



# COCO-CHATBOT

Team 6

Coco is the chat bot to go to if you have any questions about smart watches.

**Group members:**

- Esraa Badawi
- Esraa El-Kot
- Salma Sultan
- Sondos Ali

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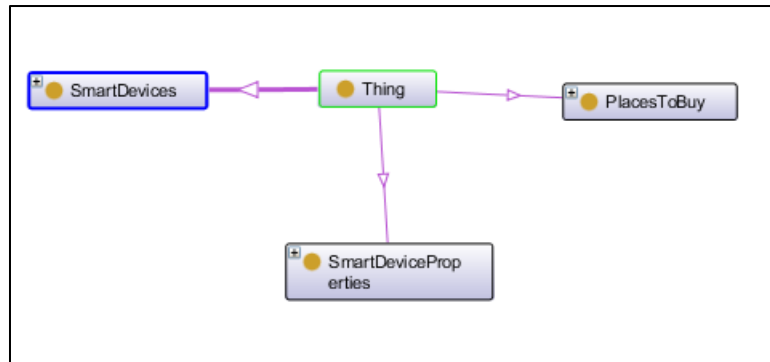
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## Chatbot Domain

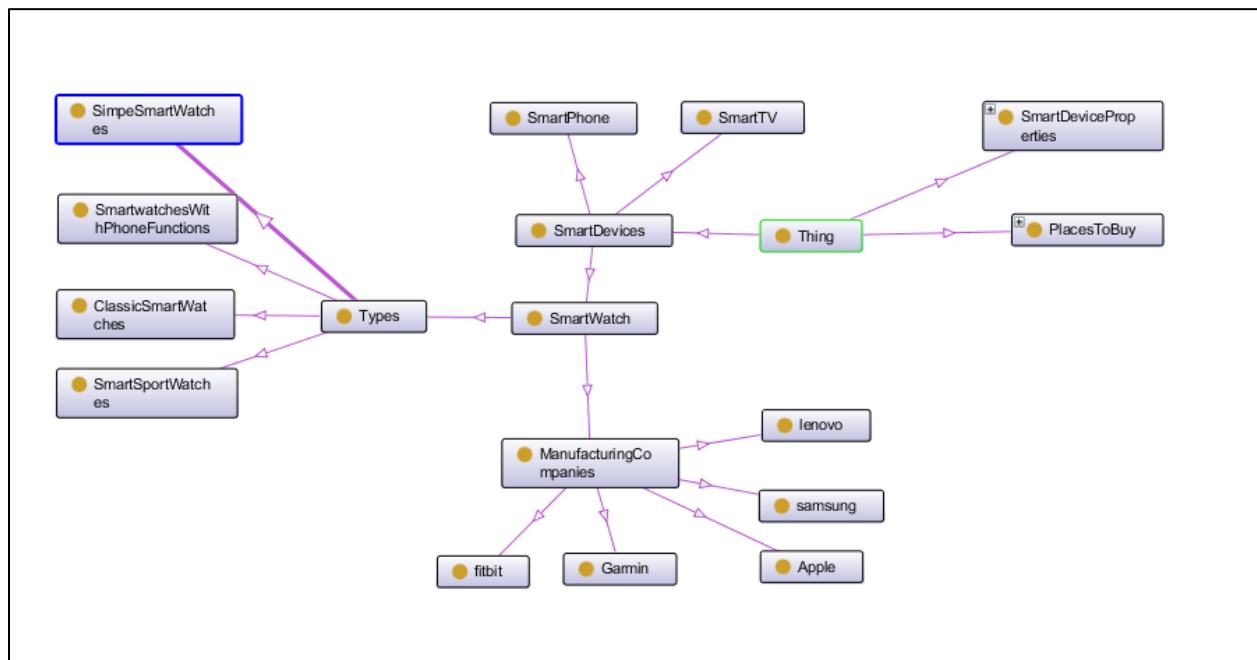
Answering users' questions about smart watches.

## Ontology

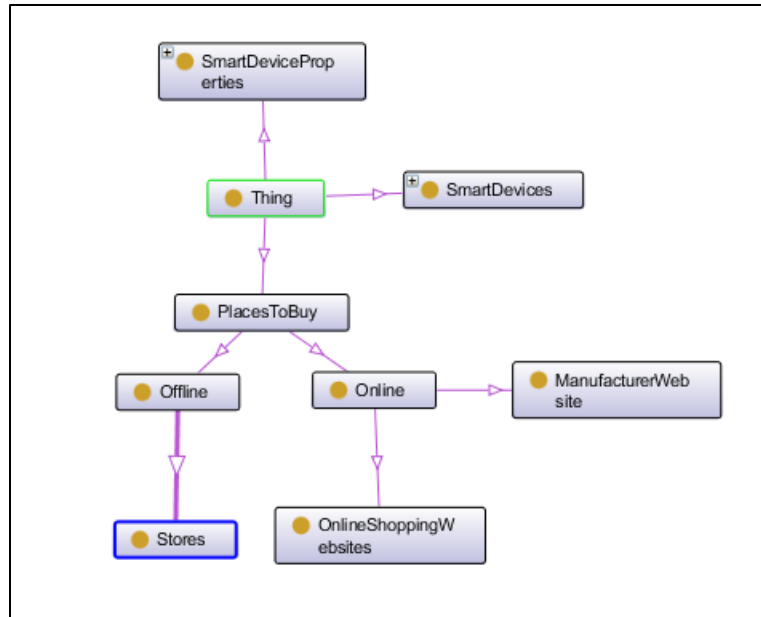
Overall ontology of the whole topic:



