Chatto - Description

Purpose

Through our discussions, we learned that we wanted to base our chatbot design on making something that provides valuable information to the user. Therefore, our purpose was to build a chatbot based on the website Samordna Opptak, where the user would be able to receive various information related to study programs in Norway. The scenario presented will see the user requesting the chatbot for information such as asking about the point and special subject requirements of a certain program at a given university.

Design Process

Our group had a brainstorming session where we decided what a potential subject could be for the chatbot. The session gave brought us to a common point where we wanted to focus on an academic platform, ultimately landing upon Samordna Opptak. As this is a website frequented by thousands of users every year, we saw the potential a chatbot for a website such as this could bear. All three of us worked together to formulate the details around what the chatbot should be able to answer. This ranged from being able to display different study programs, on categories such as a three-year bachelor's or five years master's program, candidate, vocational studies, and year study. Chatto will initially request the user which location they want results from, as well as be able to choose if they want to learn about full-time or part-time studies. Further prompts such as being able to ask how many available seats there are in a particular program, or the required grades will also be answered by the chatbot. Towards the end of a given interaction, Chatto will ask the user if there is anything more they need help with. Larger questions from the user give a general response from Chatto, where they are redirected to Samordnaopptak's phone number

The chatbot was designed primarily through Botpress. We tried building a prototype in Figma as well, but this restricted the design process as it was difficult to coordinate text input for Chatto to react to. Botpress is a program that is specialized in making chatbots. There are various functions in Botpress, and we have chosen to use some of them. First of all, we wanted to make a chatbot that doesn't require that much typing from the user. In Botpress it is possible to design these kinds of chatbots. During the planning and design process, we made this flow (in Norwegian) that is also representing our finished result. Following this made it a lot easier for us to implement and design the actual chatbot in Botpress.

- **Flow**
- Oslo?
- Studienivå (3-årig bachelor, 5-årig integrert master, profesjon, kandidat, yrkesutdannng, årsstudium).
- Studieretning
- Progresjon
    - Heltid / Deltid
- Studieprogram (Antall år for å gjennomføre)
    - Antall studieplasser
    - Antall program?
        - Poenggrense
            - Tidligere grenser? Historisk
            - Ordinær og førstegangsvitenmål.
        - Spesielle opptakskrav
            - Fysikk, Matte R1-R2, språkkrav?
- **Samtale slutt. “Er det noe mer du lurer på?”**
    - *Generell kontaktinformasjon.*
    - *Åpningstider: telefon 737 948 44*
    - *E-mail*

Discussion

There are various limitations to the chatbot in its present condition. There are various questions that students have related to study programs that Chatto will not be able to provide answers to. This is due to this information not being readily available in the website, our primary source of information.

Furthermore, this raises the question of whether or not we have collected enough information in order to design a chatbot for Samordna Opptak. Ideally, we would have collaborated with a domain expert as well as someone well-versed in how Samordna Opptak works. However, our chatbot represents what an actual chatbot could work for Samordna Opptak. The flow would be similar to other functionalities and that makes it easier to do further development.