

Milestone 2 - A runnable chatbot prototype

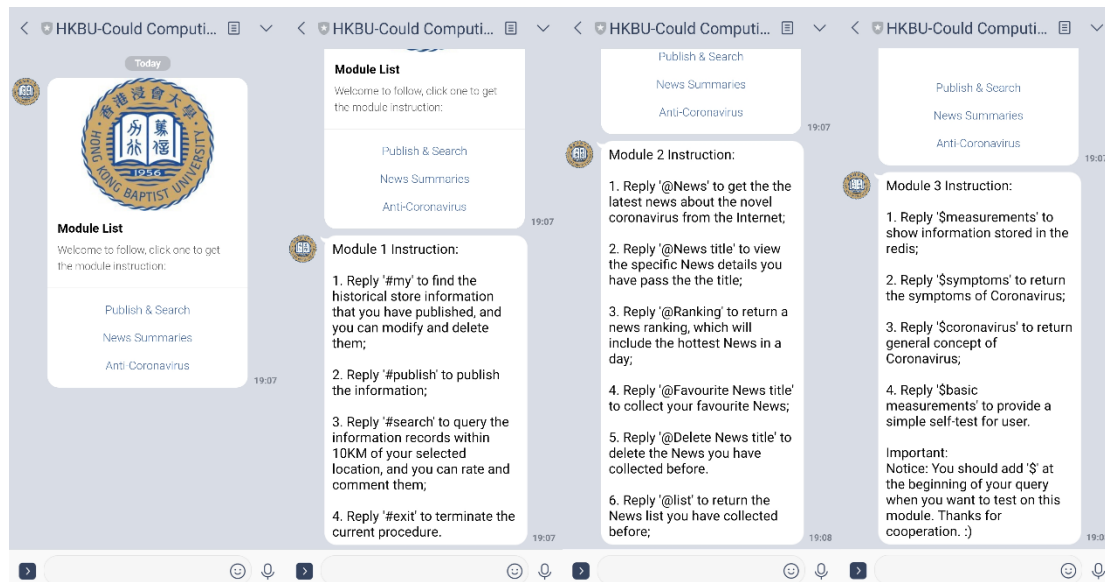
QR Code



Bot basic ID: @193bjuwe

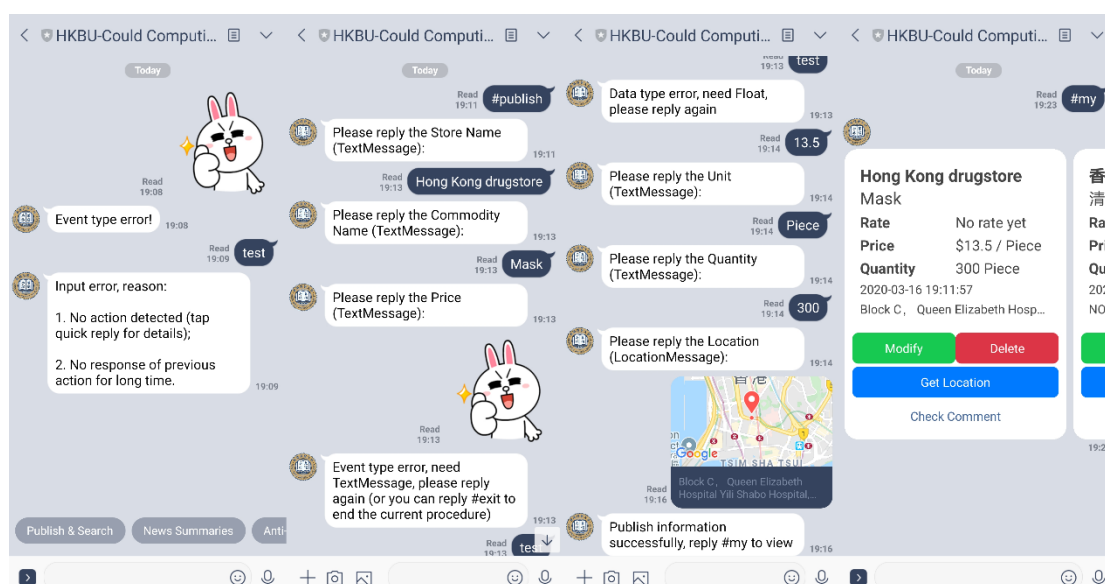
Screenshot

Public Module – Handle Follow Event



When the user follows the LINE Chatbot, the system will send the buttons template message, which provides the LINE Chatbot tutorial for the user, tell the user how to use LINE Chatbot. Users can click the button of the module to obtain the operation method.

