AIDI 1001 Conversational AI – Assignment 1: Chatbot Design

# Assignment Overview

For this assignment you are to complete the design document which will be used to create a simple chatbot application. Since this is only your first chatbot design we will keep it simple to a simple question/answer type bot and so we won’t be linking it to outside data systems.

# Parameters

* Your bot can serve any helpful purpose for the user. You may pretend it is for any business or social use.
* Design your bot to accept at least 10 user intents, not including hello and goodbye.
* We will be using the user story approach to help us develop the bot.
* This part of the assignment will not require any coding as we will be building the design first.

# Procedure

1. What is the name of your chatbot?
2. **Problem Statement -** In 250 words or less describe some potential real-life scenarios of people actually using your product. How are they using it? When? What problem are they solving? What will your bot NOT do? (5M)
3. **Application Description** - In 250 words or less describe your chatbot as you would if you were talking to your target persona. (Elevator Pitch). (5M)
4. **Application Features** - What is the purpose of the application? Provide a list features that it will perform and provide a one sentence explanation of the feature. (5m)

**ie) Track orders – Will provide the user with the ability to track current orders.**

1. **Application Design** - Complete the table below to describe the intents that will be used as part of your chatbot. To help get you started the first 4 common intents are completed for you, but feel free to edit this to suit your purpose. (10m)

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| --- | --- | --- | --- |
| Intent (keyword) | Synonym keywords | Intent Description | Scripted Response |
| Hello | Hi, greetings, start, restart, menu, suggestions | Greets the user and introduces possible intents. | Welcome to <BOTNAME> Some possible things to do while you are here including <LIST SOME INTENTS> If you would to repeat this at any time just say menu. |
| Goodbye | End, bye, see ya, leave, exit quit |  | Thank you for using <BOTNAME>. |
| Default |  | Used to reply when the user says something the bot isn’t programmed for. | I’m sorry I’m not sure how to respond. Could you please repeat. If you would like some suggestions, please say “suggestions” |
| suggestions |  | List of keyword intents that your bot supports. |  |
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# Evaluation

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| --- | --- | --- | --- |
| Questions | Poor (40-60%) | Average (70-80%) | Great (80-100%) |
| **Problem Statement** | The student outlined few real-world scenarios provided limited description of how users could benefit from the application or did not properly articulate problem statement. | The student provided real world examples and basic descriptions of the product and use the student provided some explanation of the problem that is trying to be solved. | The student provided real world examples and a very clear description of what Chatbot will and won’t do and the problem that is trying to be solved. |
| **Application Description** | The elevator pitch is not clear to the average user persona. | The elevator pitch does describe the purpose and use of the application. | The elevator pitch clearly describes the application and clearly links the description to problem being solved in a fashion that the average target persona could understand. |
| **Application Features** | Some features are listed and/or the descriptions are not clear | The application features are listed and explained. | The application features are listed and it is very clear as to what all of the features do. |
| **Application Design** | The student provided limited intents, synonym, descriptions and responses. | The student identified at least 10 appropriate intents for their application and provided a clear description and/or synonym as to purpose of the intent. | The student selected appropriate intents and provided a clear description as to purpose of the intent, selected appropriate synonyms for a natural speaking user. The scripted responses are well written and easy to follow. |