

Chatbot Project

Context

Chatbots streamline interactions between people and services they need. This enhances the consumer's experience while allowing a company to engage with customers. The interactions between customers and chatbots can improve operational efficiency (by reducing customer service agent load) if the chatbot can correctly identify the entities and intents of the customer.

Criteria for Success

In this project an example chatbot will be created to receive, process, and respond to events in Hangouts. To determine the success of this chatbot, the following metrics will be considered:

- Ability to determine entities and intents
 - Can the chatbot understand the messages?
 - Can the chatbot respond appropriately?
- Completion rate
 - Can the chatbot finish a conversation?
- Reuse rate
 - Is the messenger willing to talk to the chatbot again (do they come back)?

Scope of Solution

The focus of this project is to make a bot that can correctly identify the intent and entities from a message and respond appropriately with a set of generalized responses. For example, if a picture is sent, the bot should recognize this and respond with "nice picture!" (or some other option).

Constraints to Solution

This bot will be trained on my historical conversations. Thus, it may not be prepared for any topic that could arise. In such cases, it may not respond appropriately. For example, all of my chat histories are full of dog conversations, so this bot would perform well on that topic. However, I never talk about kangaroos, so if my friend gets a kangaroo, the bot will likely not have a very successful conversation.

Data Sources and Stakeholders.

Data for this project will come from my chat history. I am the only stakeholder for this project.