

Version 1.02

# Cornell Chatbot User Guide

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# USER GUIDE

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## Document Revisions

Date	Version Number	Document Changes
04/19/2019	1.00	Initial Draft
05/11/2019	1.01	Fix contents
05/16/2019	1.02	Final Version

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## 1. Introduction

### 1.1 Scope and Purpose

The goal of this project is to develop an interactive chatbot-like mobile application to answer Cornell related questions. The chatbot would allow users to send questions in text or audio and return the specific answers.

Questions cover topics such as weather, time, food, health, study, location and so on.

Our target users are mainly Cornell first-year students and people who attend orientation.


## 1.2 Process Overview

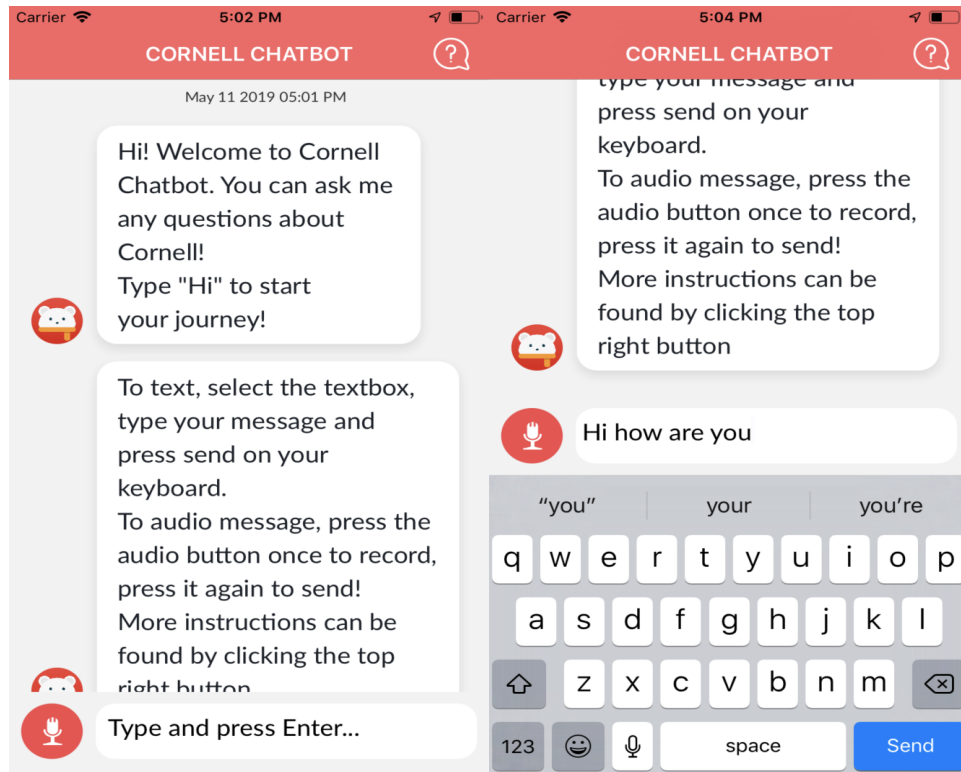


*(The launching page when opening the app)*

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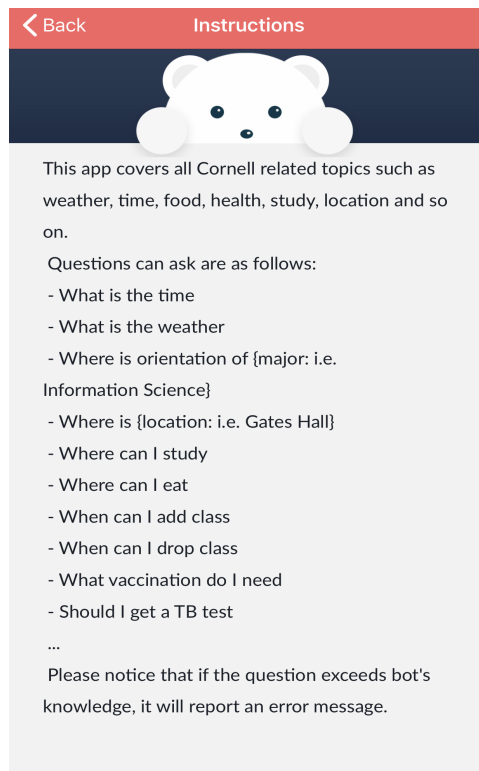
After launching the app on the phone, user can both type using keyboards, or press audio

button  to ask chatbot questions such as follows:



