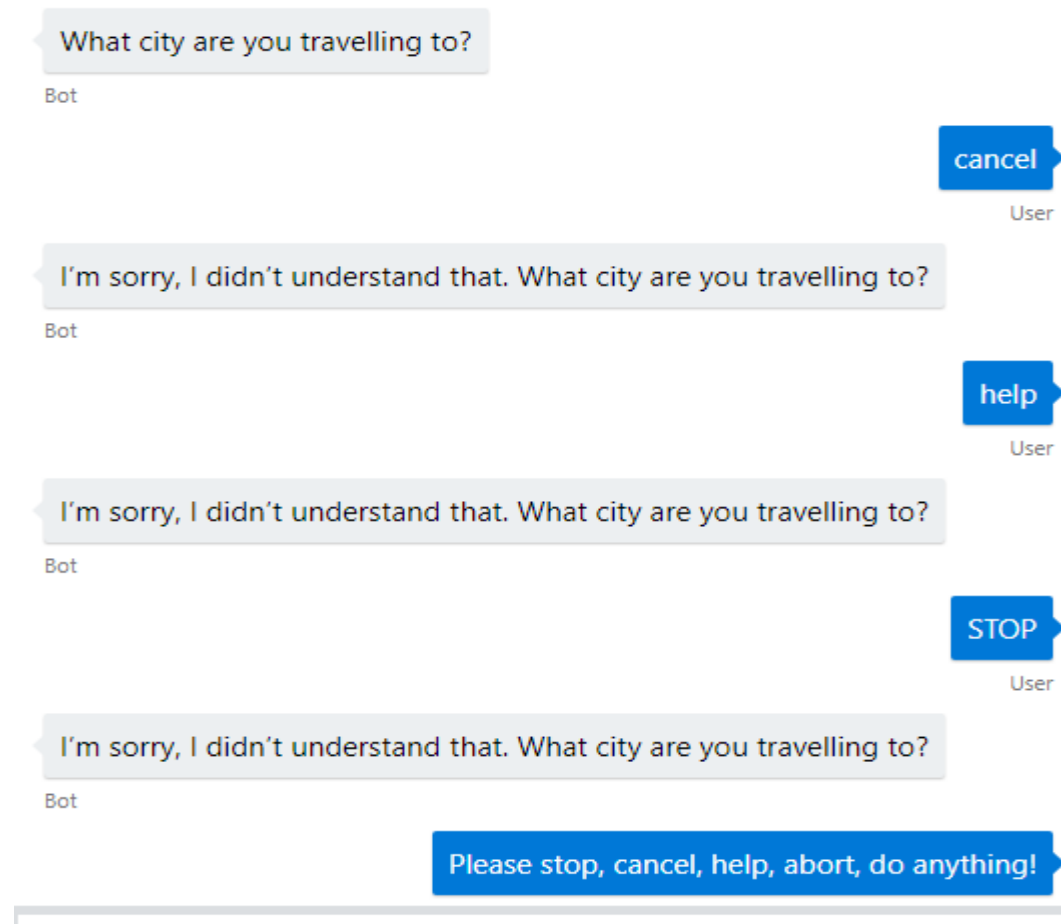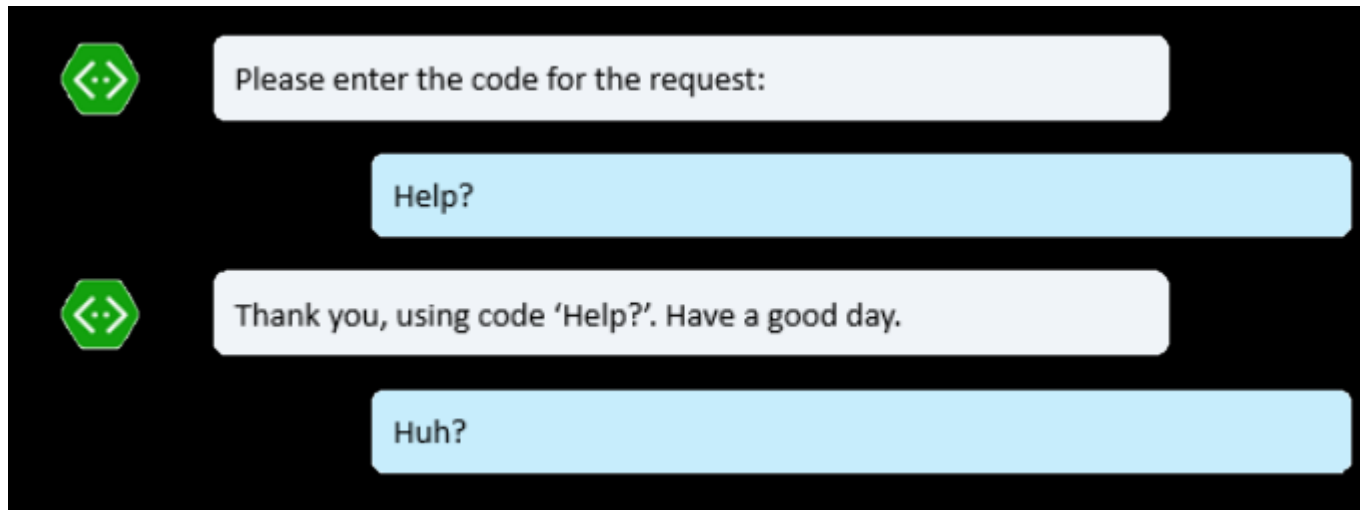# Bot navigation anti patterns

