# bot design

a brief set of fundamental design decisions that shall shape bot's UX.

## bot scope

bot should be able to assist users searching for tech products in making a purchase decision.

therefore, bot has access to databases holding product data regarding purpose, features, pricing, ratings and pictures.

## bot personality

- does generally not act proactively
- predominantly *responds* to *user queries*
- provides detailed product info for product specific queries
- recommends suitable products in response to category, feature[, price] queries
- offers contacting human support in case of perisisting user dissatisfaction

## must-have features

- updated product database including purpose, feature, price, and rating info

## bot flow

bot's first message always clearly communicates bot's scope.

given bot's competence scope there are three possible scenarios that could arise from a users query:

**unknown query** user query out of bot's scope

**known product** explicit product query

**known attribute** implicit query for an attribute which is any of: category, features, price

this flow chart visualizes bot's conversation flow...