# Problem Statement and Opportunity

Requirements

* Not overwhelm

# Technical Implementations

Note down all Microsoft azure resources used

# Design Decisions

* The bot will be named Felix, after the Latin word for “happy”
* Follow’s Microsoft’s 10 guidelines for responsible bots (read more into <https://www.microsoft.com/en-us/research/uploads/prod/2018/11/Bot_Guidelines_Nov_2018.pdf> to see more details and justifications). Here are the top \_ examples:
  + Articulate the purpose of your bot and take special care if your bot will support consequential use cases
    - This leads to the necessity to create a bot that is sensitive to the user, especially given its application toward talking with different people in different states.
  + Be transparent about the fact that you use bots as part of your product or service
    - Bot lets user know right off the bat that it is a bot and its limitations. The user will know upfront about Felix and about what he can do and what he can’t.
  + Ensure a seamless hand-off to a human where the human-bot exchange leads to interactions that exceed the bot’s competence.
    - Hand-off is gracefully and smoothly handled. Handoff can be requested at any time by user.
* Follow’s Microsoft’s 6 guiding principles of responsible AI
  + …
* Some phrases were found on the internet
* Those demo phrases are not part of knowledgebase.
* Knowledge based data also balanced
* Follow-up phrases suggested to aid in user’s conversation
* Kept the amount of resources found to max of 3 to prevent overwhelm, but let the user know there’s more if needed.
* Limitations

# Stats

* Num languages spoken at UofT

# Main Capabilities to Demo

* Able to get large variety of MH resources
* Urgent cases
* Conversation (FAQ)
* Handoff
* Different languages
* Edge cases (unknown intents)