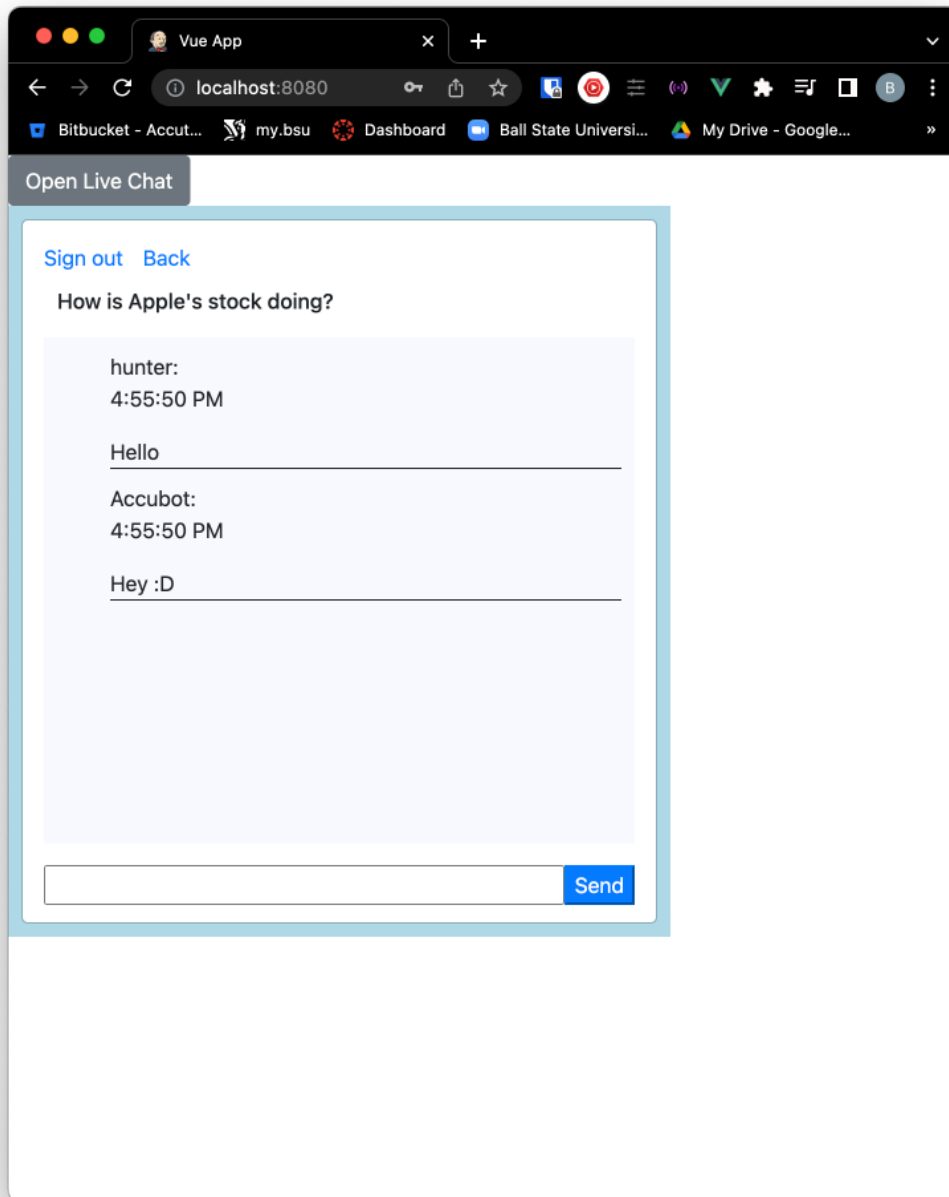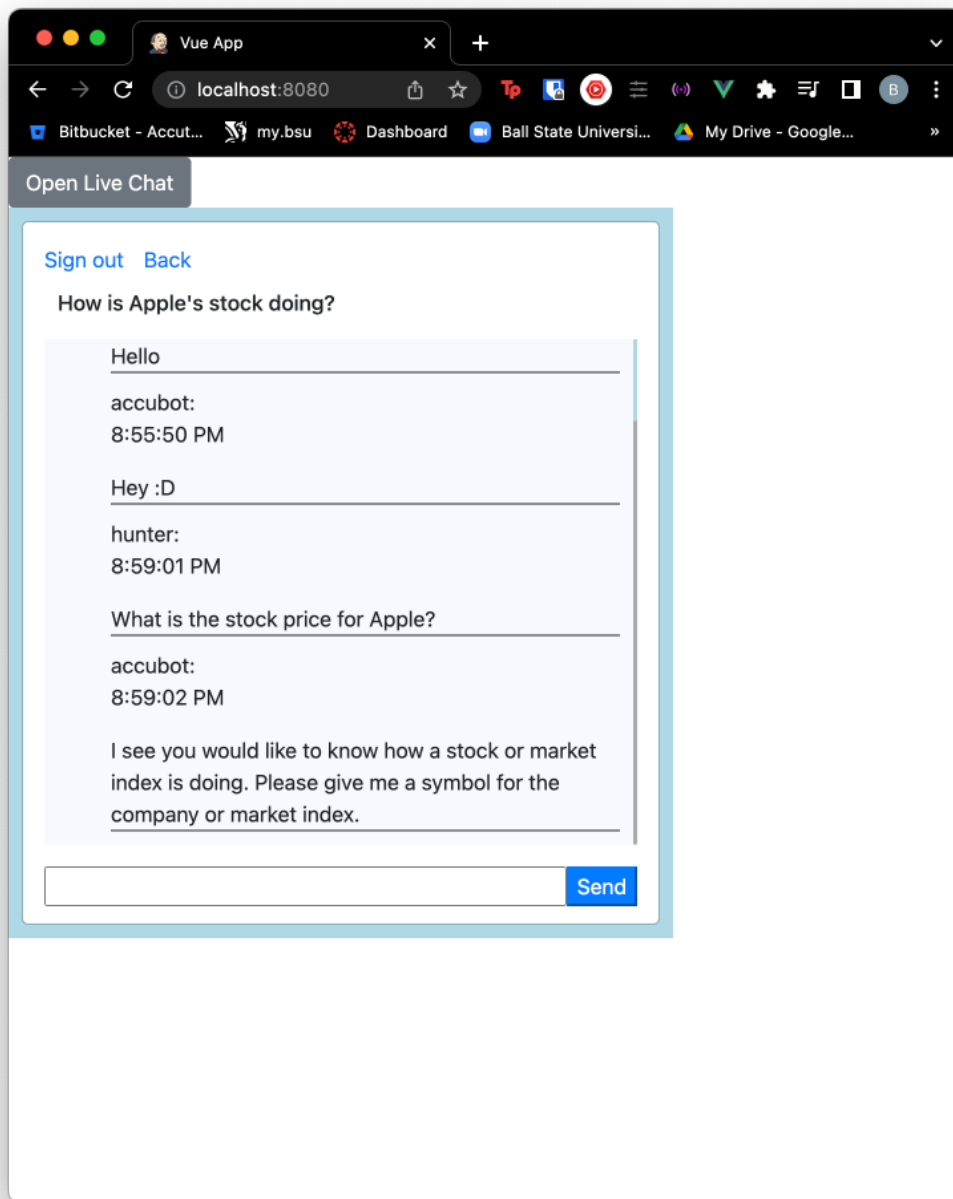# The Application: Two Short Demonstrations
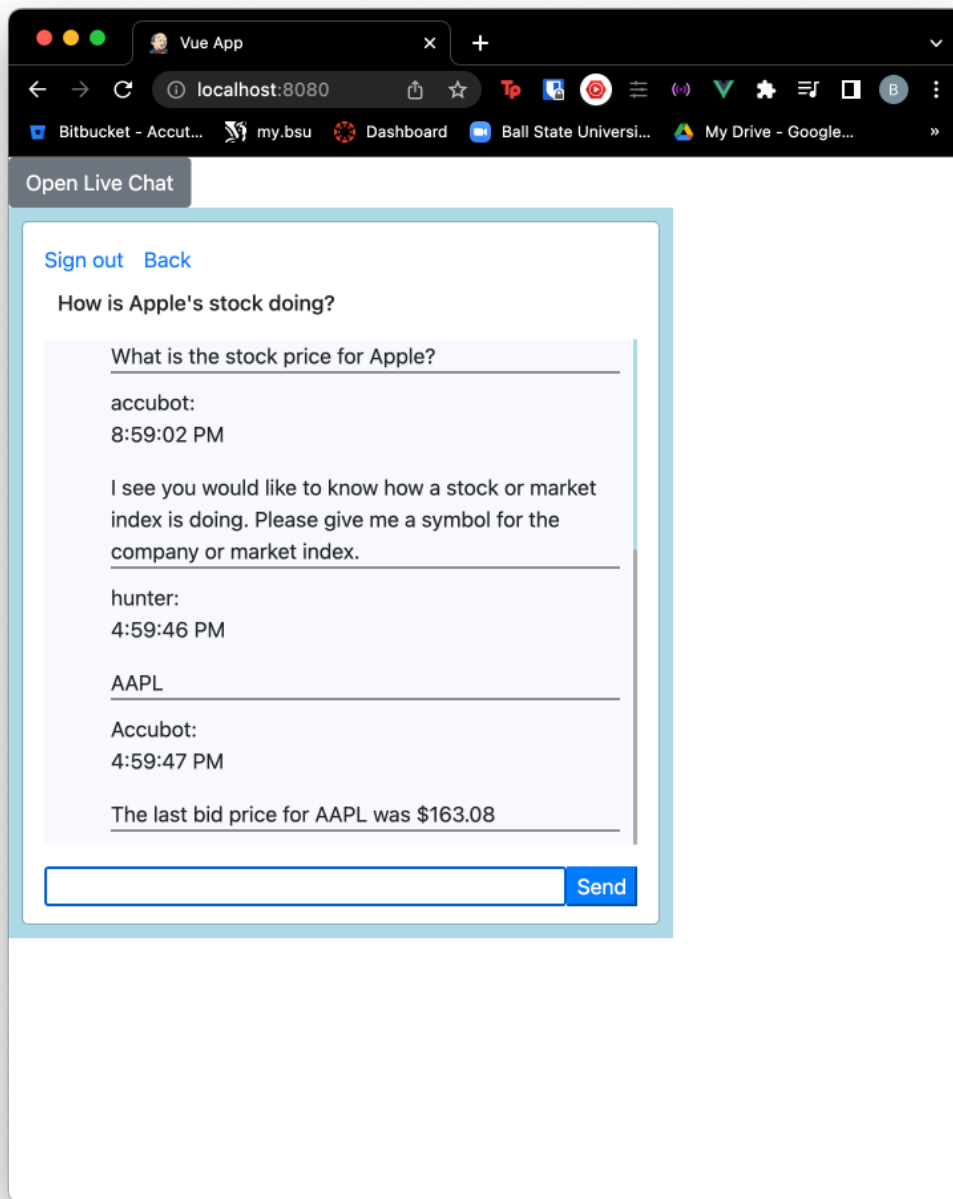
Basic Conversations

The chatbot's response logic loop begins when the user sends the first message. The chatbot responds well to most greetings.