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Press help button  for instructions:



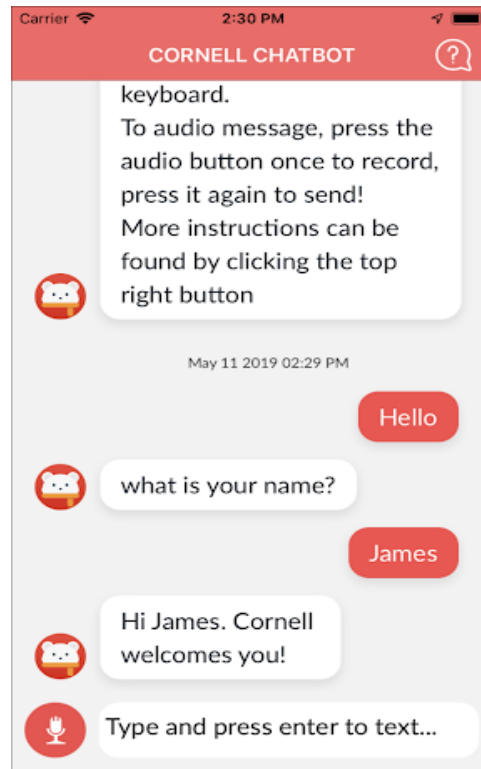


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User should expect the chatbot to answer the following topics:

## ***Greetings:***

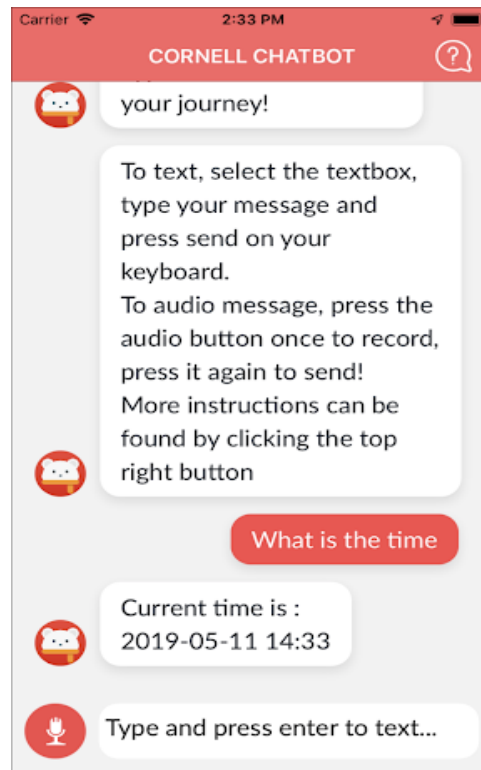
Remembering the user's name, and greeting with a welcoming message.



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## *Time:*

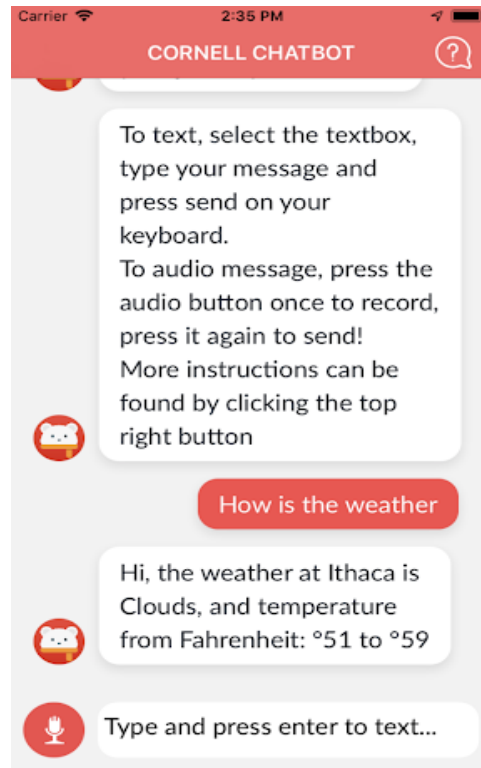
Giving user exact local time.



