IN5620 - Interaction with AI

Appendix - designing a chatbot

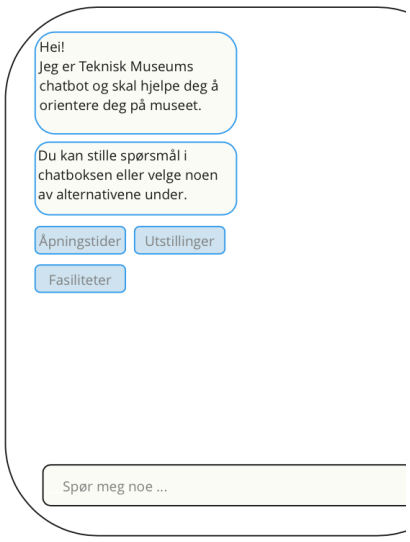
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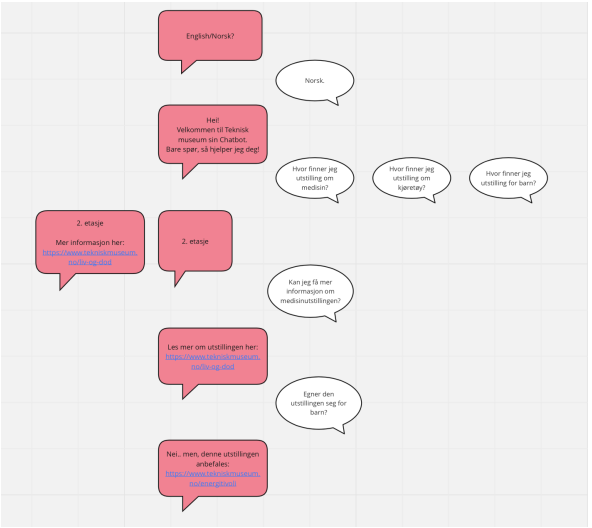
Introduction

We wanted to keep relevance between our main project and this chatbot exercise, hence why we chose to design a museum-chatbot with the goals of helping the visitors to orient themselves around the museum and its general information such as opening hours or other frequently asked questions.

Process

We agreed a time for a group meeting so that we could discuss the topics each of us imagined the chatbot could cover. Shortly after, we agreed that the topic should be angled towards our main project, the Technical Museum. Then, each group member created a user in Miro, to collaborate on the task flow. Here it was important to create scripts and design various conversations and questions that our chatbot could answer. Some brainstorming is shown in the illustrations beneath. We decided that the chatbot should answer general questions related to the museum, and created different flows with several answers to the same question. In the end, we explored various tools that could create a chatbot, and the choice landed on Chatfuel, as it was the most intuitive in its interface.





Results

The result of this task became a very simple chatbot answering questions about the museum. The user can ask questions related to opening hours, exhibitions and other facilities at the museum. In addition to very simple answers to give the user what they want, the chatbot often adds links in its answers to relevant information such as a link to the exhibition description if the user asks where they can find a certain exhibition.

Reflections

At first, the task seemed manageable, but as we started the process of creating the bot, we realized that it was more comprehensive than expected. We think we could have put in a bit more time to look into what functionalities the bot-making platform can generate, and maybe try using another platform that could visualize our vision better as we had great ideas for our chatbot in the initial phase. For instance we wanted a balance between users ability to write in their own input as well as choosing between pre-defined key words to simplify the interaction. We also had designed an interaction for users to choose between Norwegian and English language as this museum is quite popular among both locals and tourists etc. After getting feedback during the joint review in the lecture, we also realized that our answers should have given more feedback related to what the bot “understood” to reduce the chances of misunderstandings to happen. However, we think this chatbot is a great base for developing museum-chatbots as it could be of great interest for both visitors to get quick access to information, as well as to the museum employees as they wouldn’t have to answer the same questions as frequently.