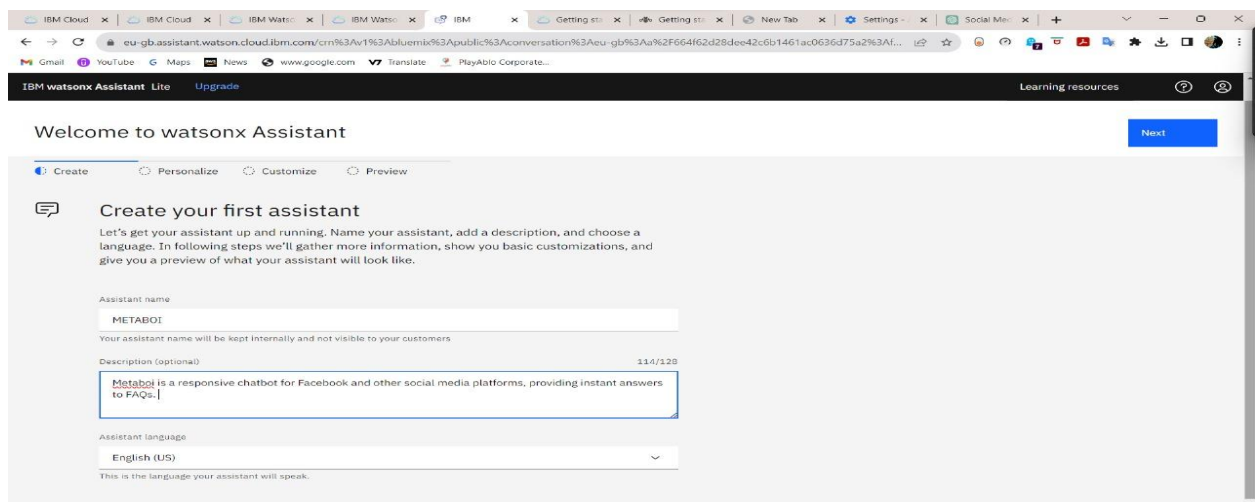


# Project Documentation for Chat Bot Development :

## Chat Bot Persona :

The chatbot persona refers to the character and personality of the chatbot. It's important to establish a clear persona to ensure a consistent and engaging user experience. For example, a chatbot for a formal customer support service might have a professional and empathetic persona, while a chatbot designed for a casual retail website could have a more friendly and approachable persona.

## Name of the CHAT BOT :



The screenshot shows the 'Create your first assistant' page in the IBM Watson Assistant console. The page has a dark header with 'IBM watsonx Assistant Lite' and 'Upgrade' buttons. Below the header, there's a 'Welcome to watsonx Assistant' message and a 'Next' button. The main content area has a tabbed interface with 'Create', 'Personalize', 'Customize', and 'Preview'. The 'Create' tab is active, showing a form to create a new assistant. The form includes a text input for 'Assistant name' with the value 'METABOI', a text area for 'Description (optional)' with the value 'Metaboi is a responsive chatbot for Facebook and other social media platforms, providing instant answers to FAQs.', and a dropdown menu for 'Assistant language' set to 'English (US)'. A character count '114/128' is visible next to the description field.

IBM Cloud x IBM Cloud x IBM Watson x IBM Watson x IBM x Getting started x Getting started x New Tab x Settings x Social Media x

eu-gb.assistant.watson.cloud.ibm.com/crm%3Av1%3Abluemix%3Apublic%3Aconversation%3Aeu-gb%3Aa%2F664f62d28dee42c6b1461ac0636d75a2%3A...

IBM watsonx Assistant Lite Upgrade Learning resources ? ?

Welcome to watsonx Assistant Next

Create Personalize Customize Preview

Create your first assistant

Let's get your assistant up and running. Name your assistant, add a description, and choose a language. In following steps we'll gather more information, show you basic customizations, and give you a preview of what your assistant will look like.

Assistant name

METABOI

Your assistant name will be kept internally and not visible to your customers.

Description (optional) 114/128

Metaboi is a responsive chatbot for Facebook and other social media platforms, providing instant answers to FAQs.