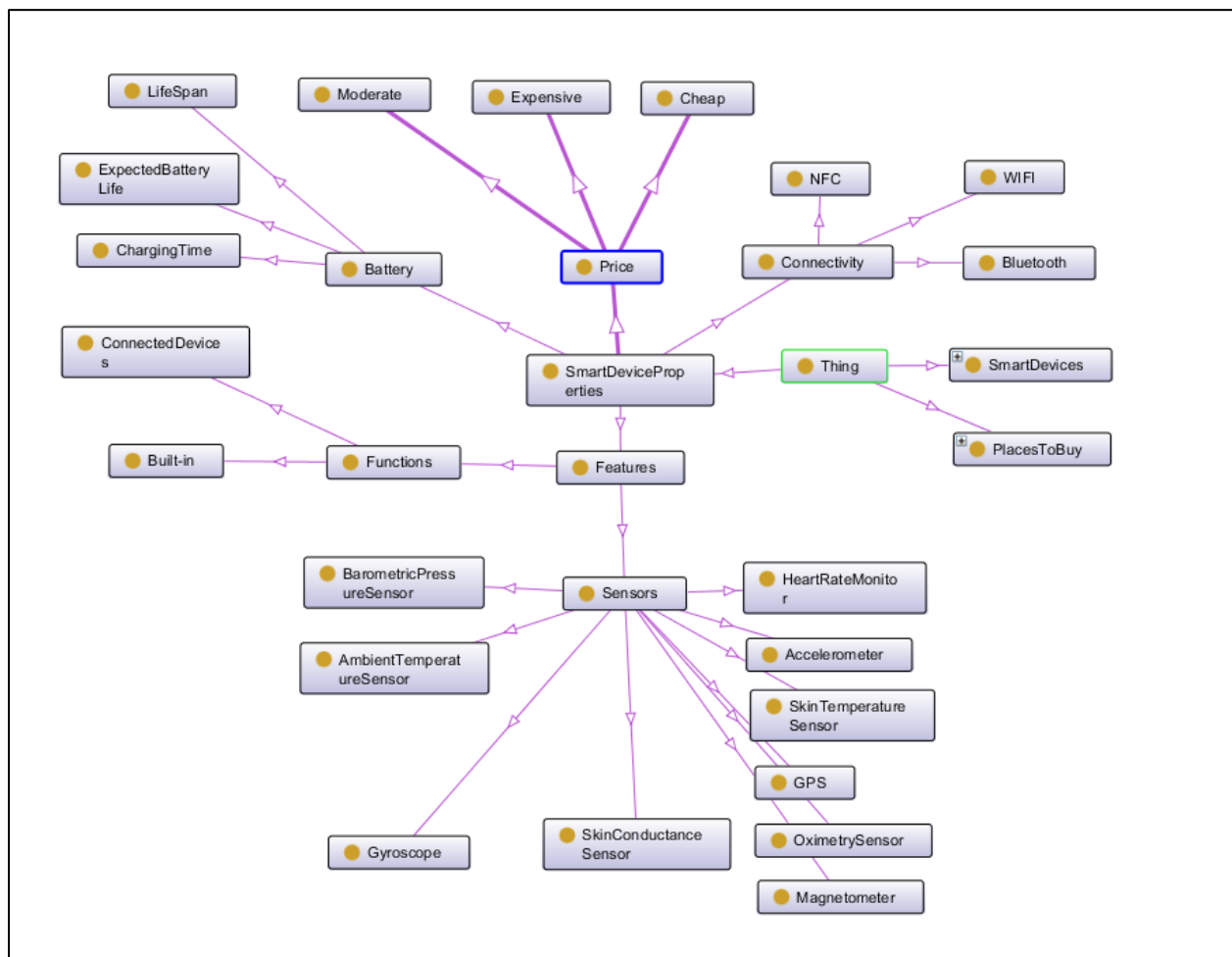
Ontology of smart devices:



Ontology of places to buy smart devices from:



Ontology of smart device properties:



## Competency questions & Test cases

After evaluating the ontology of smart watch, the following questions were selected to limit the scope of the chatbot knowledge implementation. For every question 5 more variations of it were created to test the chatbot ability of answering similar question correctly.

