

Project Title: Chatbot with Watson

Problem Definition: The project involves creating a chatbot using IBM Cloud Watson Assistant. The goal is to develop a virtual guide that assists users on messaging platforms like Facebook Messenger and Slack. The chatbot should provide helpful information, answer frequently asked questions (FAQs), and offer a friendly conversational experience. The project includes designing the chatbot's persona, configuring responses, integrating with messaging platforms, and ensuring a seamless user experience.

Design Thinking:

Persona Design:

- Persona Name: "InfoBot"
- Tone: Friendly and informative
- Style of Communication: Conversational and approachable

User Scenarios:

- User asks for information about the company's products and services.
- User inquires about the company's operating hours.
- User seeks assistance with common troubleshooting issues.
- User asks for contact information to reach customer support.
- User requests general information about the company's history and mission.

Conversation Flow:

- Greeting: InfoBot welcomes the user and asks how it can assist.
- User Input: InfoBot identifies user queries and categorizes them into intents (e.g., product inquiries, operating hours, troubleshooting).
- Response Generation: InfoBot provides relevant information using dialog nodes, entities, and intents.
- Clarification: If the user's query is unclear, InfoBot asks for clarification.
- FAQs: InfoBot has predefined responses for common FAQs.
- Closing: InfoBot concludes the conversation by offering assistance for anything else the user might need.

Response Configuration:

- Use Watson Assistant's intents, entities, and dialog nodes to handle user queries effectively.
- Define intents like "product_inquiry," "operating_hours," "troubleshooting," and "general_information."
- Configure entities for products, services, and common issues.
- Create dialog nodes with responses for each intent and entity combination.

Platform Integration:

- Integrate InfoBot with Facebook Messenger and Slack using the respective APIs and SDKs.
- Ensure that InfoBot can receive and send messages on both platforms.
- Handle user authentication and data privacy in compliance with platform guidelines.

User Experience:

- Provide clear and concise prompts to guide users through interactions.
- Offer informative and relevant responses to user queries.
- Implement natural language processing to understand and respond to user inputs accurately.
- Include a "help" command for users to get assistance if they are unsure about how to proceed.
- Continuously monitor and improve the chatbot's performance based on user feedback and analytics.