CHATBOT DEPLOYMENT WITH IBM CLOUD WATSON ASSISTANT
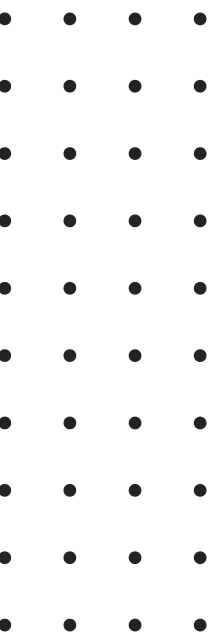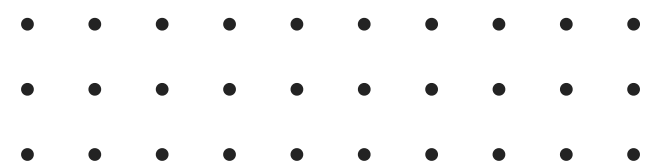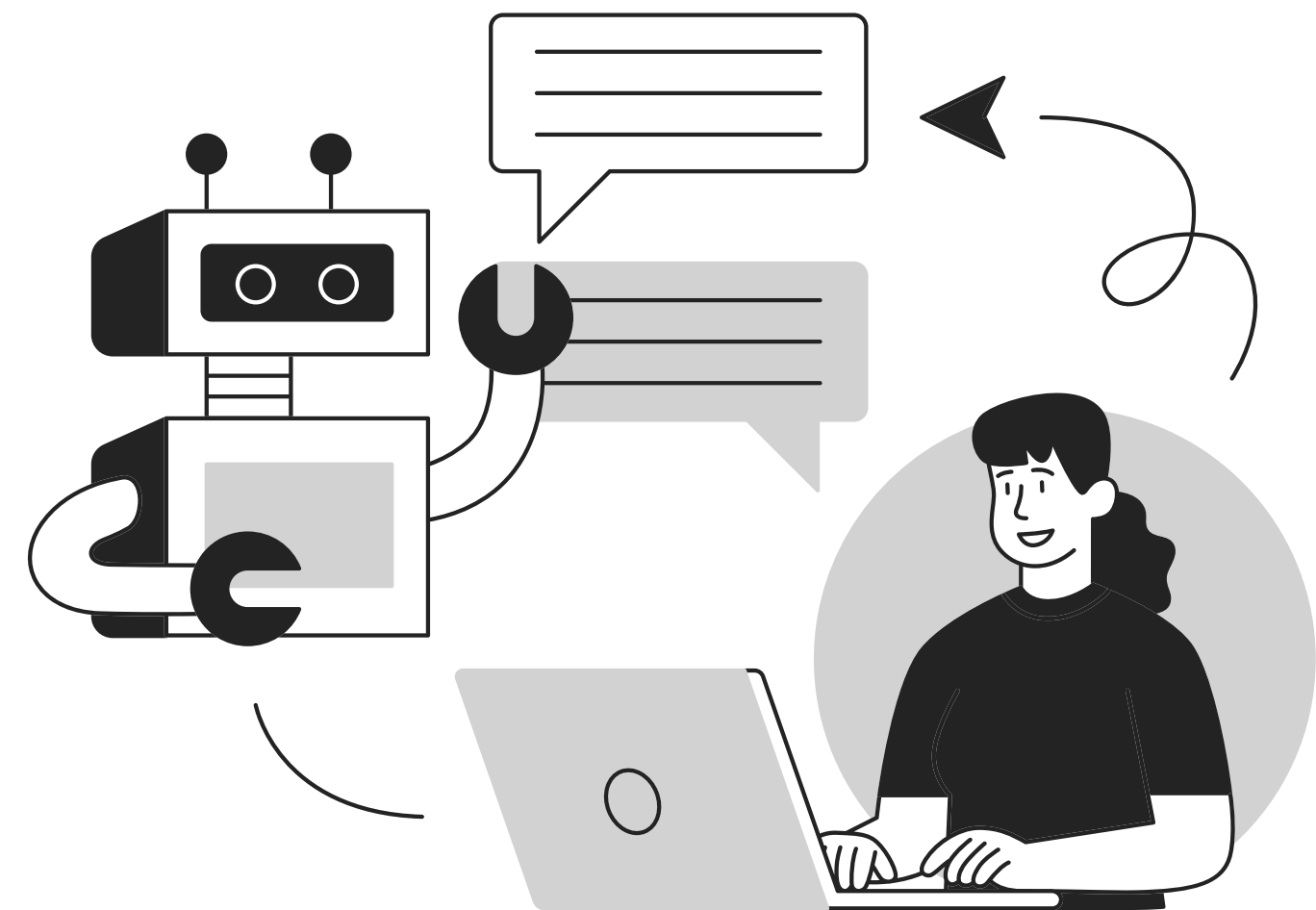
By

