Appendix 1

Our process

We created four chatbots through the programs ChatterOn and DialogFlow. During our work on the chatbots it became clear that the group's research question was a bit vague. To test our research question our chatbot would have to possess the ability of machine learning or deep learning in the form of neural networks, similarly to the chatbot "Tay". It became obvious that ChatterOn and DialogFlow didn't possess these qualities, therefore we decided to create two versions depending on the tone the user used to communicate with the chatbot. If the user is rude, the chatbot will respond in a rude manner, if not, the flow of dialogue will have a much nicer tone.
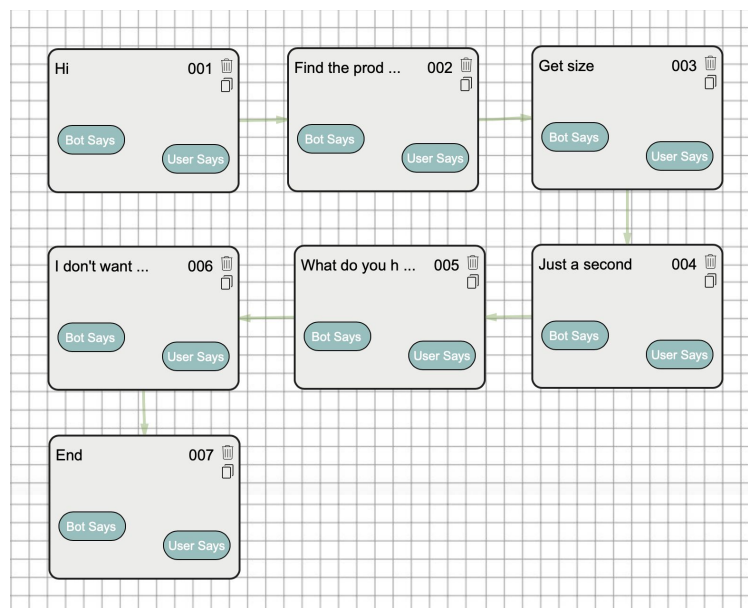

Figure 1: Screenshot of "Flow" in ChatterOn.

The outcome

In the end we decided to go with the two chatbots we created in ChatterOn, because we realised DialogFlow was too complicated. In ChatterOn we created one "rude" chatbot and one "kind" chatbot to illustrate the different outcomes depending on the user's answers. The result was as predicted because we followed a manuscript, and the process went quite smoothly except that the programs had a learning curve.

Rudebot: The results of this string of choices will lead the bot to give you curt and rude replies. In Figure 2 the user is very demanding and rude towards the chatbot, and therefore it answers in the same manner.
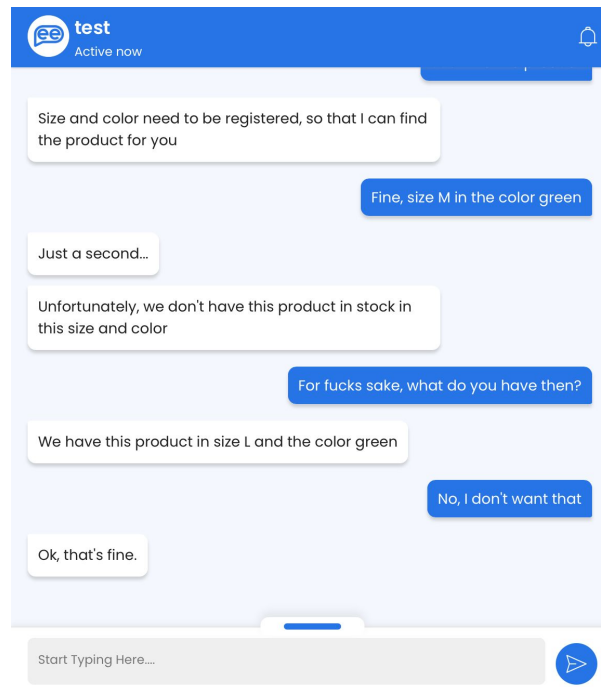

Figure 2: Screenshot of rudebot.

Kindbot: The results of this string of choices will lead the bot to give you more nice and polite replies. In Figure 3 the user writes in full sentences and uses a polite language, and therefore the chatbot becomes more helpful and nice towards the user.
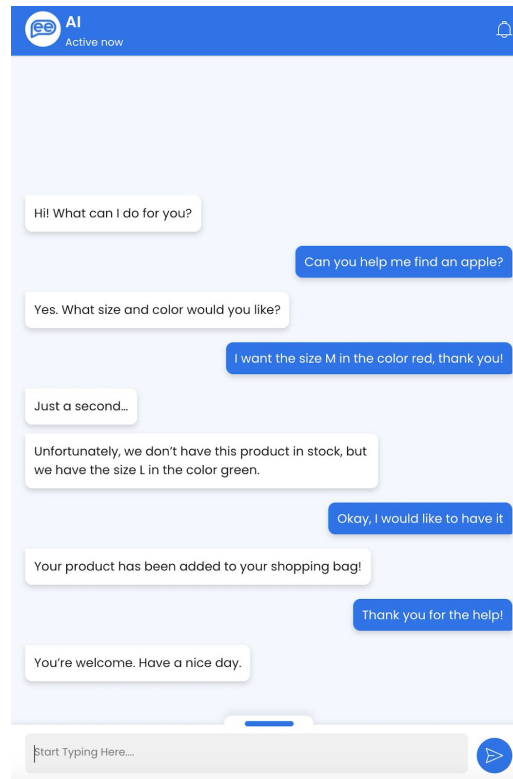
Figure 3: Screenshot of kindbot.

What we learnt and challenges

Both ChatterOn and DialogFlow only allowed for one user to work on the chatbot. This was challenging as we had to split the group for different tasks, we decided that half of the group were in charge of the chatbots whilst the rest of the group would write on the report.

We felt that the user interface in ChatterOn was a little confusing, which made it difficult to work with. When we eventually got used to the interface the program became much easier to work with, and we managed to quickly finish the assignment. As mentioned earlier DialogFlow was complicated to work with, and would have taken up an unnecessary amount of time.