

## **Phase 1: Problem Definition and Design Thinking**

The scope of this project is to deploy a chatbot using IBM Watson assistant.

### **Problem Definition:**

The following are the problems faced while using IBM cloud Watson assistant. The problems are:

- Chatbot is not designed for omnichannel operations.
- Chatbot mostly gives a single response, and it is not user friendly.
- The users' questions are not understood precisely, and no desired response is provided.
- The chatbot once created is not updated with the new information which makes it difficult to fetch the answer for the recently happened data.

### **Design Thinking:**

Analysing the above-mentioned problems, the following ideas could be a better way to troubleshoot the same.

- By defining Omnichannel Objectives, Select Appropriate Channels and Implement Cross-Channel Handoff, we can assist the chatbot to prioritize the channel that user desires.
- To make the chatbot user friendly we can increase its knowledge base, ability to think critically and improve its problem-solving capability.
- Making chatbot to identify the tone and emotions of the chatbot should be tested properly before deployment.
- Updating the chatbot with all the information could make the experience informative and beneficial.