V. Sangeetha
M. Sowmiya
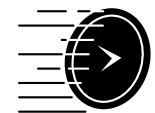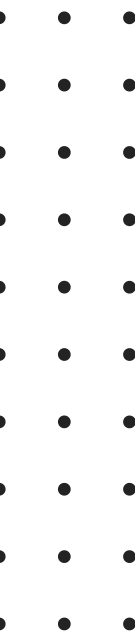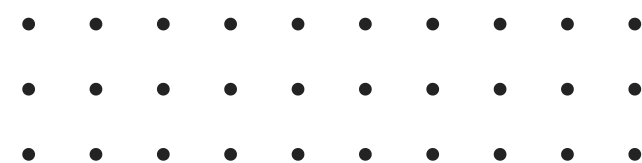N. Srimathi
V. Swetha

PROBLEM STATEMENT

Create a helpful chatbot using IBM Cloud Watson Assistant for Facebook Messenger and Slack.

Make the chatbot friendly, quick to respond, and easy for users to get information.

Use the chatbot to build connections with users, offering personalized help and efficient interactions.

PROBLEM SOLVING USING DESIGN THINKING

EMPATHIZE

- Create detailed user personas that represent the diverse needs and preferences of your target audience for chatbot interactions.

- Collect user feedback through surveys, interviews, and observations to understand their challenges and expectations.
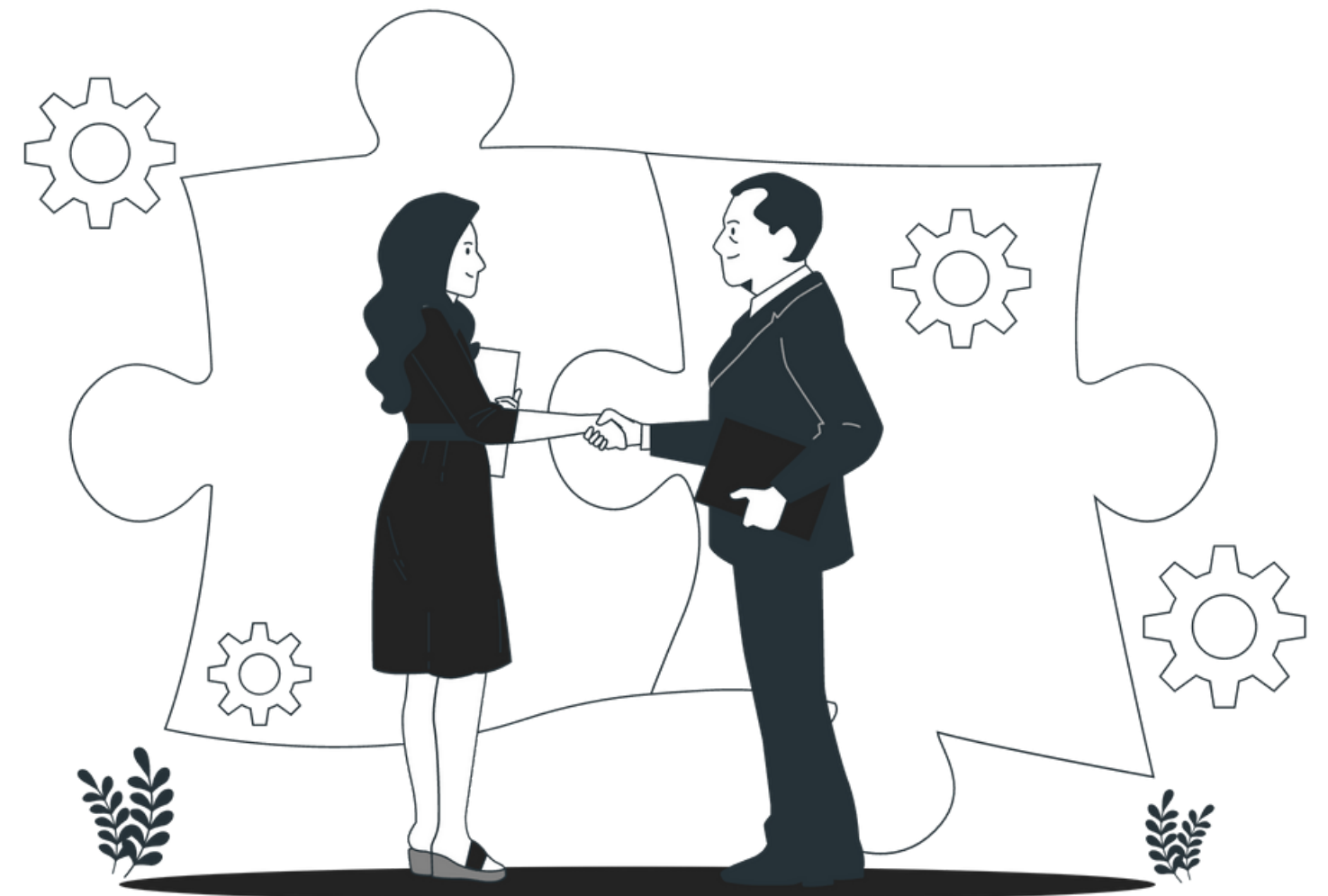
DEFINE

- Refine the problem statement based on user feedback and insights, focusing on addressing specific pain points identified.

