Restobot's chatbot

1.Chatbot subject

We developed a messenger chatbot for an imaginary restaurant named Restobot.
We invite you to try it on this facebook page. If facebook gives me the authorization to deploy it, it should work fine. https://www.facebook.com/Restobot-104819101692885

So the main idea of this chatbot is to make the life of Restobot's customers easier.
With this chatbot the user can see the menus, info on the restaurant and even reserve a table in function of his party size and when he wants to reserve.
We wanted to develop this chatbot because it could be useful for a lot of restaurants. More and more users use only the « digital way » to reserve into small shops like hairdressers or restaurants and helping restaurants to provide a simple way for customers to reserve a table could help them to grow a bigger customer base.
To respect this constraint, we tried to make our chatbot as pleasant to look at as possible and user friendly as possible.

2.How to use the chatbot ?

So you can use our chatbot directly on this Facebook page (if Facebook accept to deploy it). https://www.facebook.com/Restobot-104819101692885

You can also try to deploy it by making the npm install commande in the shell and then deploy the code on Heroku and make the web hook connection on Facebook developper as your application just like I did to create it. But it require quite a lot of work.

3. Communicating with your chatbot

Our chatbot is quite user friendly and use quite a lot of buttons and quick reply to be that user friendly so the path is really easy to see.

The chatbot is really easy to test, but I invite you to see the video I made of me testing the chatbot and explaining how it works. First if it is the first time you interact with the chatbot (or if you deleted the last messages) , the chatbot will guide you on the menus, or if you want to reserve a table. You just have to follow the indications of the chatbot. If you want to reserve a table, the chatbot will ask you when you want to reserve, then what is your party size and finally ask you for your phone number (if facebook knows your phone number, you have a quick response with it but you still can write it by yourself.). Finally, the chatbot will send you a message with the info of your reservation and point out that the reservation is done.

If you have already reserve with our chatbot and you want to re do the experiment you can ask him questions like "I want to see the menu" and it will show you the menus. And if you want to reserve directly you can ask him "I want to reserve a table." (You don't have to copy past theses sentences, if work even if you say it a bit differently.)

So here we will resume the path you can make when you already used the application.

Senario 1:
User : « I want to see the menu » (you can use other sentences it will detect your intentions)

—> Chatbot: show the menus and let you choose the menu you want to see and if you want to reserve a table.

—> then you just have to follow the step proposed.

Senario 2:

User : « I want to reserve a table. » (you can use other sentences it will detect your intentions)

—> Chatbot: « Here we go ! We you are making the right choice! » , « Great! Thank you 'Username'. When do you want to bring ecstasy to your taste buds ? »

—> User : « A date or something like tomorrow and you can even just say the hour and it will understand that it is for today»

—> Chatbot: « what is your party size ?»

—> User : « A number between 1 and 99 » or use quick reply

—> Chatbot: «Thank you but what is your phone number if we need to reach you»

—> User : « Just your phone number » or use quick reply with your phone number

—> Chatbot: «Thank you! We have registered your reservation for a 'size of the table' table for 'date and hour' with the phone number: 'your phone number'»