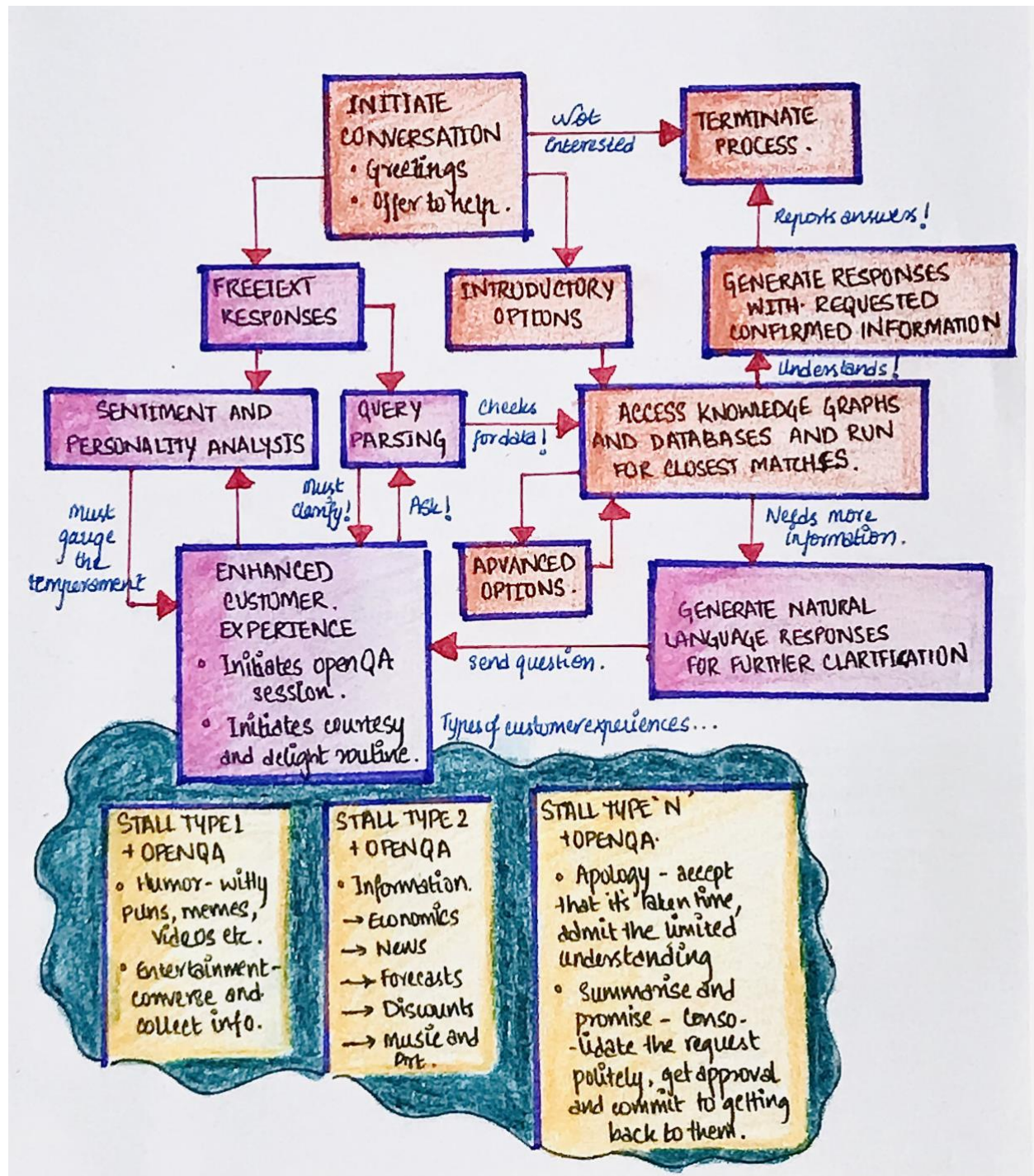


CHATTERBOT DESIGN PRAGMATICS



The ChatterBot is known for two things - Diligence and Delight

→ It has the capability to refrain from giving up on understanding. It allows openQA - open questions and answers based on domain knowledge graphs, and interaction in free-text speech. Akin with Apple's research approach I've left here –

a) Conversational OpenQA –

<https://machinelearning.apple.com/research/mkqa>

b) Multilingual Semantically-Robust OpenQA –

<https://machinelearning.apple.com/research/open-domain-question-answering-goes-conversational>

→ It gauges and acts based on user-personality and sentiment. Then decides how to stall for time until it gathers enough understanding to build a robust relationship graph to convert to verbal answers. In the time it works things out, it engages the user with the objective of humbly aspiring to entertain, inform and delight, while still running openQA for goal-oriented knowledge construction.

→ It is UNAPOLOGETIC about its limitations. It summarises the clients' problems in its own words. It calmly responds, and inquires if it's summary covers the issues, and promises to pass it to people who understand better.