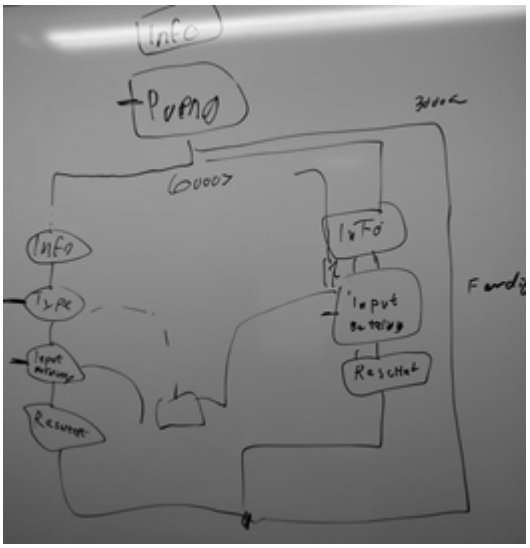
Chatbot design task

1.1 Introduction

In this assignment we created a chatbot. We tried to connect this assignment to our topic in the group assignment, social credit system. The idea we had was a chatbot that treats people differently based on their social credit score. We ended up creating a chatbot that helps people get loans, but gives different offers based on their score.

1.2 Process

In the beginning of the process we started to sketch how the flow in the chatbot should look like. The first box was a greeting box, where the user gets information of what the chatbot can help with. Further, the chatbot would ask what the social credit score of the user is. We decided that the maximum score was 12 000 and then we split the flow in two, those under and those over 6000. The flow for those over 6000 would get more options and better conditions on their loan. We then decided to add a third flow to the system, and this would be for those who have a score under 3000. These people won't get any loan from the bank, because of their low score.



Then we started to create the chatbot. In the beginning we needed to learn how Chatteron works and therefore we watched some tutorial videos on the webpage. This helped us learn some of the basic tools needed to create our idea. During the creation of the bot, we figured

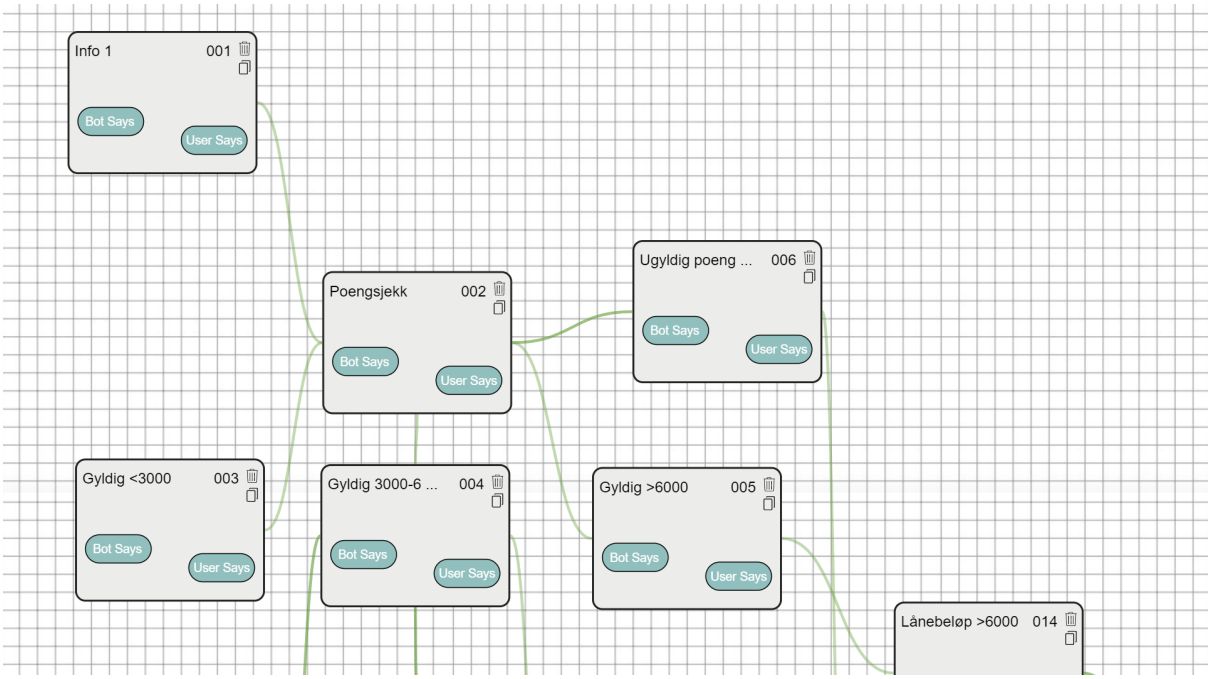
out that we would have to add some elements that we didn't have in our sketch. As an example, if a user provides an invalid input, in our case not a number, the flow needs to take the user back so they can try again.