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## **Weather:**

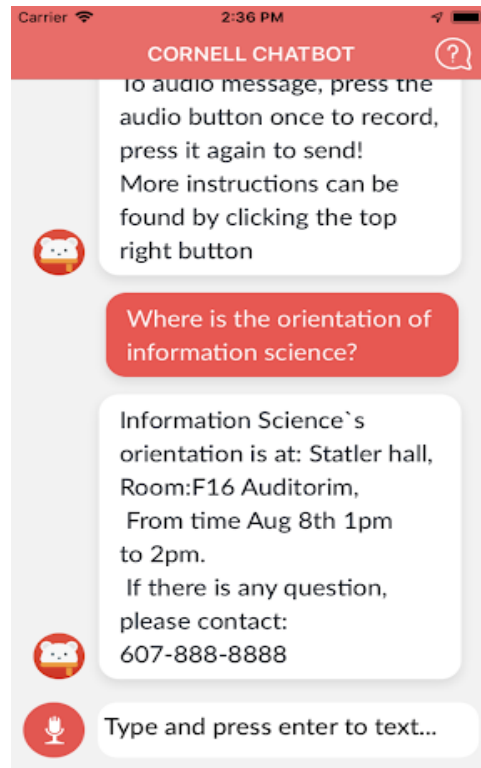
Getting current weather information (weather type and temperature interval) based on the user's input location and the default location is "Ithaca".



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## **Orientation:**

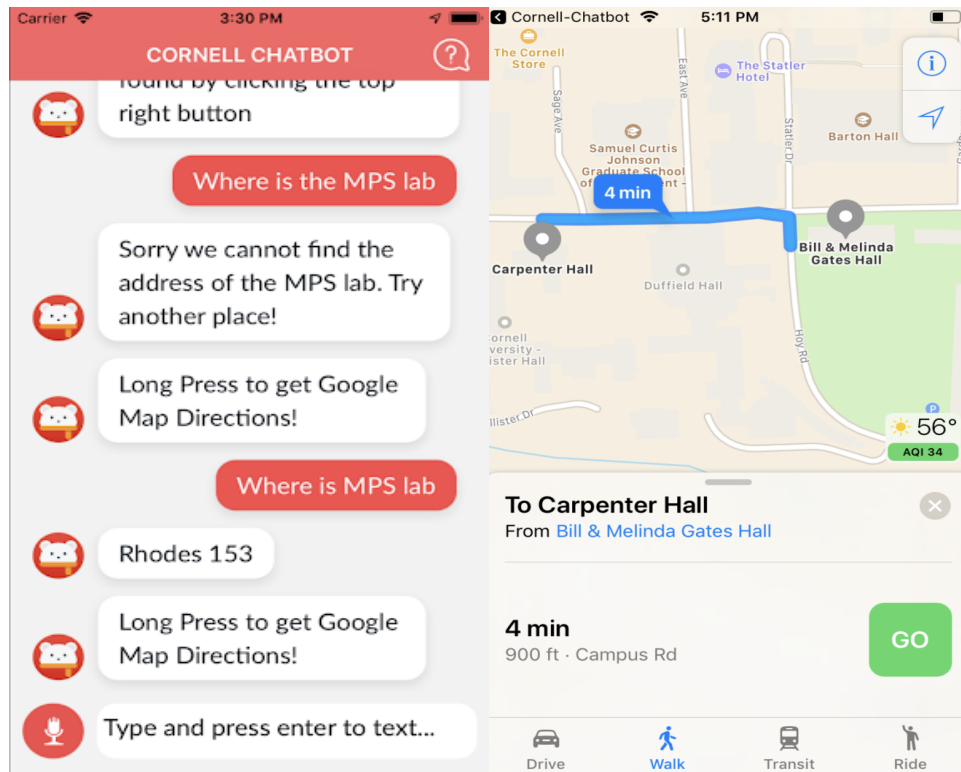
Relying on unique major, freshman in different departments can quickly get to know the detail location, orientation event time and emergency contact information.



