

Team 19

Salesforce Ideathon

September 26th, 2024

License Bot Documentation

To begin our process, we first congregated our team. The team consists of 3 students in the Information Systems class. We first met up to discuss a model for the bot. We decided that information retrieval was something that we wanted our bot to do because, in a modern world, we are always looking for automation. At first, we encountered a few issues regarding accessing the right software and tools to construct the chatbot. Still, eventually, we navigated to the Einstein Bot Builder interface, where we built our bot. We named our chatbot "License Bot." This is because the bot retrieves all information found on a driver's license. Our first piece of dialogue was to introduce the chatbot itself to the user. The first piece of dialogue is: "This is the US AI Identifier chatbot. I will be collecting your data for medical and law enforcement databases." Considering that the potential use for this chatbot will be in government and medical retrieval, we wanted to make the tone official sounding. Next, the chatbot starts to ask the user questions. The whole chatbot was built in the welcome tab of the dialogue panel. We added a question feature under the message to add a question after the original message. The first question is, "What is your first name?" We chose a static question type for the choice type because we only expect one response from the potential user. For the first question, our expected response format is regular text. We found that limiting errors within the chatbot is much easier when the expected dialogue is comprehensive. We checked the box that says: Recognize input format and save the answer to the variable. This allows the chatbot to recognize what the user says quickly. Next, to save the variable, we created a variable called "First Name." This

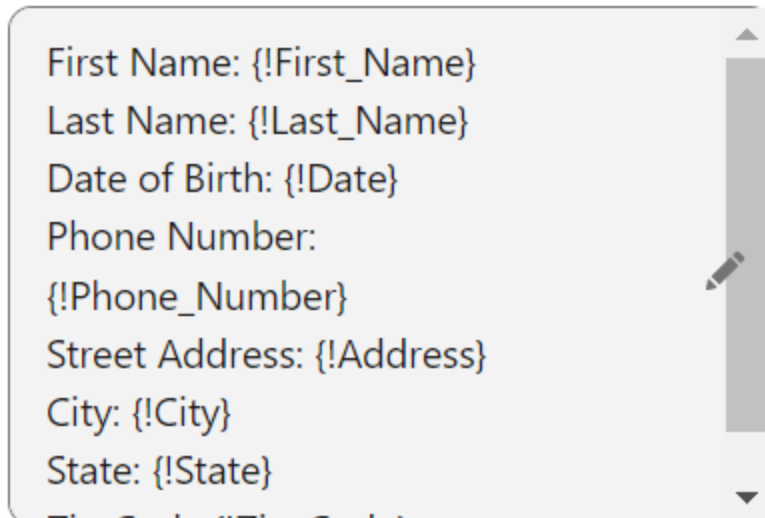
allowed us to access the information given to the chatbot at the end. We constructed the chatbot to repeat the question until it got an answer we liked, but we didn't run into many issues in testing. Since this was the case, we did not make any repair attempts. Instead, we just require the user to give the bot an answer it likes. We repeated this process for all the questions that would follow it with slight variations. In the end, we constructed a message that looks like this:

Thank you for your
response!
Here is what I collected:

First Name: Sooyoung
Last Name: Lee
Date of Birth: Dec 27, 1999
Phone Number:
8011234567
Street Address: 260 S 500
E
City: Salt Lake City
State: UT
Zip Code 84102

