



# Final Report

Corona

Chatbot

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### # Introduction :-

Our names are Koneti Lokesh,  
Dera Himavath Pavan Maikanta and Sandhya  
we are all Second-year B-tech Students  
Studying [CSE] Branch we thought to  
do an Project regarding to the  
pandemic Situation through Out the  
world i.e., Corona.

we thought to Implement cer-  
tain Questions and let the people of  
the world know about this and it  
is also useful. In this report and  
looking forward to having alot of  
professional discussions about the topic  
Through our project work.

### Description :-

In Our Project we Explore how  
a chatbot can give Information to the  
people about Corona-related Information  
in the chatbot for giving Information about  
precautions to be taken during this  
pandemic etc...



One of our hypothesis was that Information given by the chatbots would be useful for the people. we wanted to Explore the use of chatbots through Theory. and used this in combination with testing to learn more about how a chatbot for this context should be. In the final Iteration we finally Improved and changed the chatbot based on the results from the last Iteration and made a plan for evaluate the chatbot. The plan was then executed with five participants. In our conclusion we discuss the results from the evaluation in the light of our research Question.

Questions :-

we the Team wanted to know user's [people] Trust in a such as a chatbot. So, we have been Implemented some Questions based on Corona. so we can look further into.

# what are the precautions to be Taken? During this Corona?

# what is the death rate in the world?

# What is the Death rate in the world?

# Most recovery rate in India?

# Most affected countries?

# Most affected States?

# Recovery rate in world?

### Appendix-2

A chatbot needs a purpose and if we consider that if this purpose is to be helpful. It also needs to gain trust from the users. There is no need to ask a chatbot to help. no need to worry whether the Questions we ask will it manage or not? As we already manage to Explore

Trust is an Important factor for relevance in and Implementation of Technology (Lee and See 2004). In relationships trust means being reliable. Having Confidence in the other person both. So, One can say that trust will also play a role in the Interplay between human and Machine.

To make the project more feasible we wanted to Explore the following Questions

#. How useful is Information given by a chatbot compared to a human Counsellor?

By Exploring above Questions we hoped to get indications on how students Experience Interacting with a chatbot contra Interacting with human.

### Background of Chatbot ??

chatbots has Emerged as a hot topic in the latest years and it is used by numerous companies in various domains - help desks, automatic Telephone answering systems, e-Commerce and so on. Even though the Technology has been around since the 60's, why are we suddenly so interested in this Technology now? This can likely be Explained by the recent year's advancements in messaging applications and AI Technology.



## Results From the Testing :-

The first member of Our Team (Laksh) enjoyed talking to the bot, but stressed the fact that you had to talk like 'a dummy' for it to understand what you were asking the participant.

The second member said (Sudhya) It should be little bit flexible enough. "I don't like having to guess what questions to ask". He would like more instructions to know how to get more out of the chatbot.

The third member [Pavan Maikanta] had also problems with understanding what the chatbot could do when given a hint for what the chatbot could do, the chatbot did not function properly. Here we tried to restart a system and then the chatbot displayed its welcome message - what it be afterwards. It was more clear what the participants could ask it but the chatbot did not always give the response that the participant wanted.



Evaluating the chatbot:-

we wanted to Evaluate the prototype in the right context. As mentioned before most of the people are now more interested

we listed a set of questions and tasks, which we asked the participants to answer and perform. we also included a few control questions to investigate the participants' experience with the chatbot and to find out if they had any suggestion for further improvement. The Evaluation ended with a short talk about the Experience where we were open for any kind of feedback the Evaluation could provide.

Due to time and capacity during this project we decided on including five participants acting as evaluators. The number of participants is also chosen on the basis that three team members.

One of the participants also stated "I liked that the chatbot was casual and cute. I don't want a formal and boring chatbot. then I could have tried to find it on the university's web-pages." It was also pointed out that it was preferably that the chatbot could provide diverse information.

## Appendix - 5

### Findings From the Evaluation :-

All of our participants reported that they had interacted with chatbots before but had very little knowledge about how they worked. They found the chatbot to be nice to interact with and enjoyed that it had a friendly and casual tone. One of the participants said that she did not want a chatbot and felt too "human like". and that the prototype.

They found it hard to get the right answer but when they did they were very satisfied with the answers. "It was a good answer when I finally got the right one". It was pointed out that the chatbot was not a smart chatbot but that it provides the most necessary information sparing them from precious time spent on "Google".

One of the participants also "stated". "I liked that the chatbot was casual and cute. I don't want a formal and boring chatbot. Then I could have tried to find it on the university's web-pages. It was also pointed out that it was preferable that the chatbot could provide diverse information. "Usually the information is so spread that you don't know where to look".

## Appendix-6.

### Discussion And Conclusion :-

The Information That They got was not seen as less trustworthy, This could be supported by the fact that the chatbot provided a source for the information. It gave it has been interesting to investigate how the participants interacted with the chatbot and how they reported on it afterwards. Our findings have some indicators leading towards that a chatbot could be a good alternative for acting as a helpful friend for freshmen at a new school. Still we have to stress the fact that the chatbot was not very intelligent and the evaluators had to adjust their language to match the chatbot.

### Gratitude :-

Finally Thanks to Our Python Sir "Dr. Dhru Pratap Singh" who helped us mostly during the project and Thanks to the participants and the Team.