The "stubborn bot"

The stubborn bot insists upon maintaining the current course of conversation, even when the user attempts to steer things in a different direction.

What city are you travelling to?

Bot

cancel

User

I'm sorry, I didn't understand that. What city are you travelling to?

Bot

help

User

I'm sorry, I didn't understand that. What city are you travelling to?

Bot

STOP

User

I'm sorry, I didn't understand that. What city are you travelling to?

Bot

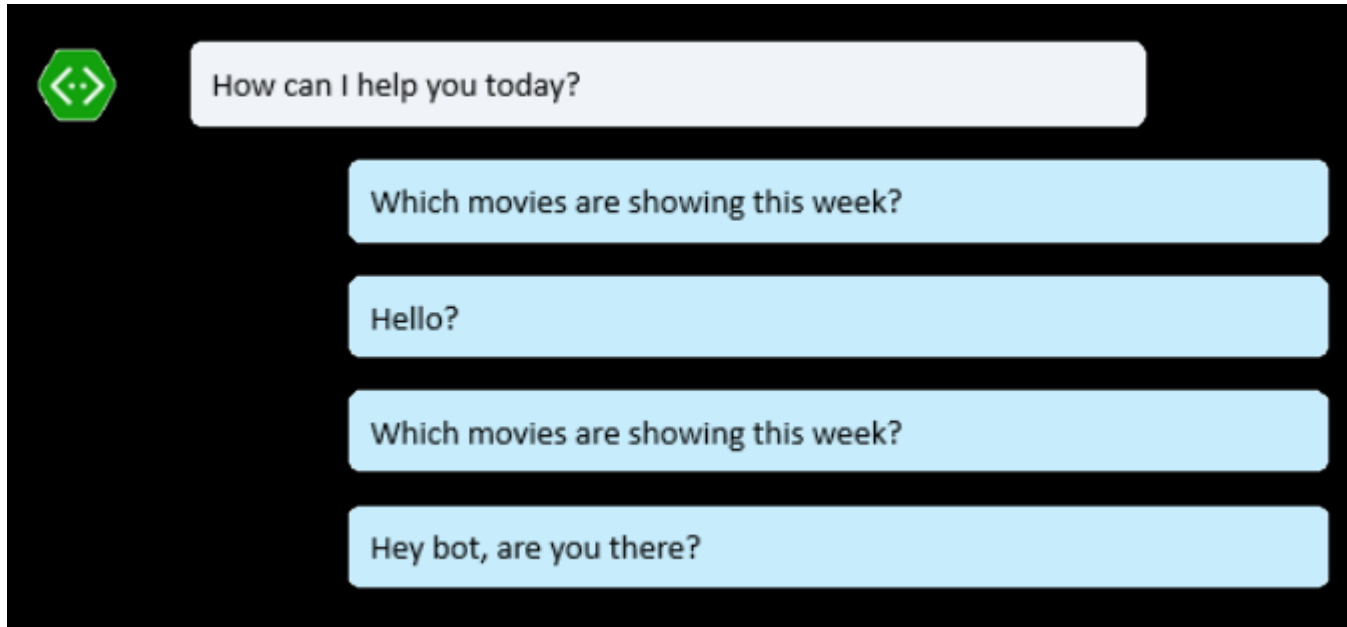Please stop, cancel, help, abort, do anything!