Assistant language

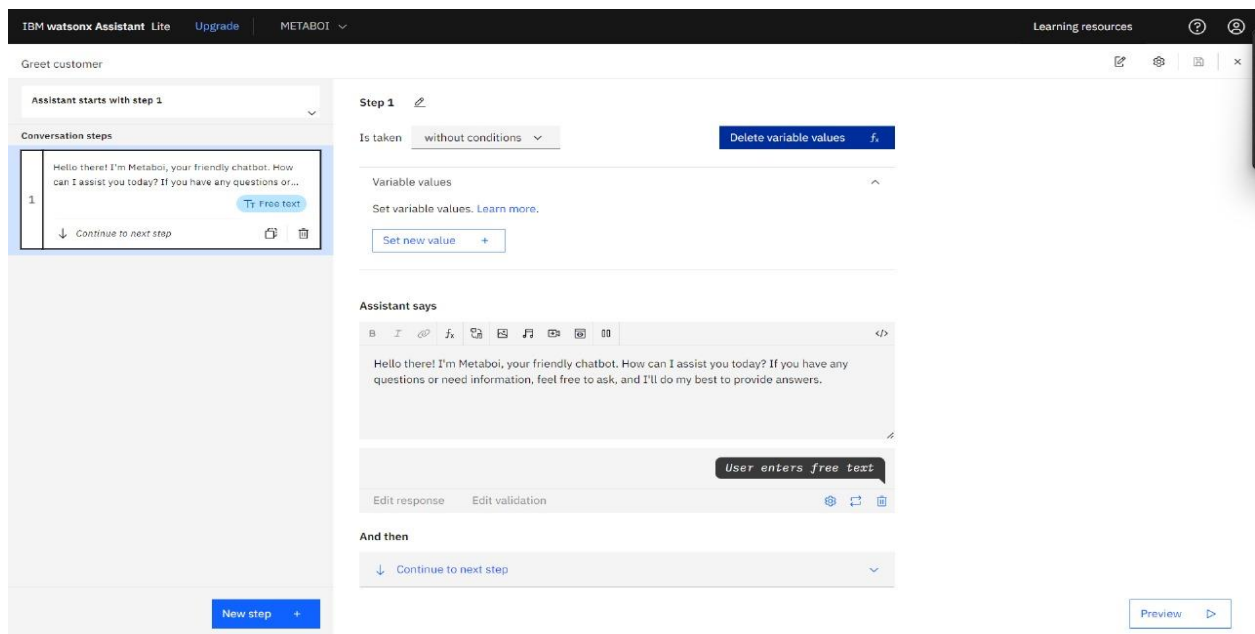
English (US)

This is the language your assistant will speak.

# META BOI

Meet "**Meta Boi**," your intelligent companion for all things college admission-related. "**Meta Boi**" is not just a chatbot; it's a knowledgeable and friendly dude designed to guide students seamlessly through the admission process. With a persona that's a perfect blend of wisdom and warmth, "Meta Boi" engages users in conversations that feel refreshingly human.

## Conversation Flow Design :



**"Meta Boi"** is more than just lines of code; it's a buddy you can talk to . Its conversation flow design is akin to talking with your Big bro. Imagine a user journey where "Meta Boi" effortlessly guides aspiring students through the maze of admission queries, from program selection to document submission. Sample dialogues bring these interactions to life, ensuring users find answers in conversations that are as smooth as silk and clear as water.

## **Configuration in IBM Cloud Watson Assistant :**

Meet "Meta Boi," your college's digital Bigbro , a chatbot that's not just knowledgeable but a true bro in understanding and assisting with admission-related queries. Configuring "Meta Boi" in IBM Cloud Watson Assistant is akin to breathing air into a digital mentor which brings it life. Imagine sculpting the mind of your college's very own admission guru.

In this section, we embark on a journey to empower "Meta Boi." It's here that we define the intricate gears that power its wisdom - intents and entities. These are the building blocks of knowledge that transform a mere chatbot into a conversational genius(Bigbro). But we don't stop there. We'll delve into the art of crafting dialog nodes, creating pathways

for "Meta Boi" to provide personalized responses that resonate with every student.

