ask their own question to the chatbot by typing in the chat box, the chatbot will most likely take about a second to respond, and then provide the user with an answer. After the message containing the answer, the chatbot will ask the user for feedback. The user can say, by clicking on a “yes” or “no” button, whether the chatbot has answered their question.

The feedback from the user is extremely important, as this is used to improve the replies of the chatbot.



*Figure 5: chatbot is confused*

As the chatbot is still learning every day, it is also possible that it does not know exactly what the user is asking about when a question is typed. In this scenario, it will provide the user with buttons of the categories the question could be about, so the user can select the one that applies. There is also a “none of the above” button, in case the chatbot did not come up with the right categories. The chatbot will then continue as normal, provide an answer, and ask the user for feedback for further learning.

## Forwarding to a librarian

(note: this is different from the 'Switch to Librarian' option that is in the drop-down menu. This will be covered later)

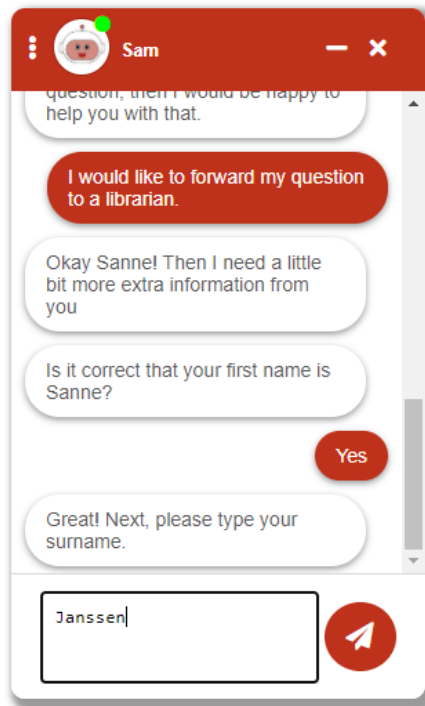
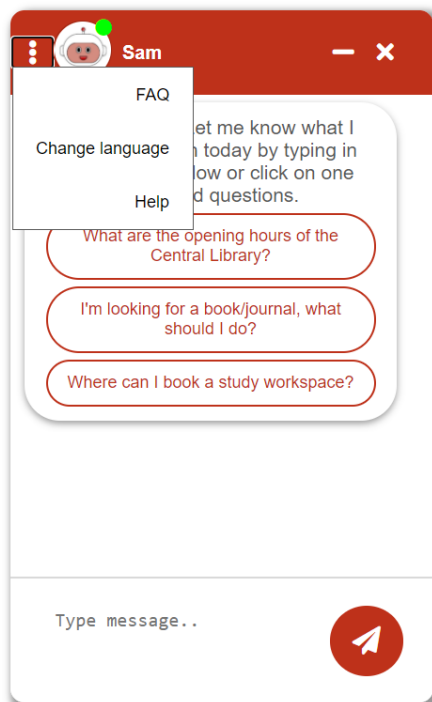


Figure 6: the Ask Your Librarian sequence

In the case that the chatbot did not provide an answer that helped the user (i.e., the user clicked “no” when asked if their question was answered), the user is asked if they want to forward their question to a librarian. This option is also present on the library [website](#), but the chatbot is happy to do this for you. The user will be asked for their name and email address, among others, in order to send their question directly to a library employee. The question will then be answered within one working day and the user will receive the reply on the email address provided by them.

## Drop-down menu



*Figure 7: the drop-down menu*

To the left of the chatbot avatar a drop-down menu can be found. This menu has a couple of easy-access options for the user.

### FAQ-option

This option presents the user with a couple of frequently asked questions concerning the chatbot. This is done because only the three most asked questions are presented, and these are removed as soon as the user clicks on one of them. This option provides them again without hassle, and also provides extra frequently asked questions next to the three most asked at the beginning of the chat.

### Change language-option

If the user would like to converse in another language, such as Dutch, this option can be selected. Here the user can select their preferred language. If the chatbot understands the selected language, it will start a new chat in this language. If it does not know the language, then it will inform the user about that and ask if you do not mind chatting with the chatbot in English.

### Help-option

The help option basically provides the user with a shortened version of this document. It explains how to use the different features of the chatbot in a concise manner.

## Error messages

Since the chatbot upholds a connection between the Radboud servers and an externally hosted server, this could possibly go wrong from time to time. Should this be the case, the chatbot will tell you "Sorry, the chatbot is unable to respond" and then provide you with the option to either try again or ask an employee of the University Library for help. The latter option comes with a button to forward to a librarian. This button does the same thing as explained earlier, when the chatbot did

not give a suitable answer to a user's question.

An email is automatically sent to the developers of the chatbot, who will try to fix the problem as soon as possible.