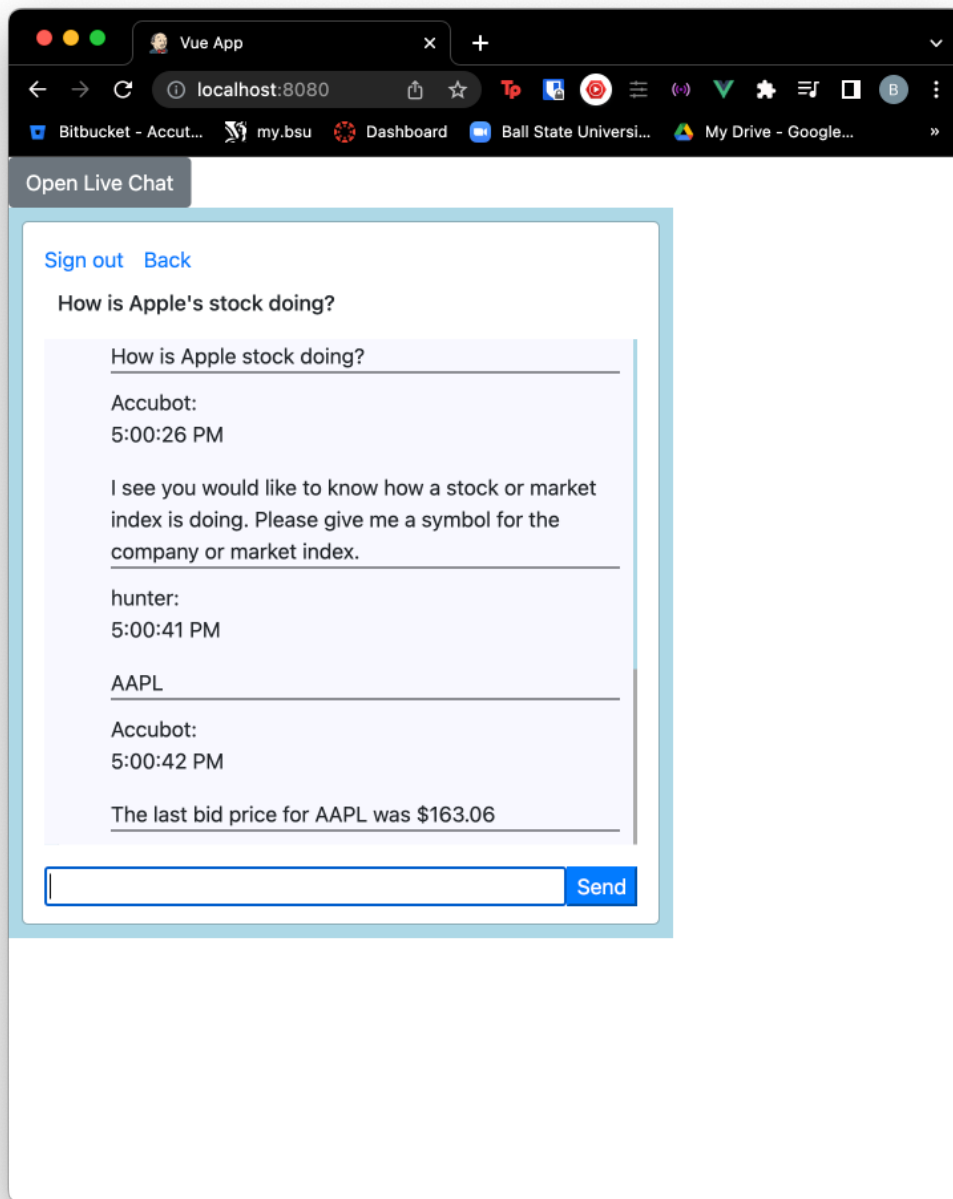
*If the chatbot detects a question about stock prices, it will ask for a specific ticker to look up.*

The chatbot predicts the input "AAPL" as a "stock symbol" intent and passes the message and intent prediction data to the StockPriceTopicHandler. The StockPriceTopicHandler asks the MarketDataService to retrieve the stock price data for "AAPL". After the MarketDataService retrieves data for the stock, the StockPriceHandler formats the data into a response for the user.
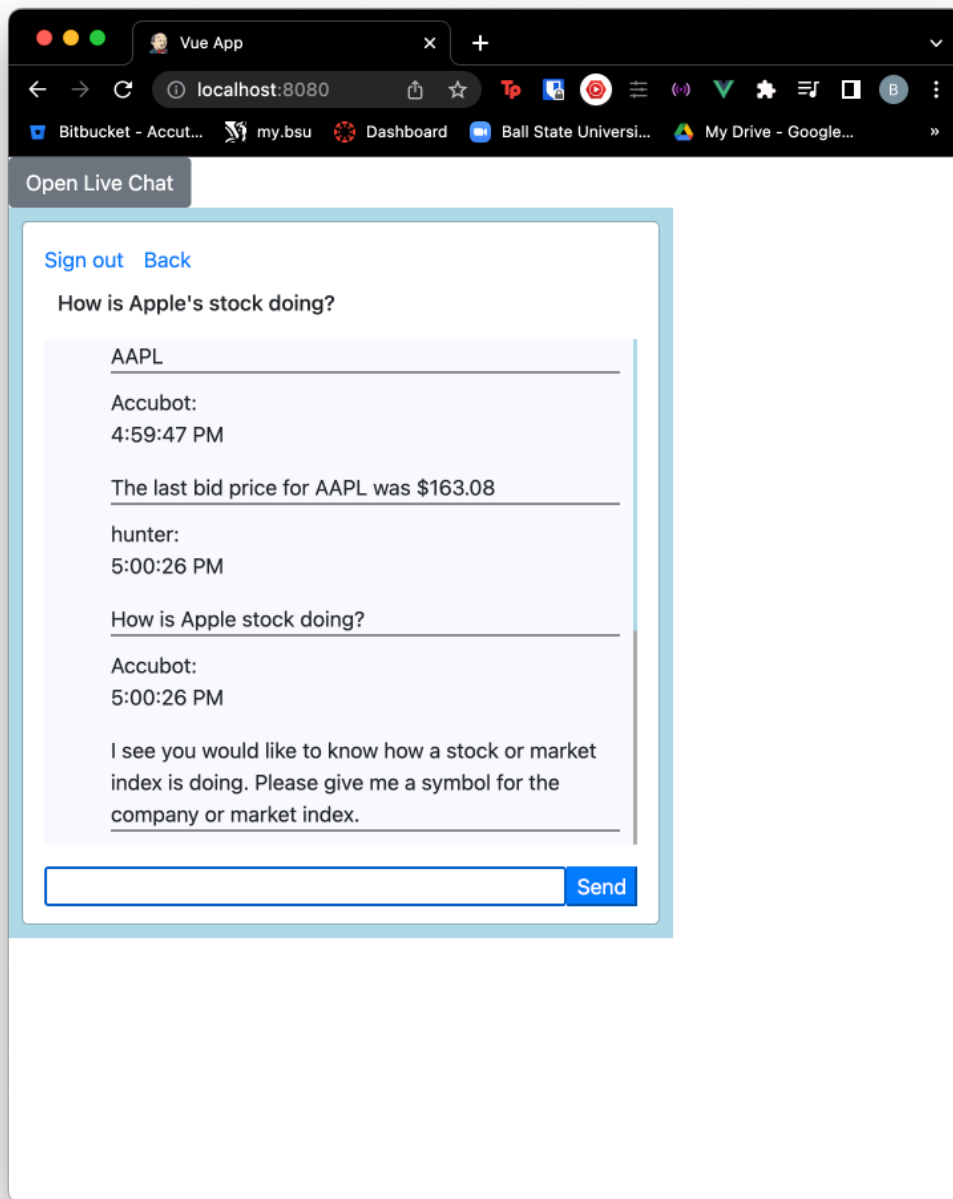
The chatbot analyzes the words present in a user's message to pattern match the message to an intent in the training data. This design allows the chatbot to recognize the same question phrased in several different ways.

