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Divetour ID3 – Chatbot

Presentation of Chatbot Flows and Design Choices

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Divetour Bot Flows and Subflows





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Flows

Our chatbot is organized around these 5 flows:

General
Information

Customer Service
& Safety

Hotel

Restaurant

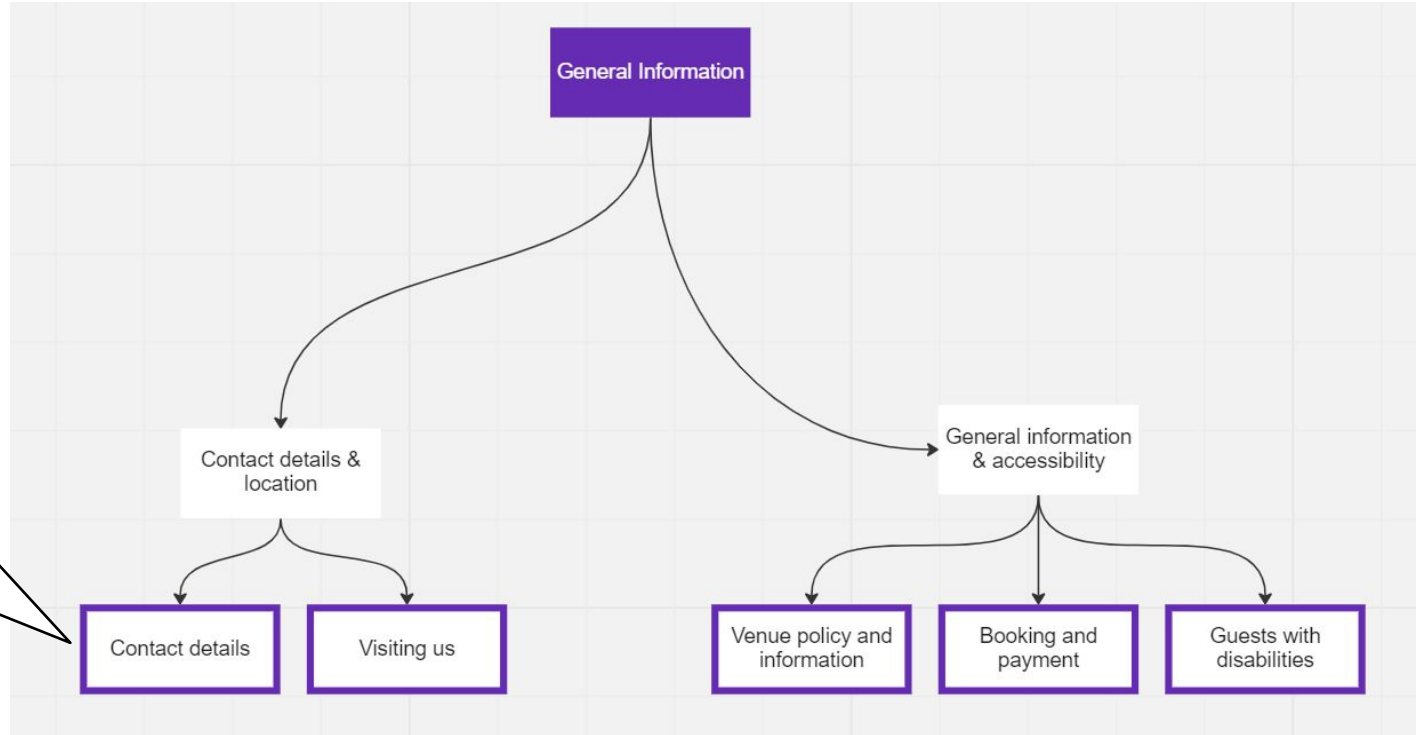
Meeting Rooms

- Each flow represents a different part of the venue, and stores the information of the access statement related to that part.
- Flows are composed by different branches, or subflows, and users can even go from one main flow to another by clicking some buttons.



In this example we can see the branching (subflows) of 'General Information' flow.

Cells with borders represent where users obtain information from the bot by asking questions.





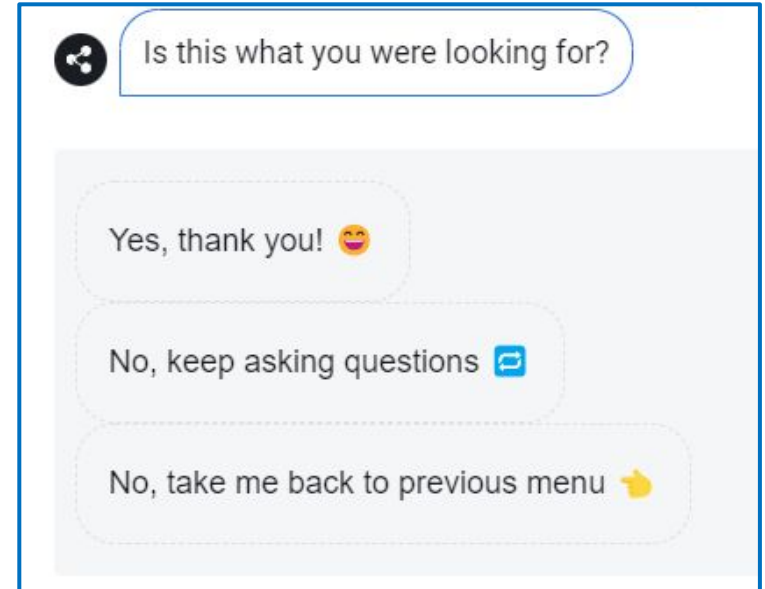
End of a Subflow

Everytime users get to the point where the chatbot give them an answer, we set up a particular node.