Picture this - "Meta Boi" stands as the virtual Bigbro(gaurdian) of your college's admission gateway, available around the clock. Its knowledge, warmth, and conversational finesse are the hallmarks of a trusted mentor, always ready to guide and assist. It's not just a chatbot; it's an extension of your college's commitment to excellence, standing by to address admission queries with grace and expertise.

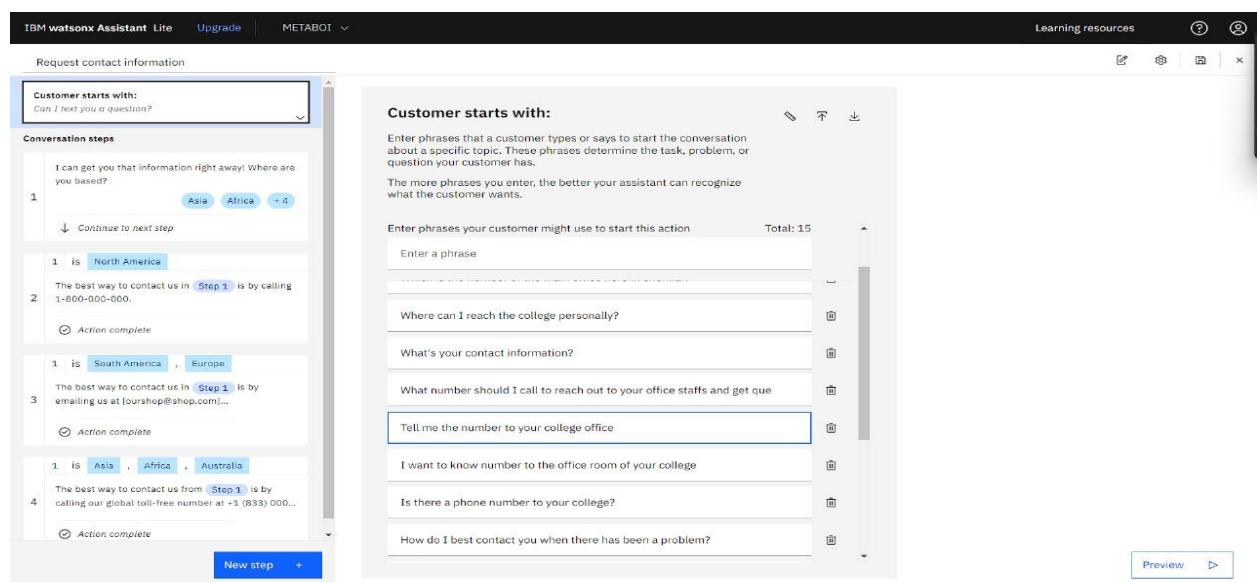
So, let's dive into the world of configuration, where "Meta Boi" transcends from being a chatbot into becoming an indispensable part of your college's admission experience.

## **User Queries and Responses :**

Allow us to introduce you to "Meta Boi," your dedicated college admission concierge. More than just a chatbot, "Meta Boy" is your students' digital companion through the complex and exciting journey of college admission.

Imagine a world where every admission-related question finds an answer at the tip of your students' fingers. From queries as straightforward as "How do I apply for scholarships?" To those as nuanced as "Tell me about campus life," "Meta Boi" stands ready to provide guidance and information that mirrors the welcoming and informative atmosphere of your college campus.

But what sets "Meta Boi" apart is its ability to effortlessly navigate the intricacies of language. It understands that no two students are the same, and it embraces variations in user queries with finesse. Synonyms, typos, and different phrasings are all met with the same level of intelligence, ensuring that every interaction feels personal, engaging, and, above all, useful.



