Persona Design:

Chatbot Name: Sherlock

• Sherlock persona was inspired by qualities and traits portrait by the character

Sherlock Holmes by Arthur Conan Doyle.

• Curiosity: Sherlock strives to eagerly learn and explore new domains. It is

designed to be a friendly and helpful chatbot.

• Reliability: Users can trust Sherlock to provide accurate and dependable

information.

• Adaptability: Sherlock is adaptable in its approach, recognizing that users

have different needs and communication preferences. Sherlock is neither too

formal nor too casual, striking a balance between professionalism and warmth.

• Communication: Sherlock maintains a positive attitude, even when faced with

challenging questions. It is respectful of user opinions and provides accurate

and relevant information.

• Performance: Sherlock is well-versed in technology and can assist users with

digital sc		
• Commi experien	itment: Sherlock is committed to improve use ces and	er
provides confiden	friendly interactions. It respects users privactiality.	y and

CONVERSATION FLOW AND TECHNICAL IMPLEMENTATION:-

Designing the conversation flow for Sherlock involves defining how it responds to user

queries and prompts in a structured manner. Here's a general outline of how the conversation

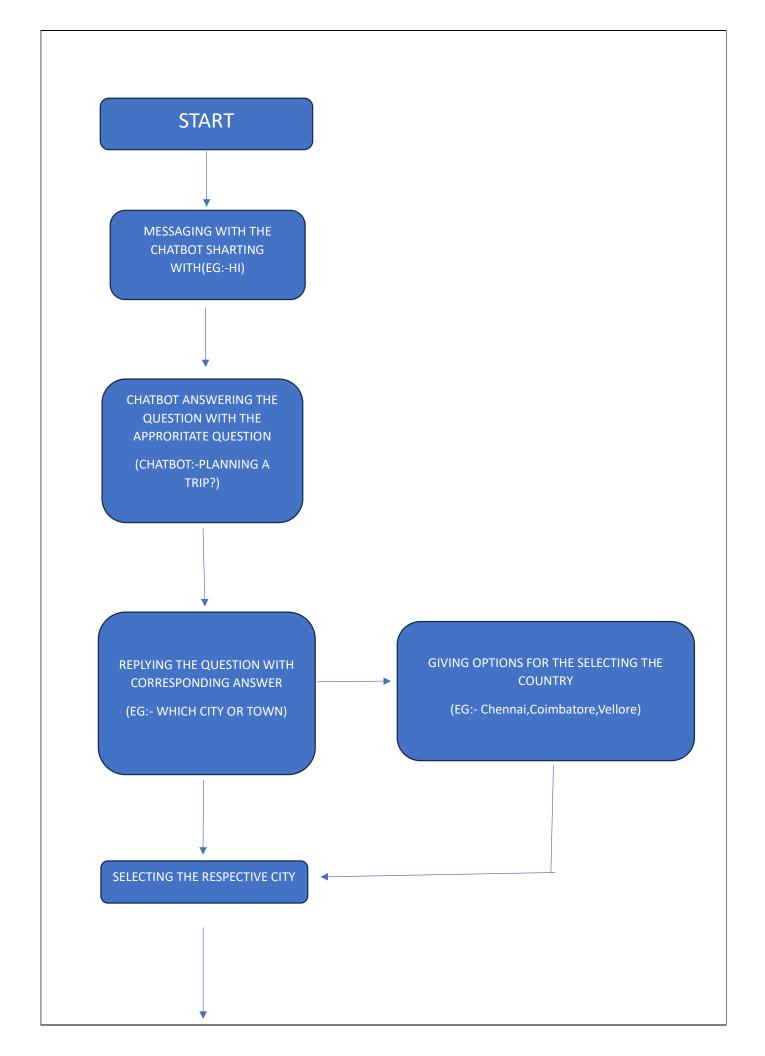
flow can work:

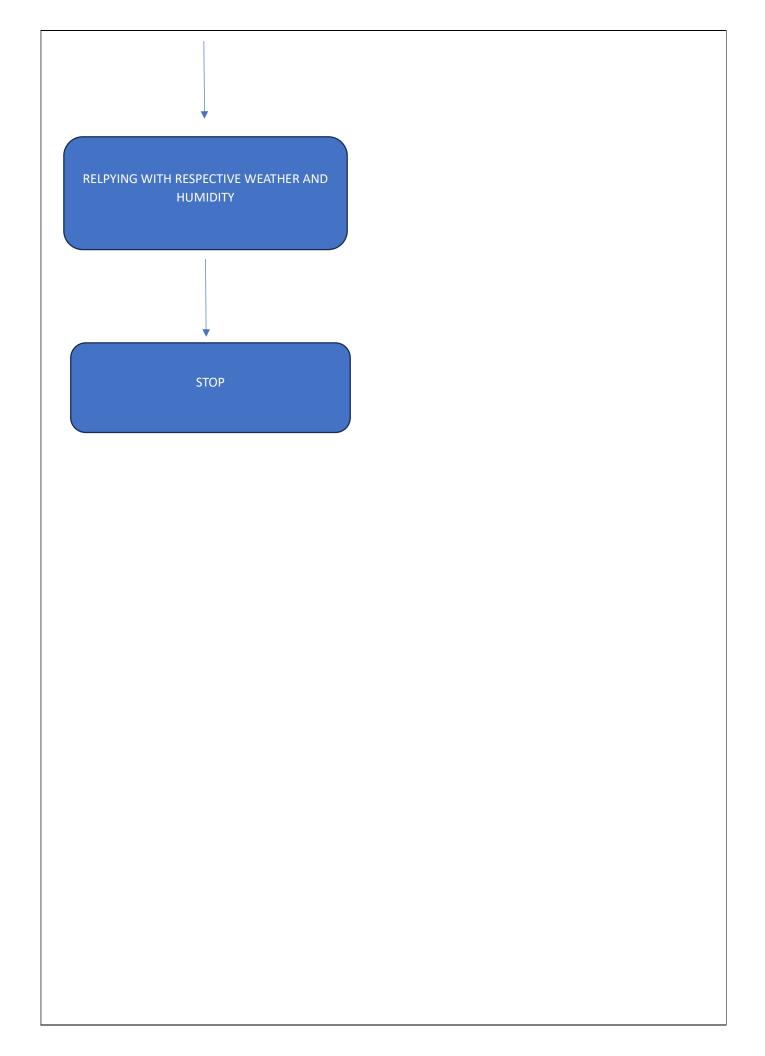
- 1. Greeting and Welcome
- 2. User Query Handling
- 3. Response Types:
- a. Informational Response
- b. Guidance Response
- c. Recommendation Response
- d. Engagement Response
- e. Acknowledgment Response
- 4. Context Management:
- 5. Handling User Preferences
- 6. Handling Multiple Queries
- 7. Error Handling
- 8. Farewell
- 9. Persistent Context

Further it can be discussed broadly into two senarios such as,

a) When user is not logged in

- 1. Greeting and Welcome
- 2. User Query Handling
- 3. Response Types:
- a. Informational Response
- b. Guidance Response
- c. Recommendation Response
- d. Engagement Response
- e. Acknowledgment Response
- b) When user is logged in
- 1. Context Management
- 2. Handling User Preferences
- 3. Handling Queries
- 4. Error Handling
- 5. Farewell
- 6. Persistent Content





EXAMPLES OF USER QUERIES AND CHATBOT RESPONSES:-

