

Design Documentation

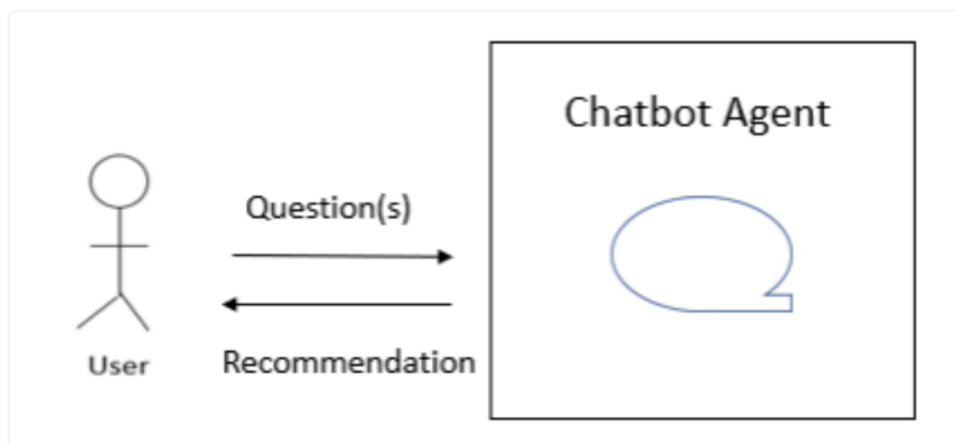
Overview

I am creating a prototype Holiday Chat Agent on behalf of First Holiday, the main goal of this project is to provide their customers with a GUI interface (available on their website) where they can input several statements and receive a destination recommendation.

How will it work?

The Chat Agent will be accessible via any web browser, generally on the company's website. There will be a '💬' icon in the bottom right corner (I have chosen to use '💬' as the icon for the chatbot as this is a universal standard that many users would have seen before on other websites, so I felt that this was the best UI choice for this design aspect of the chatbot), the user will click this and be presented with chat GUI. The bot asks some initial questions to gather the user's destination requirements, using AI and machine learning from the language model that has been created through training the bot on conversational data, the bot will then return a recommended hotel the user could stay at; based on the data set which was provided. All responses for each session are shown in the chat GUI and are captured then written to an Excel file, which an internal member of staff can review to generate possible sales leads.

In some cases, the chatbot may not be able to understand the user's input or may not have a pre-defined set of responses for a particular question. In this case, the bot will provide user feedback as required by the spec so that the user will know that the chatbot does not understand what they have asked.



Development Timeline

This is the general plan of the development life cycle:

Day 1: Design & Specification

Day 2/3: Development

Day 4: Testing

Day 5: Documentation

Overall, the design process for my AI chatbot will involve defining the purpose and functionality of the chatbot, designing the user interface and conversation flow such as the responses and training data that will be used to train the chatbot and enhance its conversation flow along with developing a plan for testing and deployment.

How do we measure success?

This project will have been a success if there is a functioning Holiday Chat Agent GUI available by the end of the planned development life cycle, which meets all the stated requirements and is completed before the deadline of 5 days.

I plan to have my AI chatbot able to mimic a human conversation as closely as possible, allowing the users to interact with it as they would with a human agent.

Launch plan

My documentation and code will be used by the technical team at First Holiday Ltd to create an enhanced customer version.