### Question 1

Question	What are the features included in smart watch?
Test cases	<ol style="list-style-type: none"><li>1) What sensors are integrated in smart watch?</li><li>2) What are the benefits of buying smart watches?</li><li>3) How can smart watch improve my life?</li><li>4) Why do I need to buy smart watch?</li><li>5) Is smart watch useful?</li><li>6) why buy a smart watch?</li></ol>

### Question 2

Question	What is the expected battery life of smart watch?
Test cases	<ol style="list-style-type: none"><li>1) How long can smart watch work?</li><li>2) How much time can smart watch battery last?</li><li>3) How often do I need to charge my smart watch?</li><li>4) When will the smart watch battery be damaged?</li><li>5) When do I need to change my smart watch battery?</li></ol>

### Question 3

Question	What companies produces smart watch?
Test cases	<ol style="list-style-type: none"><li>1) Which companies are specialized in manufacturing of smart watches?</li><li>2) What are famous smart watches brands?</li><li>3) Who are the best companies around the world that make smart watches?</li><li>4) Who are the suppliers of smart watches?</li><li>5) What are the available tech companies that make smart watches?</li><li>6) Which groups provide smart watches?</li></ol>

### Question 4

Question	What are types of smart watch?
Test cases	<ol style="list-style-type: none"><li>1) Do smart watches have many types?</li><li>2) Is there a smart watch without a touch screen?</li><li>3) What are different versions of smart watch?</li><li>4) What are different screen types of smart watch?</li><li>5) What are the available models of smart watches?</li><li>6) What are the latest models of smart watch?</li></ol>

### Question 5

Question	Where can I buy smart watch?
Answer	<ol style="list-style-type: none"><li>1) What stores can I buy smart watch from?</li><li>2) What are the available places to buy smart watch?</li><li>3) Where can I purchase the best smart watch from?</li><li>4) Which places can I get smart watch from?</li><li>5) What are famous stores that I can buy smart watches from?</li><li>6) Which is the best place to buy smart watch?</li></ol>

### Question 6

Question	How much does smart watch cost?
Test cases	<ol style="list-style-type: none"><li>1) How expensive is smart watch?</li><li>2) What is the price range of smart watch?</li><li>3) Is smart watches affordable?</li><li>4) What is the average budget of smart watch?</li><li>5) Which smart watch is the best in low price?</li></ol>

## Training Question-Answers

The following are the selected questions answers.

### Question 1

Question	What are the features included in smart watch?
Answer	Smartwatches come with a lot more functionality than regular digital models. They usually consist of a touch screen interface and are able to connect to your phone or the internet. would you like to know more?
Follow up answers	If the user asks for more features, more benefits will be presented to the user.

### Question 2

Question	What is the expected battery life of smart watch?
Answer	smartwatches batteries last up-to 7-8 hours on an average on a single charge. The total lifespan is 2.5-3 years.

### Question 3

Question	What companies produces smart watch?
Answer	Top 5 smart watch manufacturers are: <ol style="list-style-type: none"><li>1-Apple</li><li>2-samsung</li><li>3-lenovo</li><li>4-Garmin</li></ol>

	5-fitbit
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#### Question 4

Question	What are types of smart watch?
Answer	Smart sport watches, Classic smart watches, Simple smart watches, Smart watches with phone function, which one do you want to know more about?
Follow up answers	If the user asks for more information about any smart watch type, he will be presented with extra information about the selected smart watch type.

#### Question 5

Question	Where can I buy smart watch?
Answer	you can make an order from Amazon or Jumia website. or you can visit any major Tech store to buy a smart watch.

#### Question 6

Question	How much does smart watch cost?
Answer	The best smartwatches generally cost between \$300 and \$400.

## Intent Development

Using Google DialogueFlow service for the chatbot development, a new chatbot agent was created using the following intents:

### General intents

Welcome

#### Description

An intent to welcome the user, introduce the chatbot and ask the user for his name.

#### Context

Add input context

5 Welcome 2 Welcome-followup Add output context

#### Training phrases



hi, how are things?
just going to say hi
heya
hello hi
howdy
hey there
hi there
greetings
hey
long time no see
<div>1</div> <div>OF 2</div> <div>→</div>

## Responses

Text Response		🗑
1	Hello there, I'm Coco, your ultimate guide to smart watches. What should I call you?	
2	Enter a text response variant	⬆

## Default Fallback Intent

### Description

A default fallback intent for the chatbot activated when the user says something that the chatbot does not understand

### Context

No context is required for this intent

### Training phrases

No training phrases are required for this intent

### Responses

Text Response	
1	I didn't get that. Can you say it again?
2	I missed what you said. What was that?
3	Sorry, could you say that again?
4	Sorry, can you say that again?
5	Can you say that again?
6	Sorry, I didn't get that. Can you rephrase?
7	Sorry, what was that?
8	One more time?
9	What was that?
10	Say that one more time?
11	I didn't get that. Can you repeat?
12	I missed that, say that again?
13	Enter a text response variant

GetName

Description

An intent to welcome the user using his name, activates “Person” context to keep track of the user’s name.