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## Location:

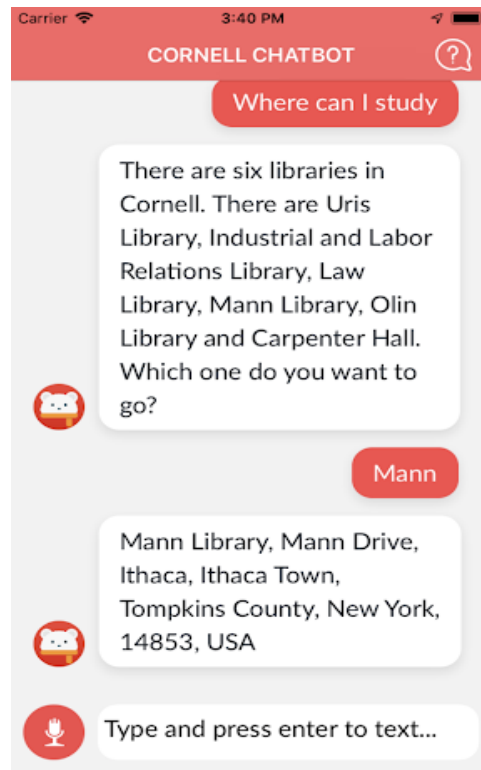
Answering a location inquiry with an address.



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## *Library:*

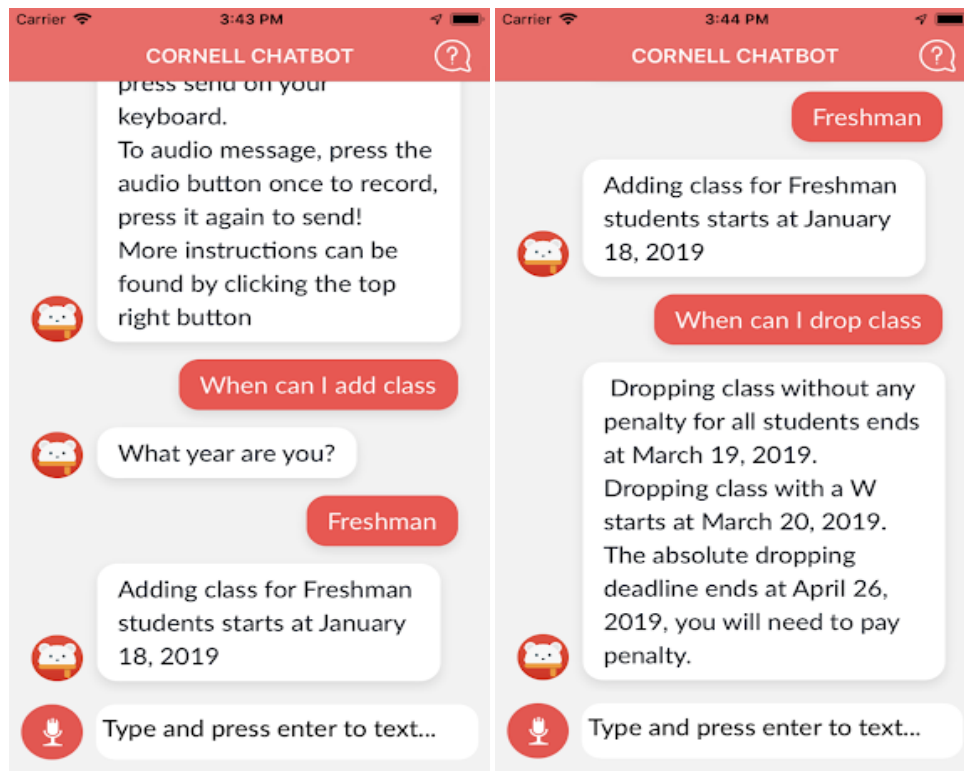
Answers users with a list of six Cornell libraries and their locations.



