



## Paper-Exercise for Creating and Testing a Chatbot

### Have a conversation with the paper chatbot!

As you have heard before, it takes a lot of steps that we humans take for granted to understand a statement.

1. One student is the **user**, another student takes on the role of the **chatbot**
2. The student who plays the human user wants to make an appointment at the hairdresser's and **writes his request on a piece of paper**
3. The human chatbot now goes through this sentence and picks out the **important keywords by comparing the words with its table**.
4. The chatbot can only answer **by using the keywords** on the table.
5. If the human chatbot does **not find any keywords** on the table, also an appropriate answer must be selected.

### Try to solve the following tasks:

- Try to book an appointment at the hairdresser with this table! Do you manage it or do you have problems? How do you have to complete the table so that you can have a smooth conversation?
- What happens if a negation is made by a customer? (e.g., I do NOT want any more appointments)
- Imagine a customer who has a complaint because his appointment was lost, or his hair was cut wrongly and is now upset. How could the bot know that the customer is angry? How should the chatbot react to insults?
- What would have to be done to make the chatbot more authentic? How do you think he could pass a turing test?

Input (of the user)		Output (of the chatbot)
<b>Hello, Hey, Good Morning, Good Day</b>		I am very pleased! how can I help you today?
<b>appointment</b>		I'm glad you want to make an appointment! Which service do you need?
<b>Tomorrow This week Next week Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, weekday Sunday</b>		There's always time for a new look! Which kind of service do you want?
<b>* number sequence with 10-18 numbers*</b>		Unfortunately, our salon is closed on Sunday. But you can choose any other day!
<b>Change</b>	+ Name	I will save *number sequence* as your telephone number, so that we can contact you immediately! If this is not your telephone number please write "cancel"!
	+ appointment, time, day	Please tell me your name!
	+ Telephone Number	Of course, we can change your appointment! When do you have time? * showing the online calendar *
<b>Telephone Number</b>		Please tell me your telephone number!
<b>Offer, Deal</b>		Okay, *telephone number* is your
<b>Cut</b>		We always have great offers! We are currently offering bleaching and coloring - 20%!
<b>Dye, Hair Color</b>		A new hair cut is always a good idea. We have these time slots for you *opening the online calendar*
<b>Wash</b>		A new hair color is a good choice. We have these time slots for you *opening the online calendar*
<b>Dry</b>		Washing your hair at our salon will feel so good! We have these time slots for you *opening the online calendar*
<b>Style</b>		We make the prettiest looks while blow drying! We have these time slots for you *opening the online calendar*
<b>cancel</b>		You will love your new self after our styling! We have these time slots for you *opening the online calendar*
<b>time</b>		I have deleted all entered data. You can start over now, I'm happy to help you!
		We always have time for you! What service do you need?

