| Best Practice | Designing Bots Creating Conversational Experiences - By Amir Shevat [1] | Designing bots [2] | Designing a chatbot conversation UX Design Process, Case Study [9] | Usability heuristics for bots [11] | Designing chatbot conversations [12] | Your chatbot's personality is the key [22] | Bots: An introduction for developers [29] | Considering the Word "Chatbot" [7] | Conversational UX Design. All Facebook Messenger Bots Interactions [17] | Chatbot UX – Does Conversation Hurt Or Help? [3] | Smart Notes for Building a Featured Bot [10] | How Chatbots Can Help Your Users Without You There [15] | Helping Your Baby Bot Learn To Chat Like A Grown Up Bot [24] | The Challenge Of Designing A Chatbot With Manners [28] | Privacy and Data Security of Chatbots [31] | 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 | | | | ✓ | | | | | | | | | | | | ✓ |
| 16 Ethics- Data Security and Privacy | | | | | | | | | | | | | | | ✓ | ✓ |