Again, the chatbot predicts the intent of "AAPL" to be "stock symbol" and dynamically generates the response.
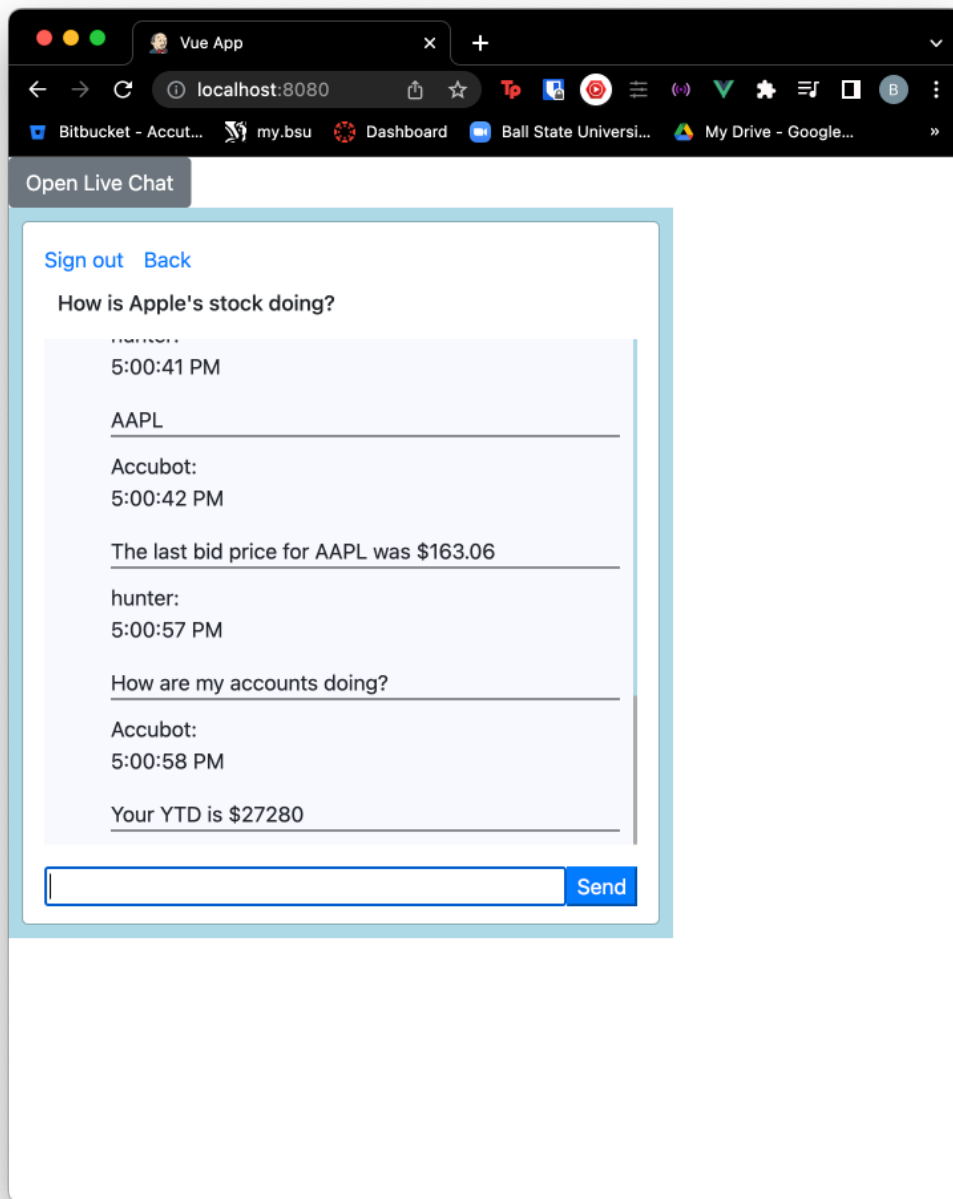
If the user asks a question about their accounts, the chatbot predicts the message's intent as "accounts". The chatbot tells the AccountTopicHandler to generate a response. The AccountTopicHandler asks the AccountDataService to simulate retrieving the user's YTD earnings then formats the data into a response for the user.
