**Report: Evangelos Kardatos**

The aim of the project in "Dialogue Systems and Voice Assistants" was to develop a chatbot using Rasa, a framework for creating AI-powered, industrial-grade chatbots. Specifically, my chatbot is designed to assist users in purchasing sofas. By guiding users through the purchasing process and addressing their queries, the chatbot aims to provide a personalized and hassle-free experience. One of its key features is its ability to generate recommendations based on user preferences.

The chatbot is designed to be user-friendly and accessible to everyone. Users can interact with it using natural language, making it convenient for them. The chatbot employs various intents to aid users in sofa purchases, including determining the type of sofa, eliciting user requirements, answering sofa-related questions, providing assistance, and saving user names in an Excel file called "Rasa\_actions" to personalize the experience and maintain customer records.

One of the chatbot's essential capabilities is its ability to recommend sofas based on user preferences. It asks users a series of questions to ascertain their desired style, size, and price range. Using this information, the chatbot suggests a selection of sofas that align with the user's preferences. The chatbot utilizes natural language processing (NLP) to understand user inquiries and provide accurate and relevant responses. Specific intents such as "sofa\_challenge," "checking\_type1," "checking\_type2," "money," "option," "agent," and "don't\_understand" are created to enable users to check for sofa types, specify sofa details, indicate their budget, express preferences, request agent assistance, and seek general information. To ensure precise comprehension of user queries, the chatbot's NLU component is trained on a dataset of sofa-related queries. The conversation management component is designed to respond appropriately to customer inquiries.

In conclusion, the chatbot is a valuable tool for assisting customers in purchasing sofas. By guiding users through the process and addressing their queries, it offers a personalized and hassle-free experience. The chatbot's user-friendly interface and recommendation capabilities make it a practical and helpful tool for sofa purchases. Its scalability and portability, thanks to the use of Python, contribute to its effectiveness. The chatbot demonstrates how conversational AI can be employed to deliver personalized and successful customer experiences.