# User’s Perspective

The user will be provided with a simple UI and would be interacting with another human or a chatbot. The users would be interacting with each other like regular humans and discuss generic topics. This would help in analyzing open-ended conversational chatbots and if the suggestive inputs help in driving the conversation forward.

Some of the challenges that users may face are:

1. Chatbots not able to understand the conversational flow and would say deviate off topic.
2. Chatbots cannot understand sentences and would generate noisy responses which may seem gibberish to the users.
3. The suggestive feedback may not provide appropriate responses.
4. Difficult to maintain the conversation and users may get bored.
5. Chatbots using or suggesting harsh language and inappropriate responses.
6. Users may find the UI complicated.

The software will utilize interactive user experience by engaging the users to use the application. Some measures that can help in building the community to engage users are:

1. “Karma Points” that users get when using the application and suggesting feedback.
2. Trophies for
   1. Having engaging conversations over time frames like 5mins, 10mins, and more
   2. Sending certain number of messages 1000, 5000, and more.
   3. Conversating certain number of times like 10 conversations, 15, 30 and more.
3. Users can convert their trophies into awards.
4. Awards that users can give to chatbot’s suggestions if the suggestion is accurate for complicated topics.

After the conversation, every user will be provided with a feedback which is important for the research that would cover how well the chatbots perform in open domain conversations and if the suggestive inputs were useful and provided meaningful suggestions. Was the suggestive input able to drive the conversation forward, and more such questions.

# User Data

The platform will collect the user’s conversations and demographic information therefore user’s personal information is not being utilized in any manner and the users are advised not to disclose any personal information over the chats either. User’s consent is required prior to signing up on the platform. The platform uses Pandorabots API and user’s consent is required for the Pandorabots API as well. Pandorabots API is used for Rosie one of the chatbots.

Their policy (<https://home.pandorabots.com/policies.html>), as per Section 7, state that Pandorabots do not acquire any ownership of the data.

Apart from that the users will also send anonymous feedback which will be stored for the development of this project

# Software Design