Module 1 – Publish & Search



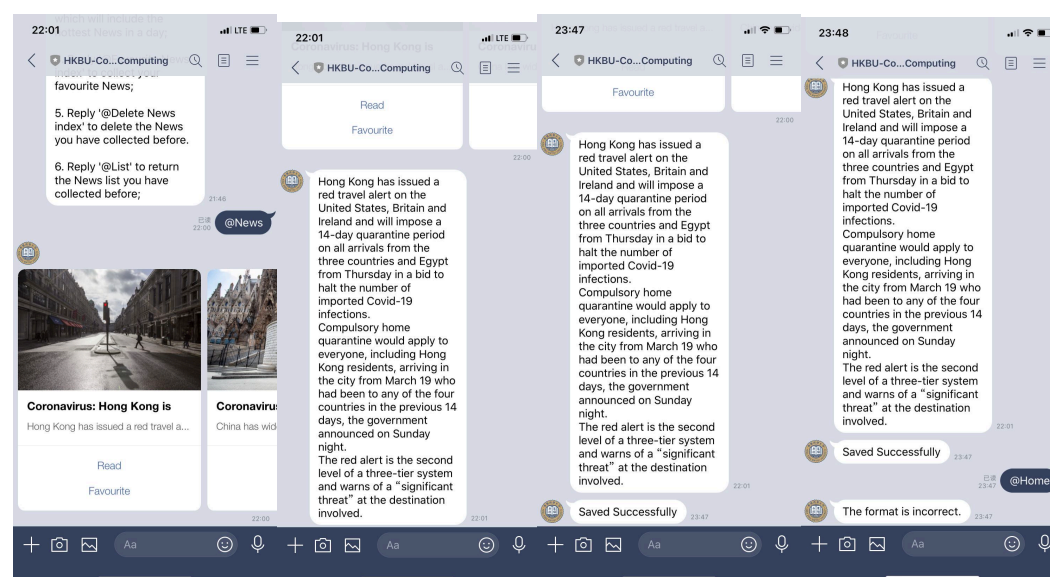
In terms of error handling, the LINE Chatbot will send the corresponding error prompt for the event type that cannot be handled at present. Meanwhile, if the LINE Chatbot

detects that the user sends the wrong keyword, the system will reply input error and pop up quick reply buttons, the user can get the operation method of each module again after clicking the button.

Users can publish information by sending the keyword “#publish”, the user replies to the attribute value according to the corresponding attribute name prompted by LINE Chabot, and stores messages in the Redis database. Meanwhile, the LINE Chabot will validate event type and data type of message replied by the user, and give the corresponding error prompt. For example, users should send a float type message when they input price, or the system will ask users to reply again. Users can also send the location message, which will be parsed into longitude, latitude and address, and store in the Redis database.

Users can query published information by sending the keyword “#my”, LINE Chabot will return details in the form of a flex message. The flex message includes the contents previously input by the user, “Modify” button, “Delete” button, “Get Location” button and “Check Comment” button for further operation.

Module 2 – News Summaries



When users send the “@News” keyword, the Line Chatbot will send the latest news about the novel coronavirus from the Internet back to users and this function will consume other services.

To be more specific, the news carousel mainly contains four parts. Namely, news image, news title, news abstract, and read button.

