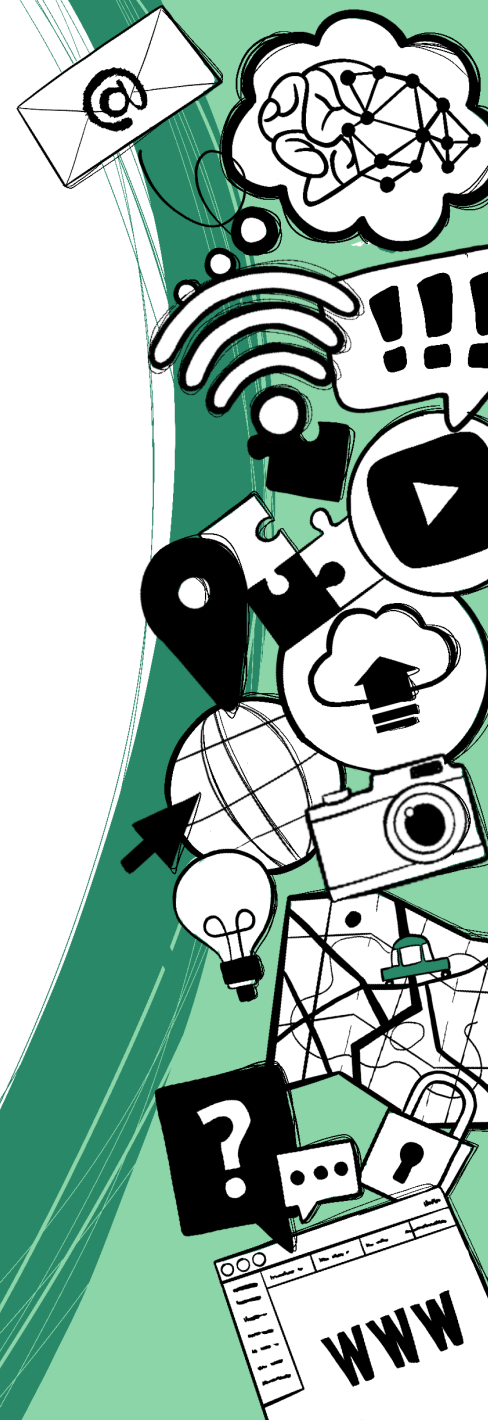


# Paper-Exercise: Build a Chatbot with Click-Structure

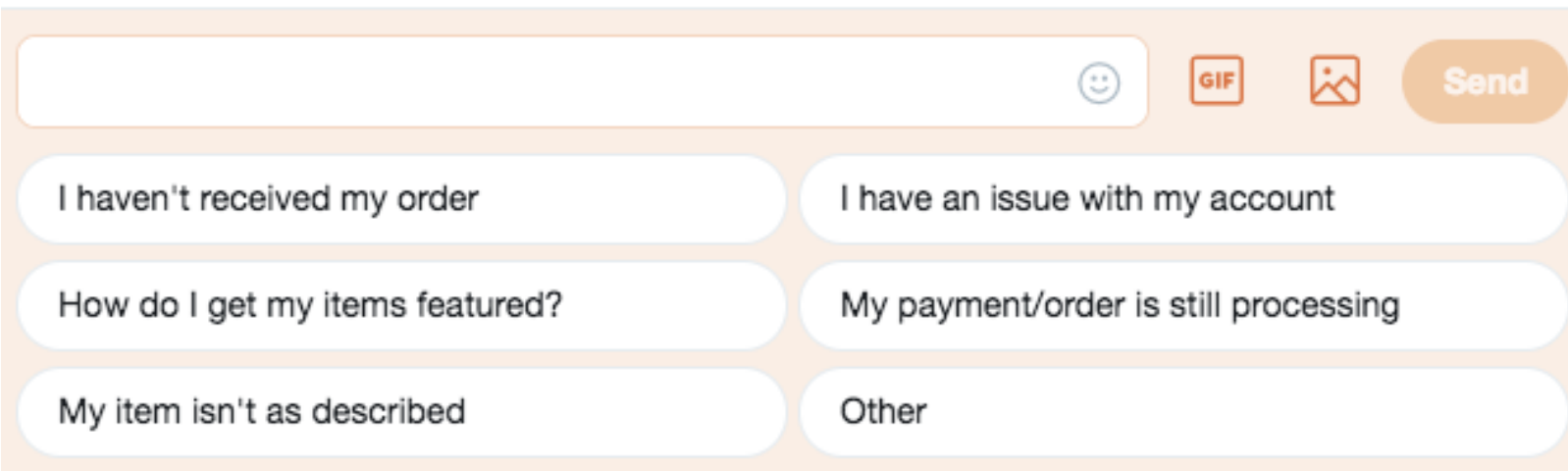


# Chatbots with click-structure

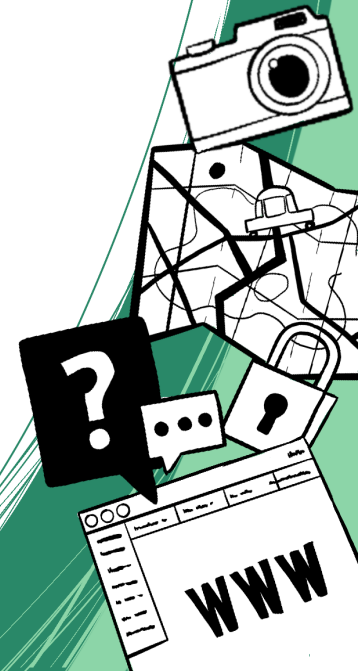
- pre-selected widgets with button options
- choose between predefined options

E Hello! Please choose one of the following topics so we can point you in the right direction. Someone will be in touch shortly. Thanks!

3s

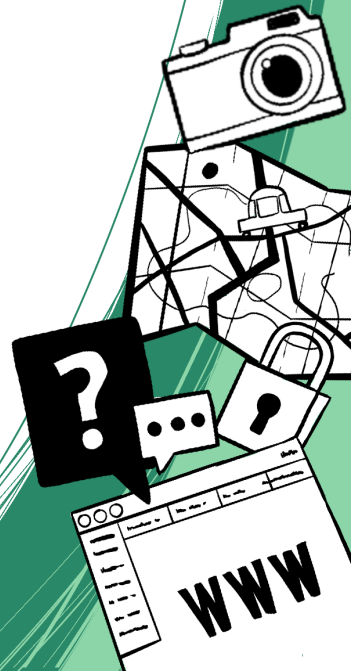


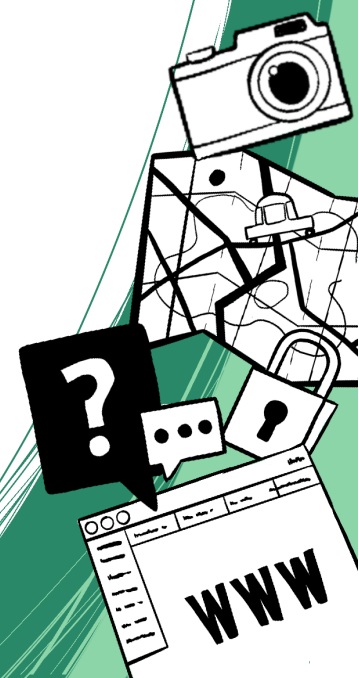
