Best Practice	Designing Bots Creating Conversational Experiences - By Amir Shevat	Designing bots	Designing a chatbot conversation UX Design Process, Case Study	Usability heuristics for bots	Designing chatbot conversations	Your chatbot's personality is the key	Bots: An introduction for developers	Considering the Word "Chatbot"	Conversatio nal UX Design. All Facebook Messenger Bots Interactions	Chatbot UX – Does Conversatio n Hurt Or Help?	Smart Notes for Building a Featured Bot	How Chatbots Can Help Your Users Without You There	Helping Your Baby Bot Learn To Chat Like A Grown Up Bot	The Challenge Of Designing A Chatbot With Manners	Maria Ferman
1 Chatbot Purpose	✓	✓	✓			✓		✓	✓	✓	✓	✓			✓
2 Chatbot Interactions Scenarios	✓	✓	✓		✓				✓	√	✓	✓			✓
3 Chatbot Interaction Elements	✓			✓			✓		✓				✓		✓
4 Chatbot Language				√						✓					✓
5 Chatbot Conversation Flows	✓	✓	✓		✓			✓		√	✓	✓			✓
6 Chatbot's Communication Limitations															✓
7 Chatbot's Personality	✓					✓									✓
8 Chatbot's Memory	✓											✓			✓
9 Making Changes on the Fly	✓			✓											✓
10 Social and Emotional Intelligence														✓	✓
11 Chatbot's /help	✓			✓											✓
12 Conversational and Situational Knowledge															✓
13 User's Control	✓			✓			✓								✓
14 User's input									✓		✓				✓
15 User's Recognition and Recall				✓											✓