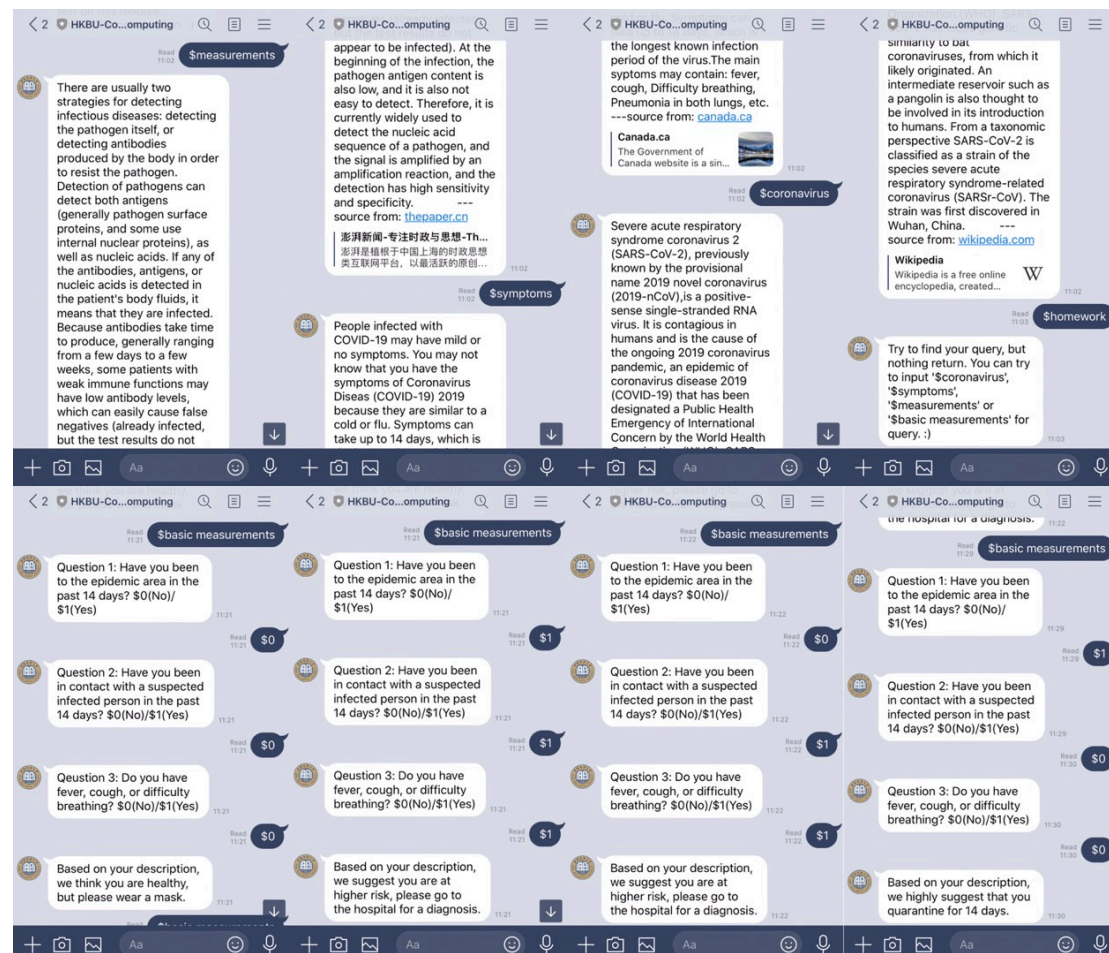
Moreover, if users want to view the news details, they can simply press the Read button on the news list. Then the Line Chatbot will return the news details to users.

The template includes a read and favorite button. but the favorite button is under development. so only the read button can provide service.

For some other reasons, users send some illegal commands, which are not supported by the Line Chatbot. The Line Chatbot will automatically check the message that users

send and return a “The format is incorrect.” message.

Module 3 – Anti-Coronavirus



User can type some keywords with prefix '\$', such as '\$symptoms', '\$coronavirus'. No matter uppercase or lowercase, the chat bot can deal with it and return a relative answer stored in the redis server. But if the client input a wrong keyword or a keyword that does not stored in the database, the bot will return a prompt 'Try to find your query, but nothing returns', etc. User can reinput their queries at the moment.

If user type '\$basic measurements' in the chat box, the LINE chatbot will provide a simple self-diagnose program for user. There are three questions in total. Each question is a weighted question. According to the answers, there will be three different types of answers, such as "healthy, please wear a mask", "high risk, please go to hospital for a diagnosis" and "you should quarantine for 14 days at home". If user type invalid answer, it doesn't matter. The bot will detect it and allow user reinput the proper and valid answer with no negative effect.

Revision

Public Module – Handle Keywords

Different modules had a variety of keywords before. Now each module keyword starts with a specific character. The prefix of “Publish & Search” module keyword is “#”, the prefix of “News Summaries” module keyword is “@”, the prefix of “Anti-Coronavirus” module keyword is “\$”. It can avoid using the same keyword between different modules. The LINE Chabot can process different modules according to the message prefix.

Module 1 – Publish & Search

1. Previously, the keywords were too long and inconvenient for users to input. Now I shorten keyword length, users can send a lowercase word to enter the specified procedure, and it improves the user experience.
2. Some keywords included information record ID before, and it is a tedious process to input. Now users can modify information, delete information, comment information and rate information by directly clicking the button in flex message.
3. Users were not allowed to comment and rate their own published information before. Now in order to facilitate the test of comment and rate functions (no need to register a new Line account for the test), users are allowed to comment and rate their own published information.

Module 2 – News Summaries

1. For the first time, it defined that users send @Read news title to retrieve the specific news. But after implementing the news carousel, I found that it is better to set the Read button to get the news. I think this is more natural and friendly to imply this function.

Module 3 – Anti-Coronavirus

Nothing modified in milestone 2.