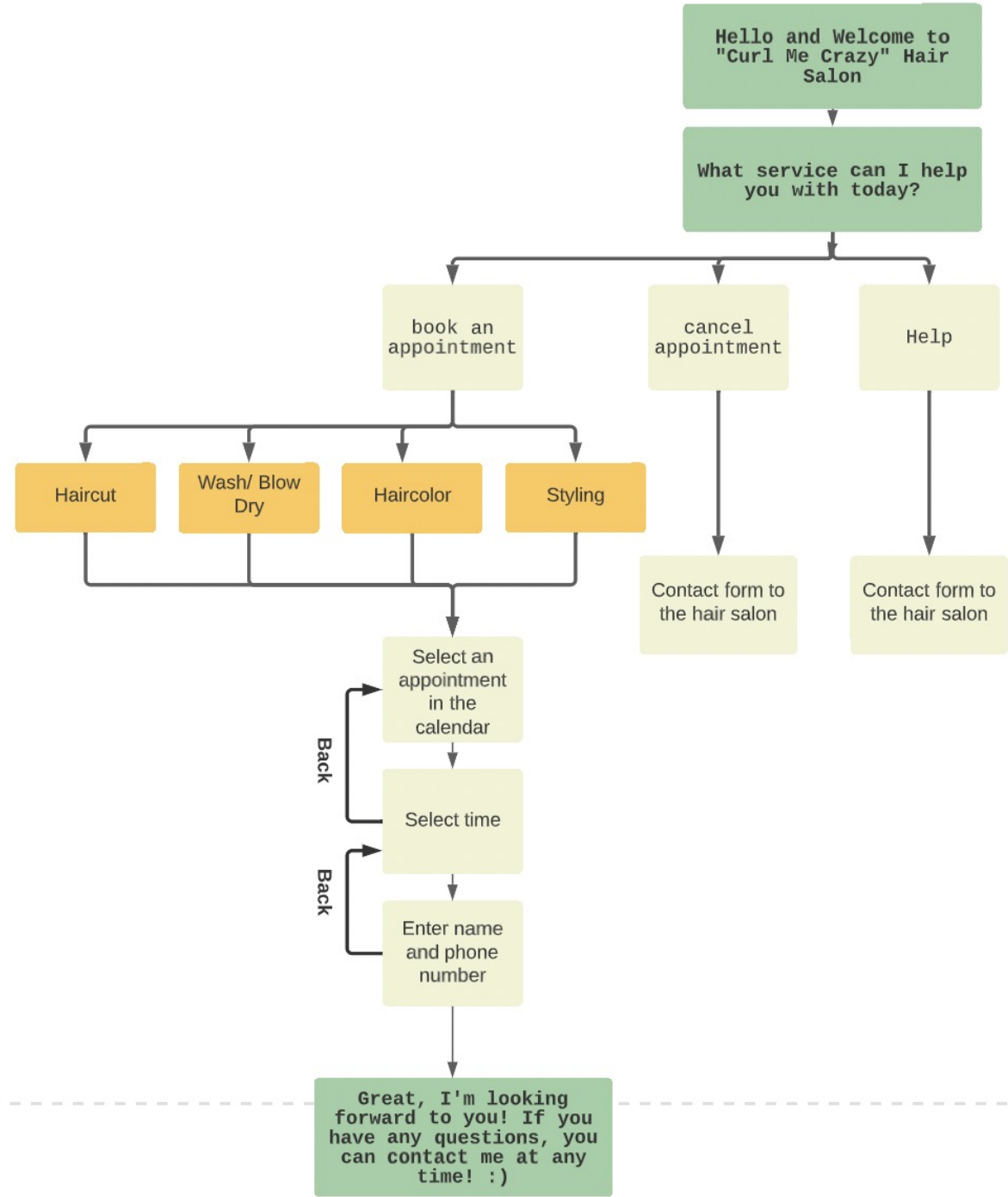
The image shows a chatbot interface. At the top, there is a text input field with a smiley face icon, a GIF icon, an image icon, and a 'Send' button. Below the input field, there are six buttons arranged in two columns. The left column contains: 'I haven't received my order', 'How do I get my items featured?', and 'My item isn't as described'. The right column contains: 'I have an issue with my account', 'My payment/order is still processing', and 'Other'.