Context

Contexts ?

Welcome ⊗ Welcome-followup ⊗ Add input context

5 person ⊗ Add output context

Training phrases

”	Add user expression
”	Migao
”	john
”	Call me Amir
”	I'm Ahmed
”	My name is Salma
”	Sondos

## Responses

Text Response	
1	Hi, Sperson .What would you like to know about smart watches?
2	Enter a text response variant

Thanks

## Description

An intent to reply to the users' gratitude for the chatbot's help and asks the user if he will buy a smartwatch or not then it activates the “BuySW” context.

## Context

Contexts ?	
Add input context	
5	BuySW ⊗ Add output context

## Training phrases

”	Add user expression
”	great, thanks
”	I'm grateful for helping
”	thanks
”	ok, thank you

## Responses

Text Response	
1	you are welcome, Are you going to buy a smart watch?
2	Don't mention it. Did you get convinced of buying a smart watch?
3	No problem. Will you get a smart watch?
4	Enter a text response variant

## Goodbye

### Description

An intent to respond to user leaving, and asks if the user will buy a smart watch or not, so it activates the “BuySW” context

### Context

Contexts ?	
person	Add input context
5 BuySW	Add output context

## Training phrases

”	bye bye
”	bye
”	nice talking to you
”	See you later
”	Goodbye

## Responses

Text Response	
1	It was my pleasure #person.person, See you later. Are you going to buy a smart watch?
2	Goodbye #person.person. Are you going to buy a smart watch?
3	Enter a text response variant

Buy – yes

## Description

An intent activated when the user answers to chatbot question about buying a smartwatch with an intent to buy a smartwatch.

## Context

Contexts ?	
BuySW	⊗ Add input context
5 BuySW	⊗ Add output context

## Training phrases

” yes
” okay I will
” why not
” yes that's alright
” yes I do
” exactly
” of course
” yep that's ok
” okay
” ok

Responses

Text Response	
1	I'm glad you decided to get a smart watch.
2	Happy to help
3	I'm sure it will be useful for you.
4	Enter a text response variant

Buy – no  
Description

An intent activated when the user answers to chatbot question about buying a smartwatch with an intent to not buy a smartwatch.

Context

Contexts ?	
BuySW	⊗ Add input context
5 BuySW	⊗ Add output context

## Training phrases

”	thanks but no
”	no way
”	no
”	no no don't
”	na
”	no it isn't
”	don't
”	nah I'm good
”	no I cannot
”	I can't

## Responses

Text Response	
1	Then I will try to convince you next time.
2	I will study some more to convince you next time!
3	No worries. At least you now know what you'll be missing.
4	Enter a text response variant

## Smart watch specific intents

### SW\_Battery

#### Description

An intent to answer users' questions about smartwatch battery.

#### Context

No specific input or output context exist for this intent

#### Training phrases

”	Can smart watch battery last for @date ?
”	When do I need to change my smart watch battery?
”	When will the smart watch battery be damaged?
”	How often do I need to charge my smart watch?
”	How much time can smart watch battery last?
”	How long can smart watch work?
”	What is the expected battery life of smart watch?

## Responses

Text Response	
1	smartwatches batteries last up-to 7-8 hours on an average on a single charge. The total lifespan is 2.5-3 years.
2	Enter a text response variant

## SW\_Features

### Description

An intent to answer users' questions about smartwatch features.

### Context

Add input context

2 SW\_Features-followup (x) Add output context

## Training phrases

”	Is smart watch useful?
”	Why do I need to buy smart watch?
”	What are the benefits of buying smart watches?
”	What are the features included in smart watch?

## Responses



### Text Response

- 1 Smartwatches come with a lot more functionality than regular digital models. They usually consist of a touch screen interface and are able to connect to your phone or the internet. would you like to know more ?
- 2 Enter a text response variant

## SW\_Featutres – more

### Description

An intent to answer users' questions about wanting to know more smartwatch features.

### Context

SW\_Features-followup ⊗ Add input context

### Training phrases

” yes tell me more
” yes
” more results
” show me more
” tell me more
” more information
” other results
” are there more
” anything else
” what else

### Responses

Text Response	
1	You can quickly locate your phone using the "Find Your Phone" feature on your smartwatch. Once you start the find my phone process on your smartwatch, the phone will begin ringing loudly.
2	Navigating with your phone in hand can be a bit cumbersome. Driving or cycling while holding a phone divides the driver's attention. In many places, it's illegal to do so. As you look at your wrist, you will find all the information you need right on it; there is no chance of being distracted.
3	Connecting your smartwatch to your phone allows you to make and receive calls from the watch. In addition, users can use the smartwatch without a phone. The smartwatch can receive/place calls using the built-in sim card on some models.
4	Watches with smart notifications allow users to view phone notifications directly on their wrist. A smartwatch can receive notifications for social media, apps, and messages once linked to a smartphone.
5	With the help of a drop sensor, smartwatches can detect falls. A fall sensor automatically alerts the user if it detects a fall. In the event of the wearer not responding to a smartwatch alarm within a short period, the watch automatically makes an emergency call for help. An older person who is more prone to falling might find this feature particularly useful.
6	smartwatches have built-in microphones, you have the option of entering voice commands. You can even compose text messages and emails.
7	smartwatches are waterproof, when you're a fan of running in the rain, swimming, your gadget will have protection.
8	Enter a text response variant

## SW\_Manufacturers

### Description

An intent to answer users' questions about wanting to know about smartwatch manufacturers.