This node serves the purpose of understanding if information provided by the bot is correct and sufficient for the users.

Otherwise, users can:

- Keep asking questions to the bot
- Return to previous sections of the conversation





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Conversation Design





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In designing the branches of our chatbot, we limited the number of closed choices available to the users. Too many choices one after the other might annoy the users.

Best practices agree that a good number of closed choices is anything from **2 to 7**.

In this video you can see two closed choices that lead to an open question.

Navigating the Flows





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Conversation Design

Quick Replies

In some cases, rather than typing questions, users obtain information by clicking a button. This method is called Quick Reply.

Open Questions

Open Questions represent the majority of the users' interactions with the bot. Users ask information to the bot writing directly in the message box.

Redirections

Users can navigate flows and subflows of the chatbot with the use of buttons.

Fallbacks

Fallback is a procedure that is used when the chatbot does not understand what users are asking.

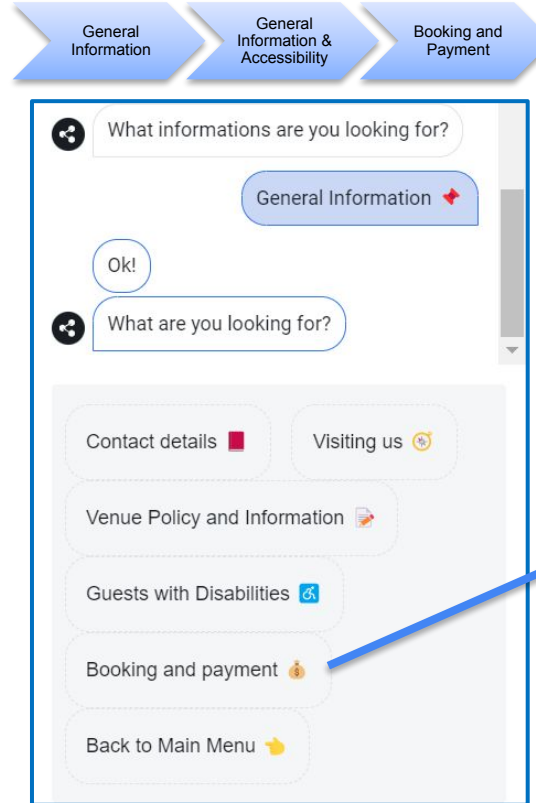


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When the bot's information is limited to a **specific topic**, we decided to use **buttons** instead of user's open question.

This diversifies the flow of the conversation and simplifies the development work.

Quick Replies



Booking and payment

To make a reservation you can book directly on our website:
www.gleneaglehotel.com
or you can call our reservations team on:
+353 (0)64 66 71550

We accept all kind of payment cards.



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Open Questions

When the bot's information is varied and touches on several topics, the user can ask an **open question**.

In any case, the user will be presented with some **examples** of information that the bot can provide.



What are you looking for?

Visiting us 📍

Ok! I will be glad to help you reaching our venue.

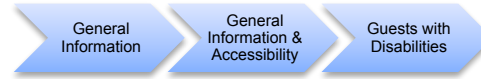
I can tell you our location, where the nearest bus stop and airport are, and many other details.

All you need to do is to type your question!



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Users are occasionally given the option of moving to different **flows** of the bot to obtain more specific information about their request.



Guests with Disabilities

We believe everyone should be treated equally and in the Gleneagle everyone is our guest regardless of age, impairments or long-term health conditions, and so we have a welcoming environment for all.

Guests we cater for include:

- Guests with walking difficulties
- Wheelchair users
- Deaf / Hard of hearing
- Blind / Vision impaired

Redirections

- Guests with allergies/asthma
- Guests with assistance or guide dog
- Guests with cognitive impairments
- Families with small children
- Seniors
- Guests requiring special diet

If you want to learn more about functional spaces, click on one of these buttons:

Hotel Restaurant

Meeting Rooms

These buttons take users in different flows of the bot.



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Fallbacks

When the bot fails to respond to a request, the user is given the option of **rephrasing the sentence** or **returning to the main menu**.

The screenshot shows a chatbot conversation. The bot's messages are in white bubbles, and the user's message is in a blue bubble. The bot's messages are: "Ok! I will be glad to help you reaching our venue.", "I can tell you our location, where the nearest bus stop and airport are, and many other details.", and "All you need to do is to type your question!". The user's message is: "How can I reach Ireland?". The bot's response is: "Hmm, I'm not sure. Do you want to rephrase the question?". Below the bot's response is a fallback menu with two options: "Yes please" with a speech bubble icon, and "No, take me back to Main Menu" with a hand icon.



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Conclusion





Designing the chatbot, we maintained a **user-friendly** and **intuitive** approach, which consists in:

- **Well organised flows and subflows**, that guide users and make them retrieve information quickly.
- **Buttons** that allow users to go back one step in the conversation at any time.
- **No «dead-end street»**, the chatbot will always offer users the possibility to rephrase questions or restart the conversation.
- **Clear indication** of the type of information that the bot can provide.