There are some ideas which I have, to convert NLP chatbots or products into Cognitive Products:

1. Use of emoticons:

We can use emoticons to express our mood and feelings and the chatbot will react accordingly. Like if we send a happy face that means we are in a good mood, a sleep emoji means we are too lazy to answer anything and so on.s

1. Use of specific words:

We can use specific words provided as a recommendation such as Sad, Confused, Angry and the chatbot will react accordingly.

1. We can take the help of music:

It is one of the best ways to find the mood of a user and connect with them. Listing some songs or connecting the chatbot to a music application and observing the activities o the user from that application and then predicting the behaviour of the user.