### Context

No specific input or output context exist for this intent

### Training phrases

”	Which brand of smart watch is best to buy?
”	Which groups provide smart watches?
”	What are the available tech companies that make smart watches?
”	Who are the suppliers of smart watches?
”	Which companies are specialized in manufacturing of smart watches?
”	What are famous smart watches brands?
”	What companies produce smart watch?

### Responses

Text Response	
1	Top 5 smart watch manufacturers are: 1-Apple 2-samsung 3-lenovo 4-Garmin 5-fitbit
2	Enter a text response variant

## SW\_Price

### Description

An intent to answer users' questions about wanting to know about smartwatch prices.

### Context

No specific input or output context exist for this intent

### Training phrases

” smart watch expected price
” how much should I pay for a smartwatch?
” What is the average budget of smart watch?
” Are smart watches affordable?
” What is the price range of smart watch?
” How expensive is smart watch?
” How much does smart watch cost?

### Responses

Text Response	
1	The best smartwatches generally cost between \$300 and \$400
2	Enter a text response variant

## SW\_Sensors

### Description

An intent to answer users' questions about wanting to know about smartwatch sensors.

### Context

No specific input or output context exist for this intent

### Training phrases

” Do smart watches contain sensors?
” What sensors are integrated in smart watches?

### Responses

Text Response	
1	Different types of smart watches contain different sensors, smart watches can have any of the following sensors: - Accelerometer - Magnetometer - Gyroscope - Ambient Temperature Sensor - Oximetry Sensor - Heart Rate Monitor
2	Smart watches contains Accelerometer, Magnetometer, Gyroscope, Ambient Temperature Sensor, and Heart Rate Monitor and other sensors
3	Enter a text response variant

## SW\_Stores

### Description

An intent to answer users' questions about wanting to know about where to buy smartwatch.

### Context

No specific input or output context exist for this intent

### Training phrases

”	how can I get it ?
”	from where can I order a smart watch?
”	Which is the best place to buy smart watch?
”	What are famous stores that I can buy smart watches from?
”	Which places can I get smart watch from?
”	Where can I purchase the best smart watch from?
”	What are the available places to buy smart watch?
”	What stores can I buy smart watch from?

### Responses

Text Response	
1	you can make an order from Amazon or Jumia website, or you can visit any major Tech store to buy a smart watch.
2	Enter a text response variant

## SW\_Touchscreen

### Description

An intent to answer users' questions about wanting to know about smartwatch having touchscreens or not.

### Context

No specific input or output context exist for this intent

### Training phrases

” Is there a smart watch without a touch screen?

## Responses

### Text Response

- 1 NO, all modern smartwatches provide a local touchscreen interface daily use.
- 2 Enter a text response variant

## SW\_Types

### Description

An intent to answer users' questions about wanting to know about different smartwatch types.

### Context

Add input context

2 SW\_Types-followup ⊗ Add output context



## Training phrases

- ” What are types of smart watch?
- ” What are the latest models of smart watch?
- ” What are the available models of smart watches?
- ” What are different versions of smart watch?
- ” What are different screen types of smart watch?
- ” Do smart watches have many types?

## Responses

### Text Response



- 1 Smart sport watches, Classic smart watches, Simple smart watches, Smart watches with phone function, which one do you want to know more about?
- 2 Enter a text response variant



## Types – Simple

### Description

An intent to answer users' questions about wanting to know about simple smartwatch type.

### Context

SW\_Types-followup (X) Add input context

Add output context (X)

### Training phrases

" I want to know more about simple smart watches.

" I am interested in simple smart watches

" Simple smart watches.

### Responses

Text Response (X)

1 The simplest smartwatch type does not have much on the box.

The main task is the time and date display, there are also basic functions such as stopwatch, timer and alarm clock. In addition, this type can be paired with your smartphone via Bluetooth.

2 Enter a text response variant

## Types – Classic

### Description

An intent to answer users' questions about wanting to know about classic smartwatch type.

### Context

SW\_Types-followup (X) Add input context

Add output context (X)

### Training phrases

” classic smart watches.

” I am interested in classic smart watches

” I want to know more about classic smart watches.

## Responses

### Text Response



1 The are typical smartwatches that are used as an extension of the smartphone. Connected via Bluetooth, they show all of the incoming messages, calendar entries and phone calls on the smartphone. Texts can be dictated via voice recognition.