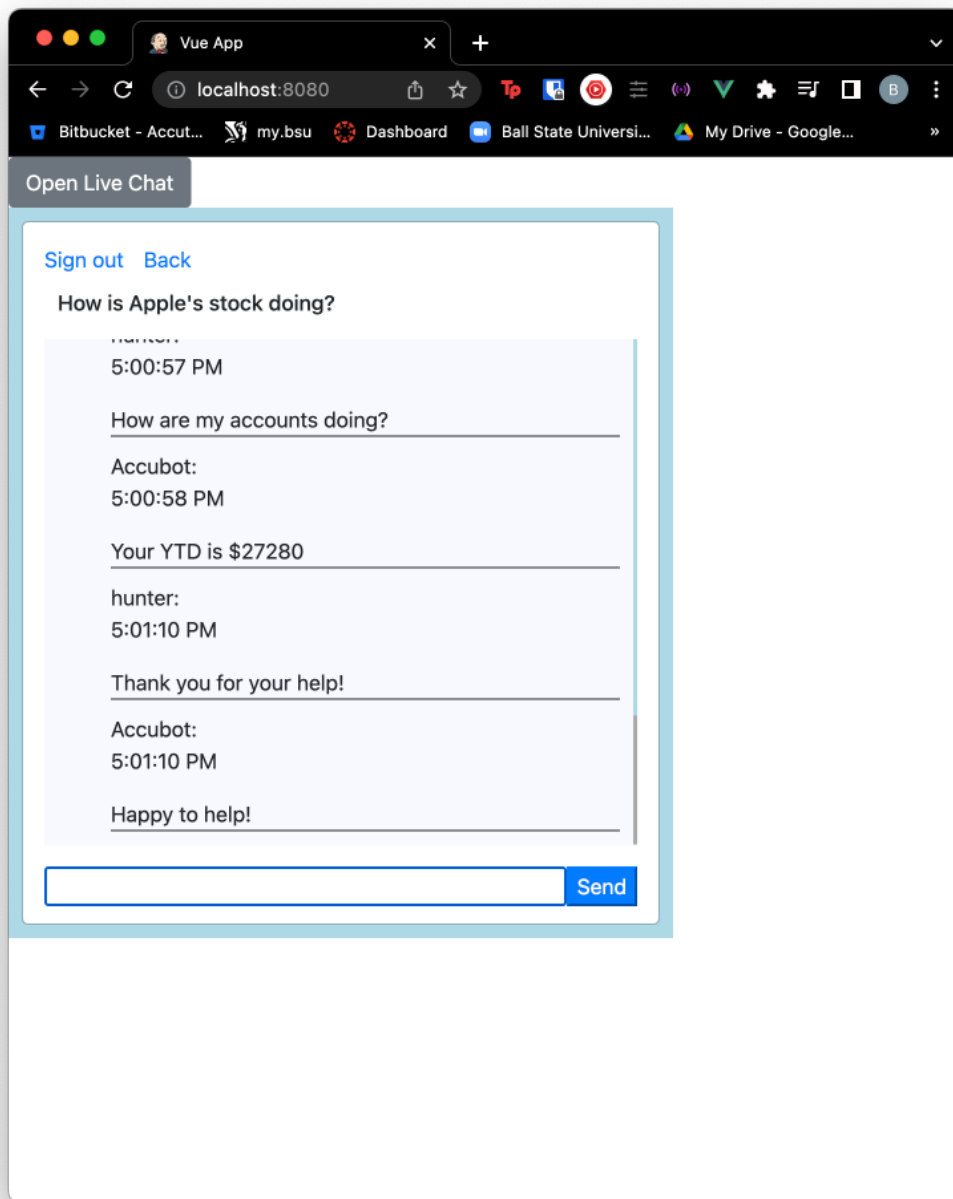
If the user sends a message that does not require a dynamically generated message, the bot selects a reply from the responses JSON file. In this case the intent prediction is "thanks", so the bot replies with "Happy to help!"
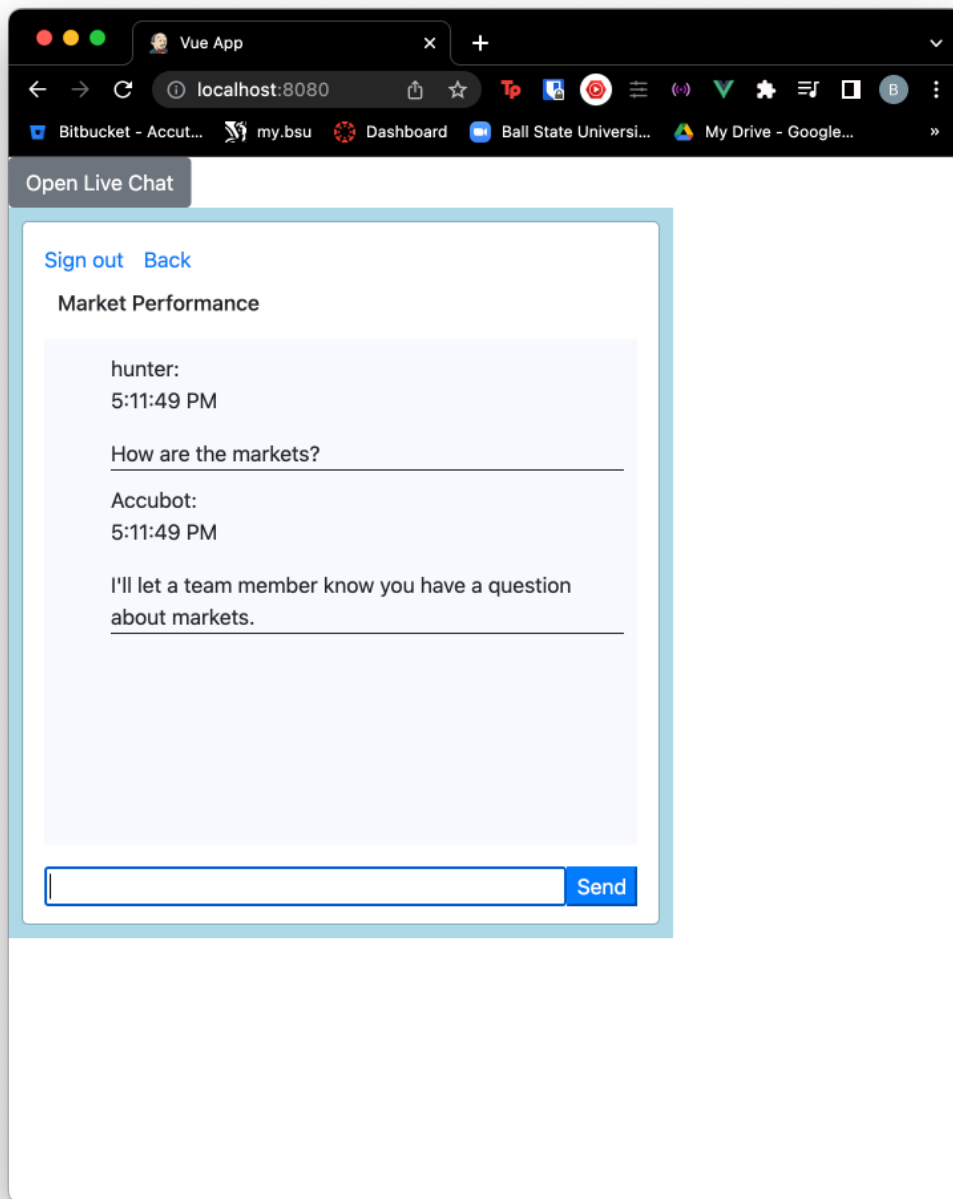