- Clearly define the scope and objectives of the virtual guide project to ensure alignment with user needs.
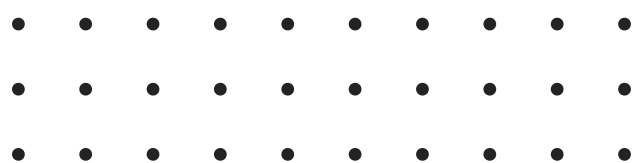
IDEATE

- Organize brainstorming sessions to generate innovative ideas for chatbot features, content delivery, and personalized interactions.

- Use a prioritization matrix to rank and prioritize features based on their potential to address user needs effectively.
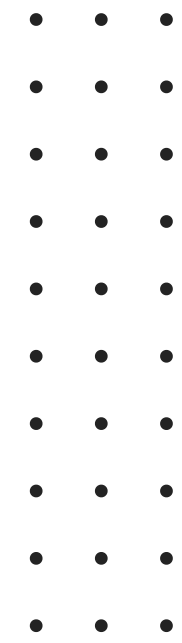
PROTOTYPE

- Create chatbot prototypes that prioritize user-centric design, focusing on intuitive conversational interactions and quick access to information.

- Ensure that the chatbot is accessible and user-friendly across various messaging platforms.

TEST

- Conduct usability testing with real users to identify usability issues, refine conversational flows, and gather actionable feedback.

- Establish iterative feedback loops to continuously improve the chatbot's design and content based on user testing insights.

THANK YOU