

Activity 1: Review Toutche's Product Information and Common Customer Queries

Product Overview:

Toutche specializes in eco-friendly electric bicycles, such as the Helio Electric Bicycles, which are designed for urban commuting and outdoor adventures. Key product features include:

- Lightweight frames
- Powerful lithium-ion batteries
- Up to 60 miles of range on a single charge
- Options for different terrains (e.g., city and off-road models)

Common Customer Queries:

1. **Product Inquiries:** Customers ask about specific models, their features, prices, and battery life.
2. **Order Tracking:** Many customers inquire about their order status and estimated delivery times.
3. **Technical Support:** Issues related to charging, battery performance, or troubleshooting for minor bike issues.
4. **Warranty and Service:** Questions about the warranty, service plans, and where to get repairs.
5. **Returns and Exchanges:** Requests for return policies or exchanges of purchased products.

Activity 2: Brainstorm the Main Features and Capabilities of the Chatbot

The chatbot should be capable of addressing the following functionalities to ensure seamless customer interaction:

1. Product Inquiry Assistance:

- **Product Descriptions:** Provide details about electric bicycle models and accessories.
- **Product Comparison:** Allow users to compare different models and their features (e.g., battery capacity, weight, price).
- **Recommendations:** Offer personalized suggestions based on customer preferences, such as riding style, terrain, and range requirements.

2. Order Tracking:

- **Order Status:** Allow users to check their order status and estimated delivery times by inputting their order number.
- **Shipping Updates:** Provide real-time shipping updates, including delays or delivery confirmations.

3. Technical Support:

- **Troubleshooting Guides:** Provide step-by-step assistance for common technical issues, like battery charging or bike assembly.

- **Service Center Locator:** Help users find authorized service centers nearby for repairs or maintenance.

4. Warranty & Service:

- **Warranty Information:** Provide warranty details based on the customer's purchase.
- **Service Scheduling:** Allow customers to schedule service appointments at approved centers.

5. Returns & Exchanges:

- **Policy Information:** Share return and exchange policies.
- **Return Process:** Guide users through the return or exchange process, including issuing return labels or initiating pickup requests.

6. Live Agent Handoff:

- If the chatbot cannot resolve the issue, it should seamlessly transfer the customer to a live support agent for further assistance.

Activity 3: Design the Conversation Flow for Key Scenarios

Scenario 1: Product Inquiry

1. **User:** "Tell me about the Helio A25."
2. **Chatbot:** "The Helio A25 is designed for city commuting with a 250W motor and a 60-mile range. Would you like to know more about its features, or compare it with other models?"
3. **User:** "Can you compare it to the B50?"
4. **Chatbot:** "Sure! The Helio B50 is more suited for off-road adventures, featuring a 500W motor and a suspension system. The A25 is lighter and more compact. Would you like more information on pricing or specs?"

Scenario 2: Order Tracking

1. **User:** "Where's my order?"
2. **Chatbot:** "Please provide your order number."
3. **User:** "[Order Number]"
4. **Chatbot:** "Your order is currently in transit and is expected to arrive on [Date]. Would you like to receive further updates via email?"

Scenario 3: Technical Support

1. **User:** "My bike isn't charging."
2. **Chatbot:** "Let's troubleshoot the issue. First, ensure the charger is plugged in properly. If that doesn't work, please try using a different outlet."
3. **User:** "Still not working."
4. **Chatbot:** "It seems like the issue may need professional help. Would you like to schedule a repair service at one of our authorized centers?"

Activity 4: Consider the Chatbot's Personality and Brand Representation

Chatbot Personality:

- **Friendly and Helpful:** The chatbot should be approachable, offering clear and concise answers. It should maintain a professional yet warm tone, aligned with Toutche's brand identity.
- **Knowledgeable and Efficient:** It must reflect a sense of expertise in electric bicycles and provide quick, accurate responses.
- **Eco-Conscious:** As Toutche promotes sustainability, the chatbot should incorporate language that reinforces the brand's commitment to eco-friendly products.
- **Brand Voice:** The chatbot's language should convey reliability, modernity, and innovation, reflecting Toutche's cutting-edge technology in electric bicycles.