The bot is also trained to recognize questions about the markets and operational questions. Currently, the chatbot responds with a static response from the responses JSON file. In the future, software developers could create a topic handler class for the bot to handle the chatbot's responses to these questions.
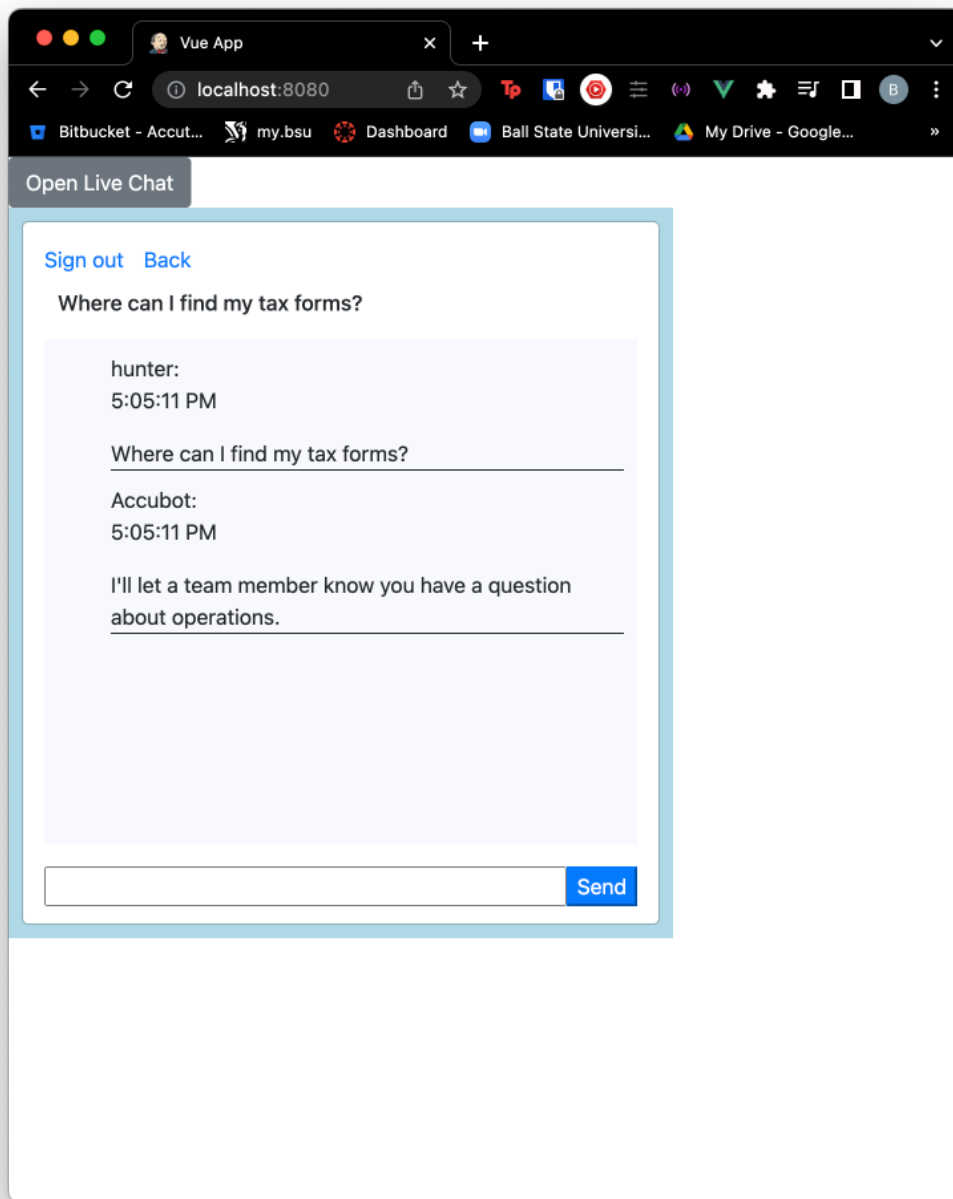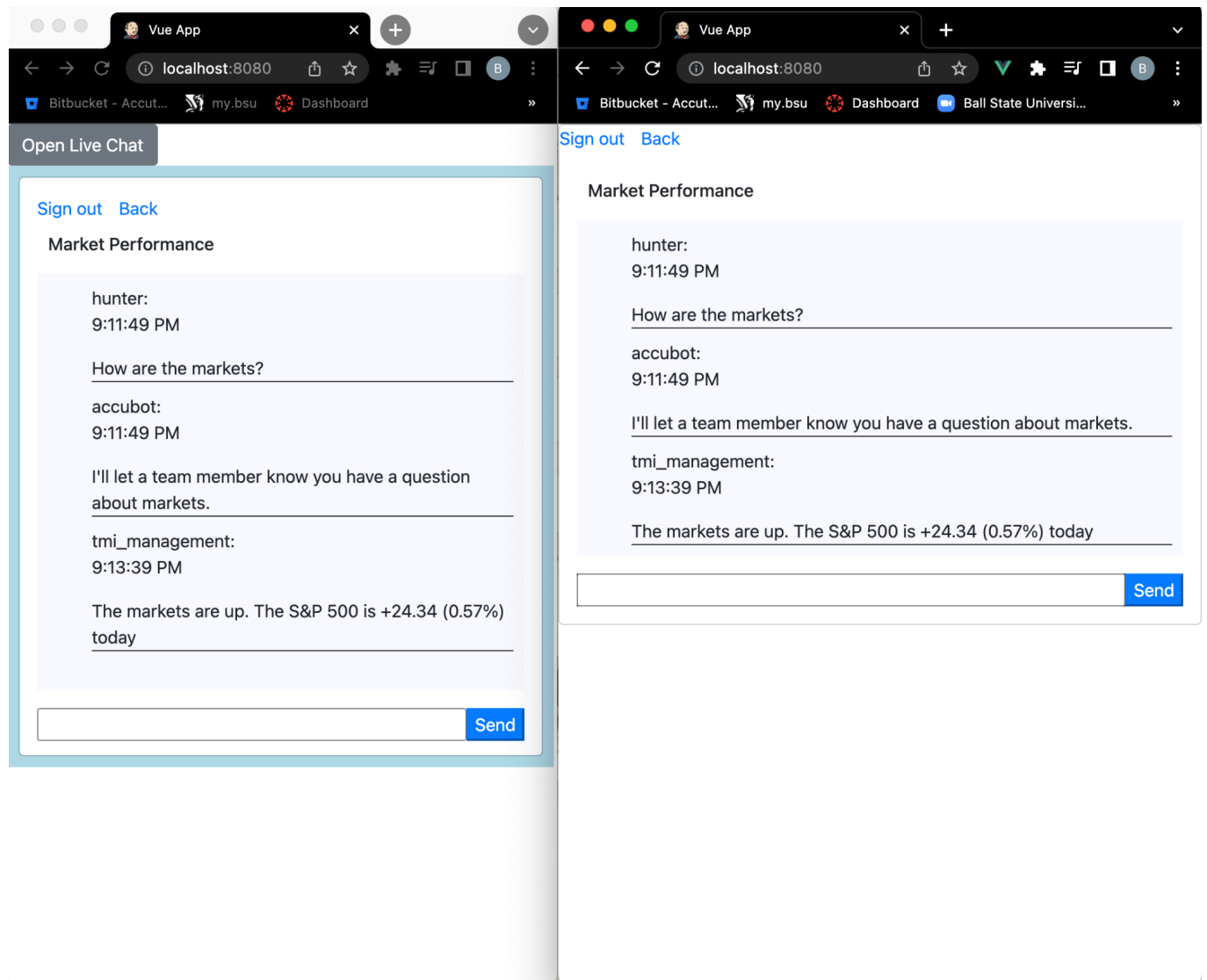