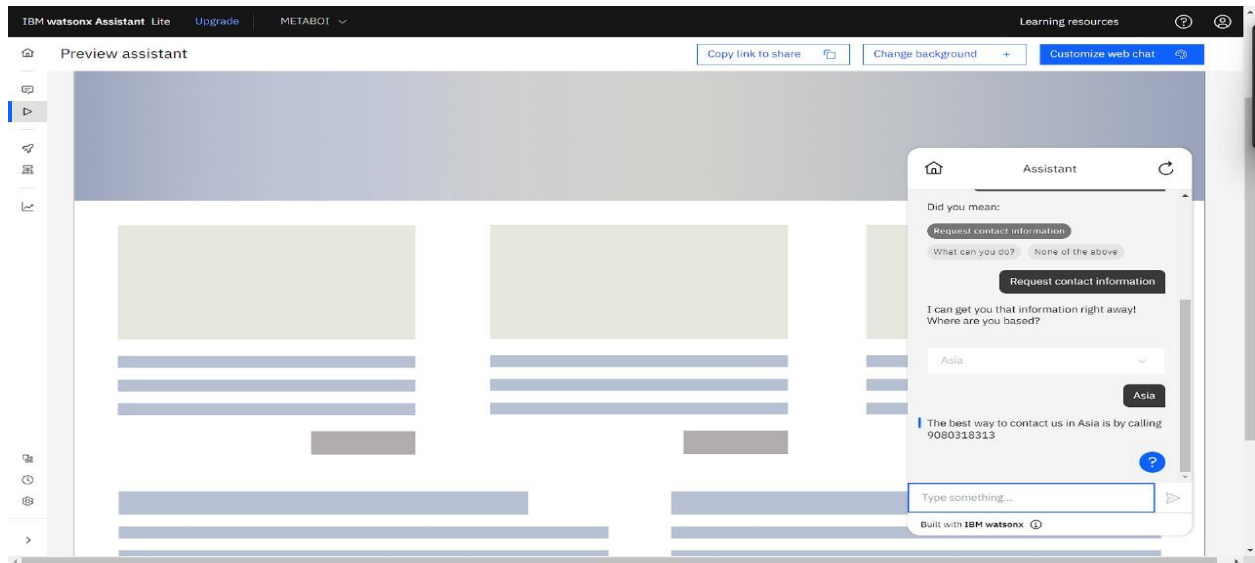
"Meta Boi" is your college's bridge to students' questions, their concerns, and their aspirations. It's not just a chatbot; it's akin to a Bigbro that makes the admission process more manageable, informative, and inviting.

So, let's dive into this section and explore the marvel that is "Meta Boi's" ability to connect students with the information they seek. Through dynamic and intelligent interactions, it strives to be the reassuring voice that says, "Welcome to our college; we're here to help you succeed."

### **Common User Queries :**

Understanding the queries that students commonly have during the admission process is the bedrock of providing a seamless experience with "Meta Boi." Below, we've identified a selection of these queries that "Meta Boi" is expected to handle effectively. These queries serve as the foundation upon which we will configure "Meta Boi's"

responses, ensuring that it becomes the go-to resource for students seeking admission.



How do I apply for scholarships?

What are the admission requirements for [Program Name]?

Tell me about campus facilities.

When is the application deadline for the upcoming semester?

What are the tuition fees and payment options?

Can you provide information on housing and accommodation?

What is the campus culture like?

How can I contact the admission office?

Explain the steps in the admission process.

Tell me more about extracurricular activities and clubs on campus.

### **Chatbot Responses :**

Responses provided by "Meta Boi" are more than just information; they're an extension of your college's personality and commitment to students. These responses are designed to be informative, relevant, and carefully tailored to match "Meta Boi's" persona and style. Each response should feel like a welcoming handshake, inviting students into the world of your college.

Here are expected responses for the common user queries mentioned above:

### **How do I apply for scholarships?**

**Response:** "Scholarship applications are usually open during specific periods each year. I can help you find the relevant scholarships and provide guidance on the application



process. Would you like to explore scholarships available right now?"

**What are the admission requirements for [Program Name]?**

**Response:** "Admission requirements can vary by program, but generally include academic qualifications and specific prerequisites. To provide you with accurate information, could you please specify the program you're interested in?"

**Tell me about campus facilities.**

**Response:** "Our campus boasts state-of-the-art facilities, including well-equipped libraries, modern laboratories, and recreational areas. Is there a specific facility you'd like to learn more about?"

**When is the application deadline for the upcoming semester?**

**Response:** "The application deadlines may vary by semester and program. To provide the most accurate information,

please let me know the program you're interested in or the upcoming semester."

**What are the tuition fees and payment options?**

**Response:** "Tuition fees can vary depending on your program and the payment options available. To give you precise details, could you specify the program and your preferred payment method?"

