

Chatbot Design Principles

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Project Description

Best Practices' Persona:

Developer

Name: Chris
Age: 21
Work: Developer
Marital status: Single
Location: Victoria, BC

Bio

Works as a Developer in a startup in Victoria, BC
Holds a Computer science degree.
Has good programming skills
Does not have experience designing chatbots

Frustrations

- Lacks of skills and knowledge on software design
- Has little time and lacks of motivation to read blogs and best practices online
- Finds the amount of chatbot blogs overwhelming

Goals

- To find a set of guidelines that help him to design a chatbot effectively

Chatbot Best practices' Design: The Best Practices are created to allow people like Chris to design an effective chatbot. These best practices give developers the most important aspects about the chatbot's design. Therefore, they will have an specific structure to follow of how to design their chatbot.

Chatbot's Persona:

Visualization novice

Name: Laura
Age: 25
Work: Project Manager
Family: Married, 2 kids
Location: Victoria, BC

Bio

Works as a Project Manager for a mid-sized company in Victoria, BC.
Holds a Business degree
Does not have any background creating visualizations
Has managed several projects successfully
On a daily basis she uses her computer, iPad and her mobile phone for work

Frustrations

- Has problems in creating visualizations to explain her ideas and project results
- Has little time to devote in visualization creation
- Struggles in learning new technologies
- Finds the amount of visualization tools overwhelming

Goals

- To find a good way to create an effective visualization
- To be able to use her phone to create a visualization
- To get help in visualization creation and data analysis

Chatbot: The goal of the chatbot is to help people like Laura to create a meaningful visualization about her data. Laura can use natural language statements in order to communicate with the chatbot. In response, the chatbot will provide her with several visualization options.

Chatbot's tasks on Visualization: The Visualization goal of the chatbot is to help users to analyse data by using visual context images (graphs). The chatbot might offer different options to visualize data. The options will be oriented to allow user to see patters, trends, and correlations that might be not detected by the use of data tables of excel sheets. Therefore, the chatbot will allow to easily see deeper insights on the user's data.