The chatbot predicts the message's intent to be "operations" and passes off the conversation to a trust officer.
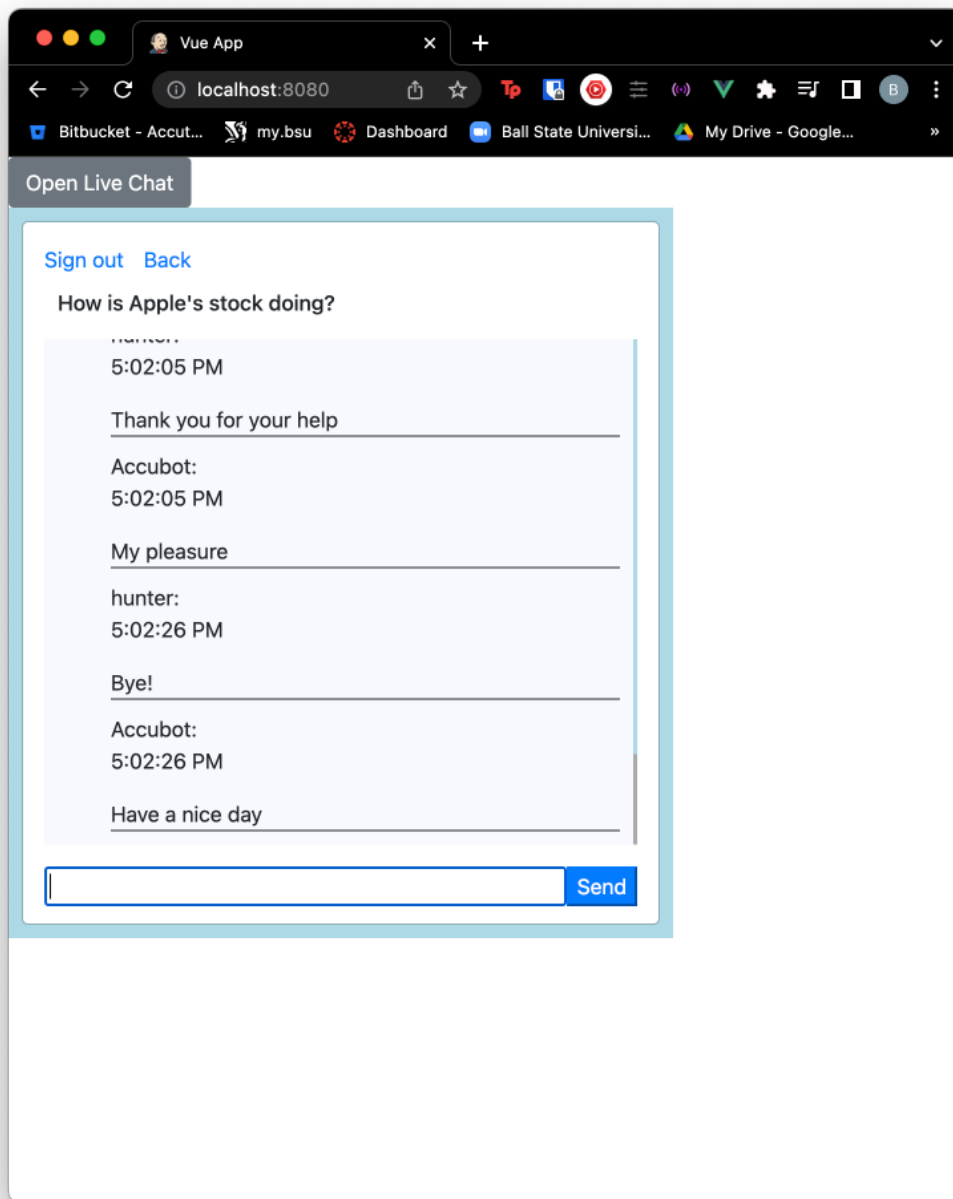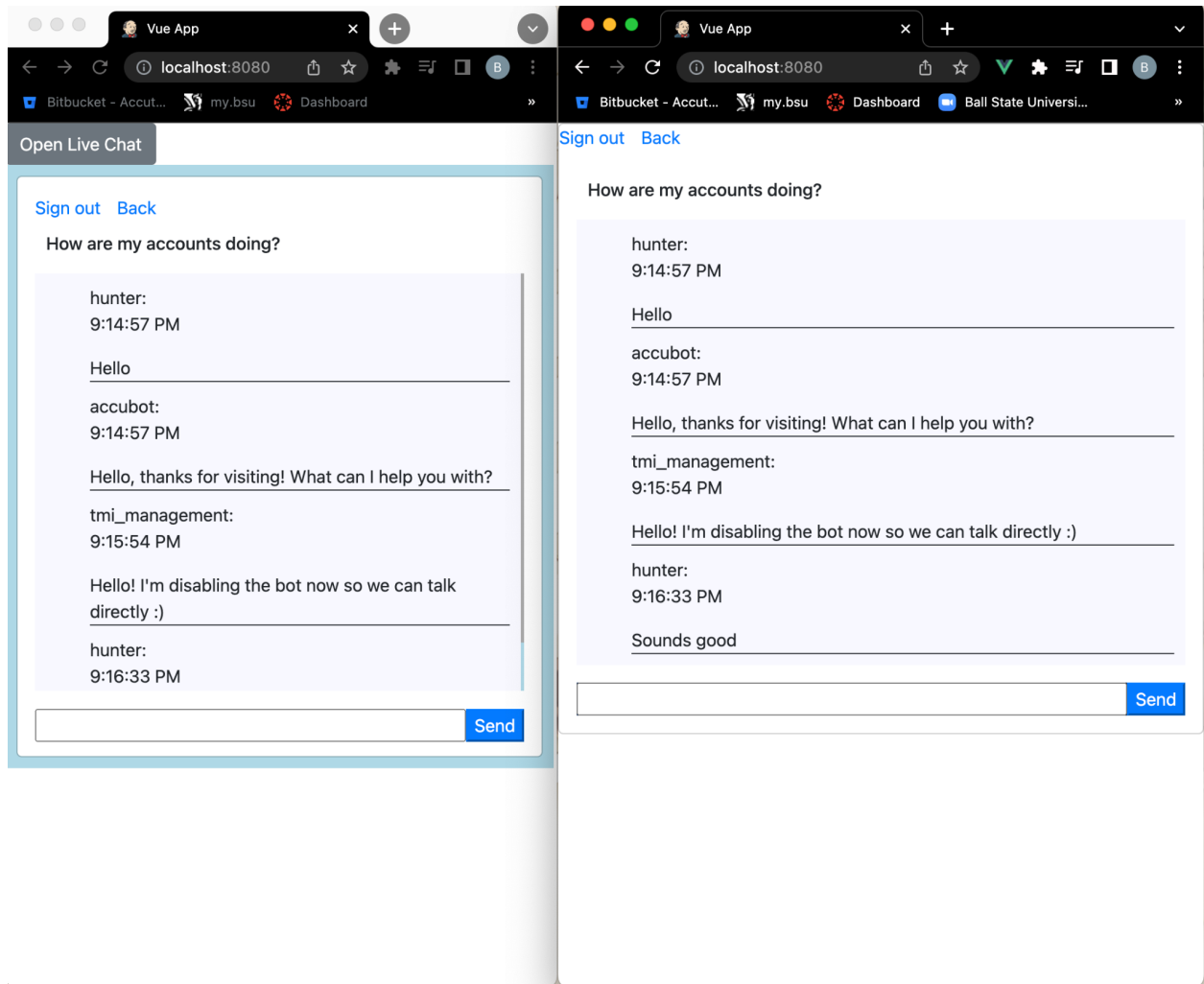
The chatbot responds well to most ways of saying "goodbye".

Side-by-Side: Passing off Conversations

If the user asks a question the chatbot cannot answer, it gives a "pass-off" response to the user and stops replying to future messages in that conversation. The user then waits for a reply from the trust officer (in this case, tmi_management).

If the conversation has not been passed off and a trust officer (tmi_management)

replies to a chat from a trust owner, the chatbot stops replying to get out of the way.