**Can you provide information on housing and accommodation?**

**Response:** "We offer a range of housing options, including on-campus dormitories and off-campus accommodations. To assist you better, please let me know your housing preferences and any specific questions."

**Handling Variations :**

Language is diverse, and student queries can come in various forms. "Meta Boi" is designed to handle these variations seamlessly, ensuring that students get the answers they need, regardless of how they phrase their questions. Handling variations involves understanding synonyms, typos, and different phrasings of the same question.

**Synonyms:** "Meta Boi" is equipped to recognize synonyms or similar terms students may use. For instance, "scholarships" and "financial aid" may be treated as equivalent queries.

**Typos:** "Meta Boi" employs typo-tolerant mechanisms, allowing it to decipher and respond to queries with minor spelling errors.

### **Phrasing Variations:**

"Meta Boi" is trained to understand questions framed differently but seeking the same information. For example, it can recognize "Tell me about tuition fees" and "What is the cost of tuition?" as similar queries.

To achieve this, "Meta Boi" employs advanced natural language processing techniques and may utilize wildcard entities or context management to ensure a dynamic and fluid interaction with students.

## **Test Cases :**

Testing is the litmus test for the capabilities of "Meta Boi." It's the phase where we ensure that every interaction, from the simplest to the most complex, is handled with finesse. Our test cases are a comprehensive suite that covers a spectrum of user scenarios, and they are meticulously designed to gauge every aspect of the chatbot's performance.

**Positive Test Scenarios:** These are cases where "Meta Boi" is expected to provide accurate responses. For example, a positive scenario might involve a user asking about admission deadlines, and "Meta Boi" is expected to respond with the correct dates.

**Negative Test Scenarios:** Negative scenarios simulate instances where "Meta Boi" might be confronted with queries it cannot handle. It's essential to understand how gracefully and informatively "Meta Boi" can respond in these situations.

**Usability Testing:** Usability testing assesses how well "Meta Boi" aligns with the needs and preferences of users. It ensures that interactions are not just accurate but also user-friendly and intuitive.

**Stress Testing:** Stress testing evaluates how "Meta Boi" performs under a heavy load. We push its limits to see how it responds during peak usage, ensuring it maintains its efficiency even during high-demand periods.

Our test cases encompass all these aspects to guarantee that "Meta Boi" delivers a reliable and enjoyable experience for every student who seeks its assistance.

### **Bug Tracking :**

No system is entirely bug-free, and "Meta Boi" is no exception. However, the key is not the absence of bugs but the efficient identification, tracking, and resolution of them. This is where bug tracking becomes paramount.

Bugs and issues identified during testing are documented meticulously. Each bug is assigned a priority level to ensure that critical issues are addressed promptly. We use

state-of-the-art bug tracking tools and systems to maintain transparency and accountability.

**Documentation:** Every bug identified, whether it's a minor glitch or a significant issue, is thoroughly documented. This includes details about when it was discovered, the conditions under which it occurred, and its potential impact on users.

**Prioritization:** Bugs are categorized based on their impact and urgency. Critical issues that affect the chatbot's core functionality take precedence, while minor usability issues are also acknowledged and addressed in due time.

**Resolution:** Our team follows a structured approach to address bugs, starting with investigation, followed by resolution, testing, and verification. Only after thorough validation is a bug marked as resolved.

## **User Feedback :**

The voice of the user is the most critical feedback we can receive. It shapes "Meta Boi" into a better

and more responsive companion. User feedback collection is an ongoing process that empowers us to make continuous improvements.

### **User feedback is solicited through various channels:**

**Surveys:** Periodic surveys are conducted to gather structured feedback. These surveys ask users about their overall experience, specific challenges, and suggestions for improvement.

**Feedback Forms:** Users can provide feedback at any time during their interaction with "Meta Boi." Feedback forms are easily accessible and encourage spontaneous input.

**Data Analysis:** We utilize data analysis techniques to derive insights from user interactions. This data helps us identify common pain points and areas for enhancement.

**User feedback is not just collected :** it's an integral part of our improvement process. We analyze it regularly to make

targeted adjustments and enhancements, ensuring that "Meta Boi" evolves in step with user expectations and needs.

**Cordially in development by :**

MouliMonish S

Naveen B

Nimalan R