In general, sport functions such as step counters and pulse meters are also installed. Their screens are usually bigger and better. This is at the expense of battery life.

2 Enter a text response variant



## Types – PhoneFunc

### Description

An intent to provide the user with more information about the smart watch with phone functions, it is activated only when the “SW\_Types-followup” context is active.

### Context

SW\_Types-followup (X) Add input context

Add output context





## Training phrases

” Smartwatches with phone function.

” I am interested in Smartwatches with phone function.

” I want to know more about Smartwatches with phone function.

## Responses

Text Response		
1	These smartwatches in principle offer the same features as classic smartwatches, however, they work independently of the smartphone.	
	This means that they have their own SIM card. The Internet connection, for example for downloading or surfing the Internet, is achieved via LTE mobile phone technology.	
2	Enter a text response variant	

## Types – Sport

### Description

An intent to provide the user with more information about the sports smart watch, it is activated only when the “SW\_Types-followup” context is active.



### Context

SW_Types-followup 	Add input context
Add output context 	

### Training phrases

” I am interested in Smart sport watches
” Smart sport watches
” I want to know more about Smart sport watches.

### Responses

Text Response		
1	Smart sport watches, These smartwatches are designed specifically for athletes, they can help in monitoring their health and progress while doing different exercises.	
2	Enter a text response variant	

## Types – later

### Description

An intent to handle user not wanting to ask about any specific smart watch type.

### Context



SW\_Types-followup (X) Add input context

Add output context X

## Training phrases

” do it later

” later

” I said later

” not yet

” some other time

” not at this time

” next time

” not at the moment

” ask me later

” not right now

## Responses

Text Response 

1

Ok, What else do you need to know?

2

Enter a text response variant 

## Evaluation

The chatbot can be accessed through the following [link](#).

### Questions answers evaluation

#### Question 1

Question	What are the features included in smart watch?
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Answer	Smartwatches come with a lot more functionality than regular digital models. They usually consist of a touch screen interface and are able to connect to your phone or the internet. would you like to know more?
Answer Evaluation	Correct answers, it's relevant to the question.

#### Test Cases for question 1

TC1	What sensors are integrated in smart watch?
Answer	Different types of smart watches contain different sensors. Smart watches can have any of the following sensors: - Accelerometer - Magnetometer - Gyroscope - Ambient Temperature Sensor - Oximetry Sensor - Heart Rate Monitor.
Answer Evaluation	Correct answers, it's relevant to the question.
TC2	What are the benefits of buying smart watches?
Answer	Smartwatches come with a lot more functionality than regular digital models. They usually consist of a touch screen interface and are able to connect to your phone or the internet. would you like to know more?
Answer Evaluation	Correct answers, it's relevant to the question.
TC3	How can smart watch improve my life?
Answer	smartwatches batteries last up-to 7-8 hours on an average on a single charge. The total lifespan is 2.5-3 years.
Answer Evaluation	Incorrect answer, it isn't related to the question.
TC4	Why do I need to buy smart watch?
Answer	Smartwatches come with a lot more functionality than regular digital models. They usually consist of a touch screen interface and are able to connect to your phone or the internet. would you like to know more ?
Answer Evaluation	Correct answers, it's relevant to the question.
TC5	Is smart watch useful?
Answer	Smartwatches come with a lot more functionality than regular digital models. They usually consist of a touch screen interface and are able to connect to your phone or the internet. would you like to know more ?
Answer Evaluation	Correct answers, it's relevant to the question.
TC6	why buy a smart watch?
Answer	you can make an order from Amazon or Jumia website. or you can visit any major Tech store to buy a smart watch.
Evaluation Answer	Incorrect answer, it isn't related to the question.

#### Question 2

Question	What is the expected battery life of smart watch?
Answer	smartwatches batteries last up-to 7-8 hours on an average on a single charge. The total lifespan is 2.5-3 years.
Answer Evaluation	Correct answer, it is relevant to the question.

### Test Cases for question 2

TC1	How long can smart watch work?
Answer	smartwatches batteries last up-to 7-8 hours on an average on a single charge. The total lifespan is 2.5-3 years.
Answer Evaluation	Correct answer, it is relevant to the question.
TC2	How much time can smart watch battery last?
Answer	smartwatches batteries last up-to 7-8 hours on an average on a single charge. The total lifespan is 2.5-3 years.
Answer Evaluation	Correct answer, it is relevant to the question.
TC3	How often do I need to charge my smart watch?
Answer	smartwatches batteries last up-to 7-8 hours on an average on a single charge. The total lifespan is 2.5-3 years.
Answer Evaluation	Correct answer, it is relevant to the question.
TC4	When will the smart watch battery be damaged?
Answer	smartwatches batteries last up-to 7-8 hours on an average on a single charge. The total lifespan is 2.5-3 years.
Answer Evaluation	Correct answer, it is relevant to the question.
TC5	When do I need to change my smart watch battery?
Answer	smartwatches batteries last up-to 7-8 hours on an average on a single charge. The total lifespan is 2.5-3 years.
Answer Evaluation	Correct answer, it is relevant to the question.