# Build a Chatbot

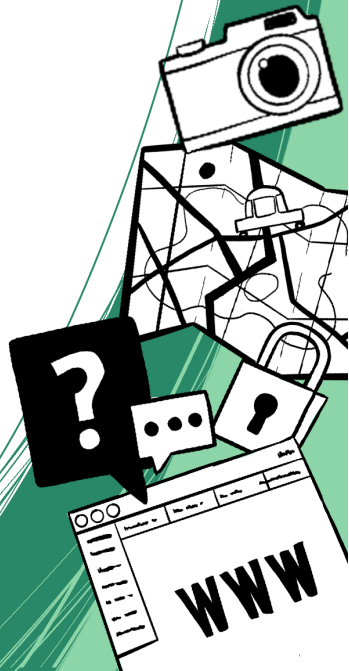
- Look for a topic on which **the chatbot should specialize**. Do you want to be able to book a hairdressing appointment with it? Do you want to order pizza? Should he take on the role of therapist?
- Once you have decided on a type of chatbot, you must think about **what tasks** this chatbot should take on.
- In the next step you must **build a flowchart** where every information will be asked.





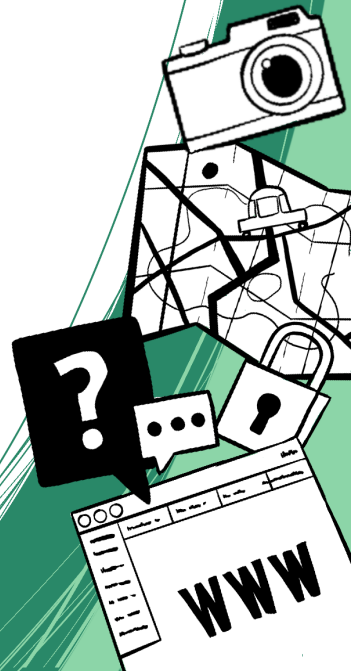
# How to Make a Flowchart

1. Start with pen and paper and **draw your flowchart**. You can use **sticky notes** on a whiteboard or **draw sketches** with a pencil on a big paper.
2. Make sure that **all decision-making processes make sense**, and you don't end up in a loop that the user can't get out of.
3. Avoid flowchart **dead-ends!**
4. Keep your flowcharts **as simple as possible!**
5. Don't forget to include a **closing phrase** as well.



# Additional Task

- You can also consider a personality for your chatbot
- Imagine a specific person and try to transfer these character traits to the statements of your bot
- Don't forget that the character of your chatbot should also match the company that you are developing for



**When your chatbot is finished,  
exchange ideas with another group  
and play through the chatbot!**

**Does everything make sense or are  
there problems?**

