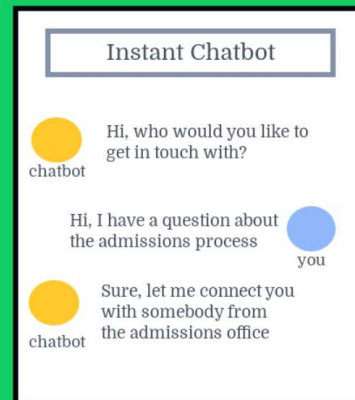


Prototype Draft for Chatbot Feature

*Case 1: Student connects with a member of an administrative
department*


CLAFLIN WEBSITE





CLAFLIN WEBSITE

Kendra N.

You are chatting with kendra, head of admissions

 Hi, how may I be of assistance?
Kendra


Hi, I have a question about the admissions process 
you


 Sure, please let me know how I can help :)
Kendra


Case 2: Chatbot leads to the FAQ section


CLAFLIN WEBSITE

Instant Chatbot

 Hi, who would you like to get in touch with?
chatbot

Hi, I have a question about the application process 
you

 Sure, would you like to take a look at our application FAQ first?
chatbot

Yes 
you

Applications FAQ

Instant Chatbot

chatbot

You are viewing the Applications FAQ. Do you still need assistance?

Yes

you

chatbot

Sure, would you like to connect with somebody from the applications department?

Yes

you

Case 3: Chatbot from the administrative department's end

Clafin Website

Instant Chatbot

chatbot

You have a chat request from Shilpa Kannan. Would you like to connect?

Yes

you

chatbot

Okay, connecting you with Shilpa Kannan.

Claflin Website

Shilpa K.

Hi Shilpa, how can I be of assistance to you?



you



Hi Ms. Kendra, could you please help me with admissions
Shilpa