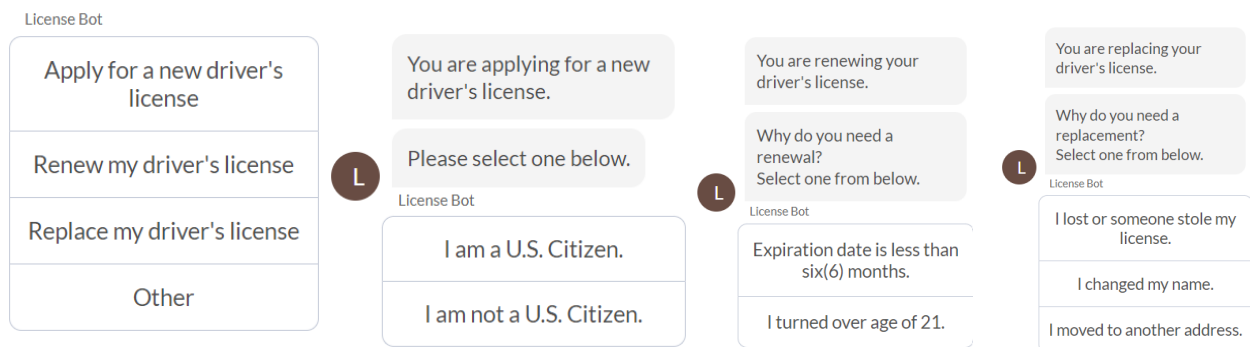
Sex: Male
Hair Color: BLK
Eye Color: BRN
Height: 6ft1
Weight: 185
Email:
u1320679@utah.edu

This was made with code that accesses all of the response variables. The code looks like this:



First Name: {!First_Name}
Last Name: {!Last_Name}
Date of Birth: {!Date}
Phone Number:
{!Phone_Number}
Street Address: {!Address}
City: {!City}
State: {!State}

After this screen is displayed, the chatbot says thank you for your response and encourages the customer to continue the application process by selecting one from the menu: “Apply,” “Renew,” “Replace,” or “Other.” Depending on which menu the user chooses, the user will be directed to a designated dialog like the following:



License Bot

Option	Dialog Content
Apply for a new driver's license	You are applying for a new driver's license. Please select one below. I am a U.S. Citizen. I am not a U.S. Citizen.
Renew my driver's license	You are renewing your driver's license. Why do you need a renewal? Select one from below. Expiration date is less than six(6) months. I turned over age of 21.
Replace my driver's license	You are replacing your driver's license. Why do you need a replacement? Select one from below. I lost or someone stole my license. I changed my name. I moved to another address.
Other	

As the user answers the questions, the user will be connected to an agent to schedule an appointment for in-person tasks like the following:

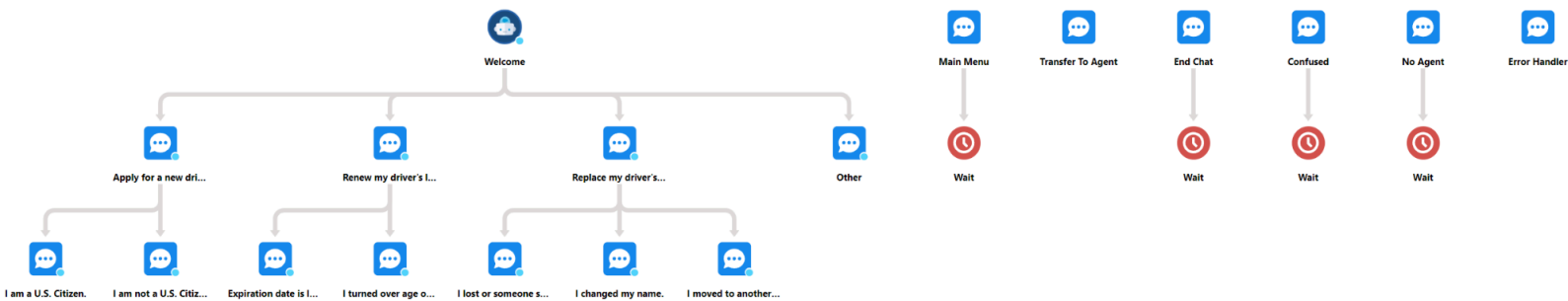
You may be required to schedule an appointment with an agent.
A non-refundable replacement fee may apply.

An agent will be with you shortly. Please wait.

The chatbot designed in this IDEathon is a robust customer service tool that automates processes like driver's license applications and renewals, creating a seamless user experience. Automating these routine tasks reduces human workload, speeds up processes, and improves customer satisfaction.

A special thank you to Salesforce and Dr.Henner Mohr for hosting this incredible IDEathon and allowing us to explore the power of automation through chatbots.

Here is a diagram that illustrates the flow in which the chatbot operates.



Here is a link to our presentation: [presentation](#)

Here is a link to our chatbot: [Chatbot](#)