**Problem Definition**

**A)** **Problem Statement**

* The chatbot should solve the inconvenience experience among the users.
* By providing the helpful information, answer frequently asked questions (FAQs), and offer a satisfactory experience.

**B)** **Objectives**

* We aim to achieve
  + improving user engagement
  + providing instant support
  + automating tasks.
  + Solving common queries
  + Resolve user pain points

**Design Thinking:**

1. **Persona Design:**

A chatbot persona is like the soul of our chatbot, a carefully crafted character that embodies the tone, voice, and personality of your [virtual assistant](https://botpenguin.com/chatbot-vs-virtual-assistant-know-your-basics/).

* Name – Ibgram
* Voice – Male/Female (john/medona)
* Tone - Flexible
* Communication style - Assertive

1. **User Scenarios:**

* When the users are interacting with the chatbot.
* The frequent questions asked by the users like forgot password.
* Conversation help
* Feedback of the chatbot experience

Ibgram

Login and start chart

1. **Conversation Flow:**

send

share your query..

IBgram

Chat history

Hi there! I'm your AI chat assistant.

How can I help you today?

User reply or Query

By identifying the user query with the keyword recognition to provide appropriate and relevant suggested answers to the users with the help of IBM watson.

1. **Response Configuration:**

* The response of the chatbot is under three stages of processing
  + Intent detection – to identify the overall idea of the query.
  + Entity detection – to identify the keyword of the query and fetch sub parts of the query.
  + Irrelevant detection – to identify the query given by the user is query or not.
  + Auto error correction – to auto correct the human errors. (forgot password🡺forgot password)

1. **Platform Integration**

* To integrate with the other popular platforms similar to us like
  + Facebook messenger
  + Slack

To improve the efficiency and performance of the chatbot and identify the user type.

1. **User Experience:**

* To know the experience by taking the feedback survey after the end of the conversation.
* 5 star-excellent,4star-good,3-satisfactory,2-slightly poor,1-poor.