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 [24]	Bots: An introduction for developers [31]	Considering the Word "Chatbot" [7]	nal UX Design. All Facebook	Chatbot UX – Does Conversation Hurt Or Help? [3]	Featured Bot	Can Help	Helping Your Baby Bot Learn To Chat Like A Grown Up Bot [26]	Challenge Of	Privacy and Data Security of Chatbots [33]	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															✓	✓