vertical-chat Lab

This experiment sought to determine how well three chatbot personalities—Normal, Friendly, and Efficient—performed in a system for ordering fast food.
The results showed the main strengths and limitations of each personality, which was created to meet the needs of various users.

Normal Bot:

Strengths: Universally usable, neutral, and clear. For the majority of clients looking for simplicity, it worked effectively.
Weaknesses: Customers who wanted a more involved experience found it less interesting due to its lack of personality.

Congenial Bot:

Strengths: Successfully established rapport with customers by engaging them with warmth and humor.
Weaknesses: Slowed down and occasionally veered off topic, which could irritate customers who are looking for prompt assistance.

Effective Bot:

Strengths: Ideal for clients in a hurry, this approach emphasizes quickness and clarity.
Weaknesses: The encounter may seem impersonal and robotic.

Problems:

Hallucinations: The Friendly bot periodically broke the normal flow by introducing jokes or other subjects.
Tone Misinterpretation: Occasionally, the system misinterpreted the user's tone, resulting in comments that were incorrectly classified or conversations that were unnecessarily lengthy.