**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?

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| Input (of the user) |  | Output (of the chatbot) |
| Hello, Hey, Good Morning, Good Day |  | I am very pleased! how can I help you today? |
| appointment |  | I’m glad you want to make an appointment! Which service do you need? |
| Tomorrow  This week  Next week  Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, weekday |  | There’s always time for a new look! Which kind of service do you want? |
| Sunday |  | Unfortunately, our salon is closed on Sunday. But you can choose any other day! |
| \* number sequence with 10-18 numbers\* |  | 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”! |
| Change | + Name | Please tell me your name! |
| + appointment, time, day | Of course, we can change your appointment! When do you have time?  \* showing the online calendar \* |
| + Telephone Number | Please tell me your telephone number! |
| Telephone Number |  | Okay, \*telephone number\* is your |
| Offer, Deal |  | We always have great offers! We are currently offering bleaching and coloring -20%! |
| Cut |  | A new hair cut is always a good idea. We have these time slots for you \*opening the online calendar\* |
| Dye, Hair Color |  | A new hair color is a good choice. We have these time slots for you \*opening the online calendar\* |
| Wash |  | Washing your hair at our salon will feel so good! We have these time slots for you \*opening the online calendar\* |
| Dry |  | We make the prettiest looks while blow drying! We have these time slots for you \*opening the online calendar\* |
| Style |  | You will love your new self after our styling! We have these time slots for you \*opening the online calendar\* |
| cancel |  | I have deleted all entered data. You can start over now, I'm happy to help you! |
| time |  | We always have time for you! What service do you need? |
| Help |  | If you need specific advice, I can give you our phone number of the salon:  0640 5353 444 |
| contact |  | If you need personal contact, I can give you our phone number of the salon: 0640 5353 444 |
| When | +time | We always have time for you! What service do you need? |
| +open, closed | Our opening times are from Monday to Saturday from 10 a.m. to 6 p.m. |
| