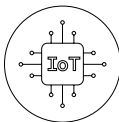


Boolean conditions challenge



AI Lesson 2

Choose the correct response for each of the tickets in the table. Then write a condition for the bot to follow that will lead them to the response.

Response card A

“Thanks for getting in touch. Sure, I’ll connect you to someone who can help with that.”

Response card B

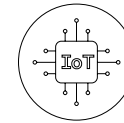
“I’m sorry to hear that. Please can you provide the order number which would have been sent to you on email?”

Response card C

“No problem at all. Please can I take your name and date of birth?”

| Tickets | Correct response card (A, B or C) | Conditions |
|--|-----------------------------------|------------|
| “My order hasn’t arrived.” | | |
| “I want to check the time of my appointment.” | | |
| “I need help installing my new design software package.” | | |

AI chatbot roleplay activity



AI Lesson 2

In pairs, assign one person to be the ‘customer’ and one person to be the ‘AI chatbot’.

The customer will say a statement based on each of the scenario cards, while the chatbot uses the response cards to build an answer. The customer can also reply to the chatbots questions. The customer will grade the chatbot’s responses.

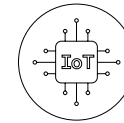
Customer scenario cards

You have placed an online order for some new clothes. However, after confirming and paying for your order, you realised that you’ve ordered one item in the wrong size. You use the shop’s chatbot facility to see if you can quickly amend the order before it ships.

You have ordered a new broadband package and need help setting it up. On the policy, it says that your package comes with a free installation service. New customers with this policy can arrange for a technician to come round and set everything up.

You have bought a new videogame but upon setting it up, find that it will not work with your console and controller. You contact the game company’s tech support service via their live chat service to see if they can suggest some solutions.

AI chatbot roleplay activity



AI Lesson 2

Chatbot response cards:

I'm sorry to hear that.

Thank you for getting in touch.

I'm sure that I can help you with that.

First, I'll need to ask you a few questions to make sure I understand the problem.

Please can you confirm your order number and the product you would like to replace?

Please can you confirm which broadband package you have bought from us?

Did this issue occur when you first installed and started the game?

Have you tried turning the devices off and on again? Are the devices set to pairing mode?

More advice and guidance can be found on the Q&A section of our help site.

Thank you. I have shared this information with our shipping team so that your order can be amended. Would you like us to send you an email confirmation containing this information?

Thank you. I have provided this information to our tech support team. They will be in touch about arranging a date.

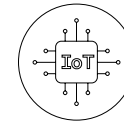
As the problem is not yet resolved, I will connect you with someone on our tech support team who can help.

Thank you for shopping with us today.

I'm sorry that I could not resolve the issue for you today. You can find further information on our customer services website.

I'm glad to have been of assistance. Have a nice rest of your day.

'Building a chatbot' challenge



AI Lesson 3

Planning template

Use the following planning template to set out how your AI chatbot will work.

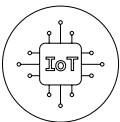
Did you know that tech developers often use this type of planning tool when initially designing the focus and functionality of their products?

| Overview of your product | | |
|------------------------------|-----------------------------|---------------------------------|
| What is your chatbot's name? | Who is the target audience? | What do you want it to achieve? |

| Customer enquiry: | Background information | Chatbot response |
|---|---|---|
| E.g. Enquiry #1: 'I can't finish the game.' | E.g. In order to finish the game a user must have complete levels 1 - 10, collected all 7 magic keys and defeated the boss. | E.g. the chatbot should ask the player whether they have met the correct criteria (i.e. completed level 10, found 7 magic keys, defeated the boss). If any of these have not been completed, the chatbot would respond accordingly. |
| | | |

'Building a chatbot' challenge

Planning template



AI Lesson 3

| Customer enquiry: | Background information | Chatbot response |
|-------------------|------------------------|------------------|
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