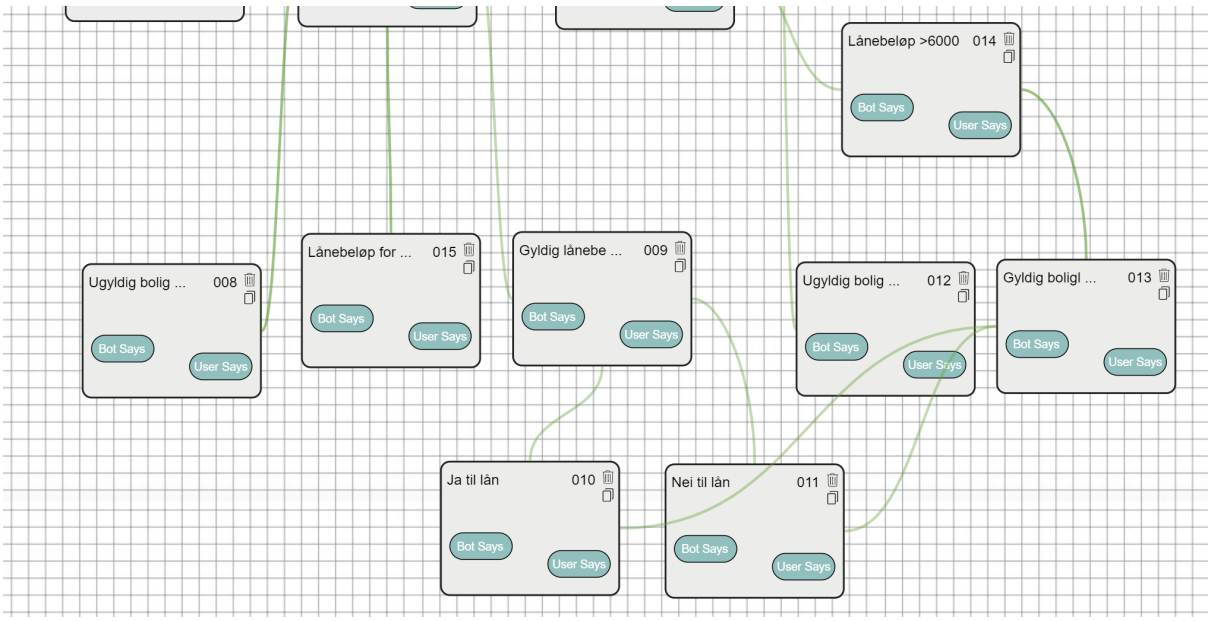
1.3 Reflection and learning

We created a chatbot that is simple and missing many of the processes that are necessary to get a loan, for example credit check. But it still shows how the idea works. Our simple chatbot still needed a lot of paths to get through the system. One question ended up having a minimum of two paths to proceed, and our question had only numeric answers. This shows how complex a chatbot is. To create a chatbot with many different answers and questions is difficult, especially if the user can write long answers. What may seem like an easy answer demands a lot of information underneath the surface to make the chatbot able to respond, even with a simple flow-based chatbot such as this.

To get a good flow was something we learned through this process. If the user writes something that is not expected, the chatbot needs to give the user the opportunity to try again. In our chatbot the user was sent back to the question if it was not answered like expected.

Chatbot flow structure in Chatteron:




Lånebeløp >6000 014
Bot Says
User Says
Ugyldig bolig ... 008
Bot Says
User Says
Lånebeløp for ... 015
Bot Says
User Says
Gyldig lånebe ... 009
Bot Says
User Says
Ugyldig bolig ... 012
Bot Says
User Says
Gyldig boligl ... 013
Bot Says
User Says
Ja til lån 010
Bot Says
User Says
Nei til lån 011
Bot Says
User Says