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## ***Important Dates:***

Informing students with important academic dates. If the user asks about “add class”, the follow-up question “what year are you” will be triggered since students in different years have different deadlines. If user asks “drop class”, only one answer will be provided since the drop class deadline is the same for all students. Drop class deadline includes dates that dropping without any penalty, dropping with a W on the transcript and the absolute drop date with penalties.



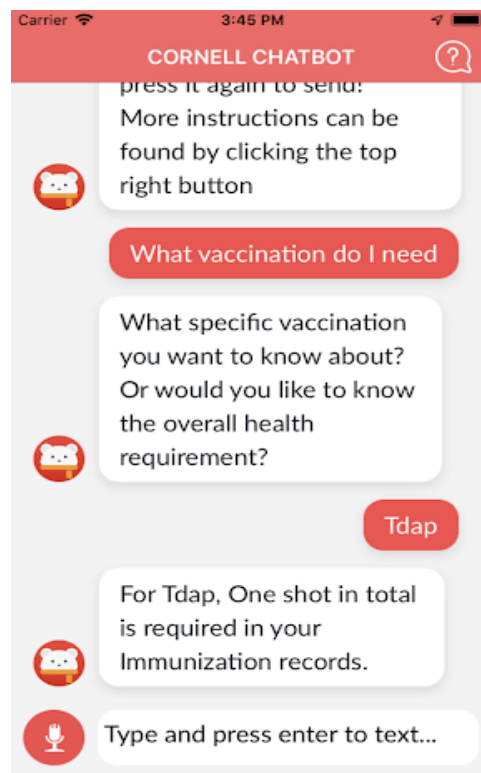
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## ***Health Requirements:***

Cornell Health requires international students to take a list of vaccinations before officially matriculated. If the student hasn't completed the requirement, they may face course hold or other limits. As a result, the health requirement is among the most focused topic for newly-enrolled students.

By asking the question about the general health requirements, the user will get a completed list about what they need, therefore they don't have to search through the Internet.

For questions on specific vaccination shots, the bot will also answer the specific information on these topics. For example, if the user asking questions on Tdap, the bot will answer how many shots should be taken or shown on this student's immunization record.



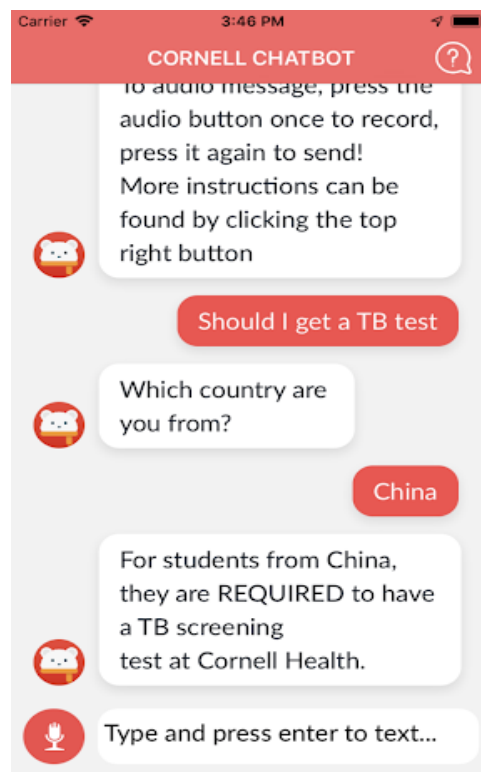


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## ***TB Test Information:***

This is a sub-topic of the general health requirement of Cornell. For the international students from countries identified by the World Health Organization as has “high evidence” of Tuberculosis (TB) existence, they have to take TB test at Cornell Health.

It is a bothersome process for the new students to search through the Internet to check if their countries are on the list. And it is also troublesome to consult whether they have to take the TB test at Cornell. This function will give a prompt answer to the students who have such concerns.



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## **Eatery:**

Recommending eateries around Cornell campus, based on where the user is/where the user wants to eat. After the user expresses an interest in finding a place to eat, the chatbot will ask where the user is located. If the user is not sure where s/he is, the chatbot would answer with eateries around Central Campus. If the user does not have a preference, the chatbot would randomly pick an area for the user and recommend the eateries for the user.