### Question 3

Question	What companies produces smart watch?
Answer	Top 5 smart watch manufacturers are: 1-Apple 2-samsung 3-lenovo 4-Garmin 5-fitbit
Answer Evaluation	Correct answer, it is relevant to the question.

### Test Cases for question 3

TC1	Which companies are specialized in manufacturing of smart watches?
Answer	Top 5 smart watch manufacturers are: 1-Apple 2-samsung 3-lenovo 4-Garmin 5-fitbit
Answer Evaluation	Correct answer, it is relevant to the question.
TC2	What are famous smart watches brands?
Answer	Top 5 smart watch manufacturers are: 1-Apple 2-samsung

	3-lenovo 4-Garmin 5-fitbit
Answer Evaluation	Correct answer, it is relevant to the question.
TC3	Who are the best companies around the world that make smart watches?
Answer	Top 5 smart watch manufacturers are: 1-Apple 2-samsung 3-lenovo 4-Garmin 5-fitbit
Answer Evaluation	Correct answer, it is relevant to the question.
TC4	Who are the best companies around the world that make smart watches?
Answer	Top 5 smart watch manufacturers are: 1-Apple 2-samsung 3-lenovo 4-Garmin 5-fitbit
Answer Evaluation	Correct answer, it is relevant to the question.
TC5	What are the available tech companies that make smart watches?
Answer	Top 5 smart watch manufacturers are: 1-Apple 2-samsung 3-lenovo 4-Garmin 5-fitbit
Answer Evaluation	Correct answer, it is relevant to the question.
TC6	Which groups provide smart watches?
Answer	Top 5 smart watch manufacturers are: 1-Apple 2-samsung 3-lenovo 4-Garmin 5-fitbit
Answer Evaluation	Correct answer, it is relevant to the question.

#### Question 4

Question	What are types of smart watch?
Answer	Smart sport watches, Classic smart watches, Simple smart watches, Smart watches with phone function, which one do you want to know more about?
Answer Evaluation	Correct answer, it is relevant to the question.

#### Test Cases for question 4

TC1	Do smart watches have many types?
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Answer	Smart sport watches, Classic smart watches, Simple smart watches, Smart watches with phone function, which one do you want to know more about?
Answer Evaluation	Correct answer, it is relevant to the question.
TC2	Is there a smart watch without a touch screen?
Answer	NO, all modern smartwatches provide a local touchscreen interface daily use.
Answer Evaluation	Correct answer, it is relevant to the question.
TC3	What are different versions of smart watch?
Answer	Smart sport watches, Classic smart watches, Simple smart watches, Smart watches with phone function, which one do you want to know more about?
Answer Evaluation	Correct answer, it is relevant to the question.
TC4	What are different screen types of smart watch?
Answer	Smart sport watches, Classic smart watches, Simple smart watches, Smart watches with phone function, which one do you want to know more about?
Answer Evaluation	Correct answer, it is relevant to the question.
TC5	What are the available models of smart watches?
Answer	Smart sport watches, Classic smart watches, Simple smart watches, Smart watches with phone function, which one do you want to know more about?
Answer Evaluation	Correct answer, it is relevant to the question.
TC6	What are the latest models of smart watch?
Answer	Smart sport watches, Classic smart watches, Simple smart watches, Smart watches with phone function, which one do you want to know more about?
Answer Evaluation	Correct answer, it is relevant to the question.

#### Question 5

Question	Where can I buy smart watch?
Answer	you can make an order from Amazon or Jumia website. or you can visit any major Tech store to buy a smart watch.
Answer Evaluation	Correct answer, it is relevant to the question.

#### Test Cases for question 5

TC1	What stores can I buy smart watch from?
Answer	you can make an order from Amazon or Jumia website. or you can visit any major Tech store to buy a smart watch.
Answer Evaluation	Correct answer, it is relevant to the question.
TC2	What are the available places to buy smart watch?
Answer	you can make an order from Amazon or Jumia website. or you can visit any major Tech store to buy a smart watch.
Answer Evaluation	Correct answer, it is relevant to the question.
TC3	Where can I purchase the best smart watch from?

Answer	you can make an order from Amazon or Jumia website. or you can visit any major Tech store to buy a smart watch.
Answer Evaluation	Correct answer, it is relevant to the question.
TC4	Which places can I get smart watch from?
Answer	you can make an order from Amazon or Jumia website. or you can visit any major Tech store to buy a smart watch.
Answer Evaluation	Correct answer, it is relevant to the question.
TC5	What are famous stores that I can buy smart watches from?
Answer	you can make an order from Amazon or Jumia website. or you can visit any major Tech store to buy a smart watch.
Answer Evaluation	Correct answer, it is relevant to the question.
TC6	Which is the best place to buy smart watch?
Answer	you can make an order from Amazon or Jumia website. or you can visit any major Tech store to buy a smart watch.
Answer Evaluation	Correct answer, it is relevant to the question.