The "clueless bot"

The clueless bot responds in a nonsensical manner when it doesn't understand a user's attempt to access certain functionality. A user may try common keyword commands like "help" or "cancel" with reasonable expectations that the bot will respond appropriately.
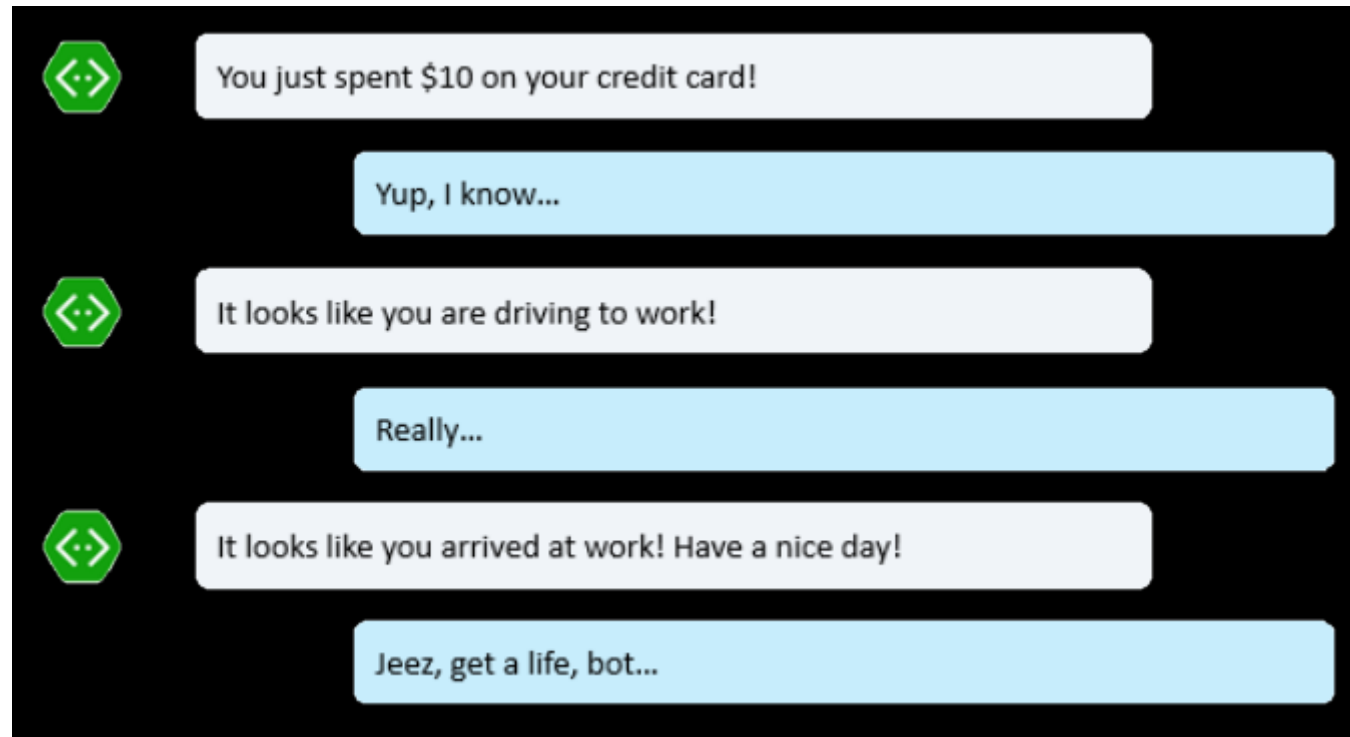
The "mysterious bot"

The mysterious bot fails to immediately acknowledge the user's input in any way.

The "captain obvious bot"

The captain obvious bot provides unsolicited information that is completely obvious and therefore useless to the user.

The "bot that can't forget"

The bot that can't forget inappropriately integrates information from past conversations into the current conversation.