Chatbot Development Begins with Me

Post Session Reading Materials

Different types of Chatbots on the web today:

S.No	Chatbot name	What does it do ?
	ENDURANCE	Alzheimer's disease is a widely spread type of dementia, a condition, in which the brain does not function properly.Endurance has great potential to help scientists, researchers, and care teams better understand how Alzheimer's disease affects the brain.
	CASPER Insomnobot3000	It is a chatbot that has been created to help people with Insomnia. People can chat with this Chatbot when they cannot sleep and need a fun companion to talk to
	CogniToys	Unlike other bots being on regular platforms like web or mobile devices, CogniToys' conversational engine comes from IBM Watson and runs on a toy. The toy can be used by kids to engage and learn good things. Watch : https://www.youtube.com/watch?v=8uM8U9JJ9nU
	MedWhat	This virtual assistant answers medical and health questions for consumers and doctors instantly.
	Ask Leonard	This chatbot comes handy when you cannot decide what gifts you have to buy for someone. It is available over facebook messenger for users to interact with
	Kris	Kris answers queries related to baggage, check-in, new fare types, online booking and travelling with infants and children.It is the official bot from Singapore Airlines and is constantly getting updated with more than 3000-5000 queries every week
	Bus Uncle	Bus Uncle is a virtual assistant type of chatbot which helps to answers queries related to bus routes and timings. Talking to Bus Uncle is a fun experience loaded with a lot of rich responses like images.
	Niki	India-based shopping assistant that helps you get a ride, pick up laundry, book a hotel, and get event tickets.
	Mitsuku / Kuki	Kuki is one of the most human like chatbots. It has won the Loebner Prize 5 times (2013, 2016, 2017, 2018, 2019) which is given to most humanlike chatbots. It can tell jokes, stories, poems and horoscopes. It can assess statements for logic and given sane answers. It can look for pictures and websites on the net and play games too. Link: https://www.pandorabots.com/mitsuku/

Chatbots best practices :

1. **Keep the conversation non-formal:**
   For having a good conversational experienceThe exchanges should be kept as casual as possible. Two formal conversations tend to lower the interest of the users and they will eventually move away from the chatbot.

2. **Give your chatbot a persona**
   as the main form of interaction is a conversation it is always good too give your chatbot a persona. This will help to create a conversation experience in which the user feels that it is interacting with a human and hence creates a deeper understanding there are two basic ways to do this

   Branding a Name :
   By giving your chatbot an appealing name like in the case of Bus uncle or in the case of Kuki.by having a human like name they started to appear human like even before a conversation was initiated.

   Intuitive Messaging:
   If we can configure the conversations to have warm greetings and a good conversation flow in which each step makes sense it would appear not the chatbot is quite human like.

3. **Try to solve the problem at hand in smallest number of steps possible.**
   conversations that go too long make a negative impact on the users of the chatbot and they tend to feel that the problem that they have at hand is not being addressed efficiently. The user may tend to tire out and leave the conversation in between to find out alternative ways to get an issue resolution

4. **Try to cater for multiple platforms of delivery to have a higher amount of reachability.**
   your chatbot can only serve its purpose when it has a good reachability . if you have a really awesome chatbot but it only resides on your system then it is off no use to your end customers .
   a good option to go with is a mix and match of delivery platforms. There are many platforms available out there for you to use like Facebook Messenger ,Slack, telegram.
   Even for an organization that does not want it's chatbot to be on platforms exposed to Internet there can be a strategy in place by which they can identify different modes of delivery like email, organization specific chat application Or other intranet based web platforms.

5. **Keep a robust testing strategy in place** .
   Chatbots are fairly old but the technologies being used to develop them can be quite new. As we have already seen that even the best and the latest technologies can have shortfalls it only makes sense to "**test and test and test again**" your chatbot continually to make sure that any pitfalls or gaps in conversational experiences are

filled properly and in time. strategies for both functional and technical aspects of chatbots should be in place to design and develop future ready chatbots.

Other Platforms for Chatbot Development:
Apart from dialogflow which we covered in this course there are many other platforms that can be used to make great conversational experiences and efficient chatbots.Some of the popular platforms are :

1. Pandorabots :
Pandorabots is one of the oldest and the largest chat bot hosting services. Chatbots in excess of 300,000 have been built on this platform. Pandorabots is quite popular among developers enterprises and freelancers . Mitsuku being such a popular chatbot is high in demand and Pandorabots let's you license its code base to incorporate into your own chat bot application .
Pandorabots Has a free service as well that allows you two bots and up to 1000 messages per month.

2. Botscrew :
What screw platform is aimed at midmarket businesses and enterprises the platform was created with non-coders in mind. It allows you to create, update, train and analyze your chatbots on the go with its user friendly interface. Like most other platforms it also provides integrations with Facebook Messenger, WhatsApp, Twitter, telegram etc.There are various pricing options available as well to cater to different types of developers and their needs .

3. MobileMonkey :
MobileMonkey has features that suit a wide range of developers from novice to very sophisticated .Like many other platforms MobileMonkey also keeps non technical users in mind. Mobile monkey is the only platform it allows marketers to make Facebook ad bots, SMS bots and web based chat bots at a single place. Like BotScrew in pandorabots it offers plans ranging from $49.00 per month to $149 per month for developers to choose from.

4. IBM Watson :
IBM Watson is the AI service from IBM and is the umbrella technology for a lot of services like AI for customer service, chat bots, AI in medicine ,weather forecasting, advertising, Social Media Research etc .

5. Chatfuel :
Jet fuel is another popular chat bot development platform with the only limitation and it works with Facebook alone. Jet fuel is backed by Facebook's AI and like dialogflow requires very little coding get your chat bot up and running. The three features of chatfuel are free but the premium plan can cost around $300 per month .