#### Question 6

Question	How much does smart watch cost?
Answer	The best smartwatches generally cost between \$300 and \$400
Answer Evaluation	Correct answer, it is relevant to the question.

#### Test Cases for question 6

TC1	How expensive is smart watch?
Answer	The best smartwatches generally cost between \$300 and \$400
Answer Evaluation	Correct answer, it is relevant to the question.
TC2	What is the price range of smart watch?
Answer	The best smartwatches generally cost between \$300 and \$400
Answer Evaluation	Correct answer, it is relevant to the question.
TC3	Is smart watches affordable?
Answer	The best smartwatches generally cost between \$300 and \$400
Answer Evaluation	Correct answer, it is relevant to the question.
TC4	What is the average budget of smart watch?
Answer	The best smartwatches generally cost between \$300 and \$400
Answer Evaluation	Correct answer, it is relevant to the question.
TC5	Which smart watch is the best in low price?
Answer	The best smartwatches generally cost between \$300 and \$400
Answer Evaluation	Correct answer, it is relevant to the question.

#### Questions test cases summary

Total questions asked: **34**

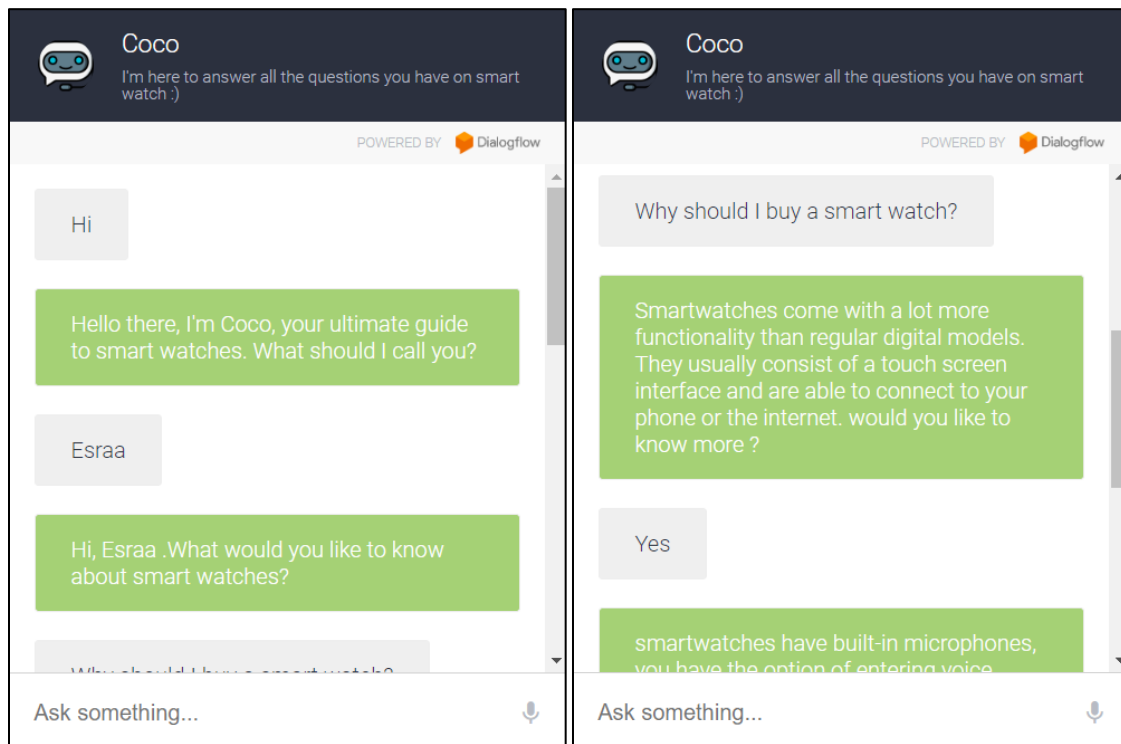
Irrelevant answers: **2**


## Human evaluation

From our evaluation of the chatbot performance, the following was noticed:


- When the chatbot welcomes the user and asks for his name, some names are not recognized.
- When the user asks for the reason to buy smart watches, one reason will be presented to the user, then if the user asks for more reasons another one will be presented, but if the user keeps writing more the chatbot gets into fallback intent and does not understand what the user is saying.

## Conversation Example





Coco  
I'm here to answer all the questions you have on smart watch :)

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smartwatches have built-in microphones, you have the option of entering voice commands. You can even compose text messages and emails.

bye


It was my pleasure Esraa, See you later. Are you going to buy a smart watch?

Yes

Ask something...



Coco  
I'm here to answer all the questions you have on smart watch :)

POWERED BY  Dialogflow

commands. You can even compose text messages and emails.

bye

It was my pleasure Esraa, See you later. Are you going to buy a smart watch?

Yes

I'm glad you decided to get a smart watch.

Ask something...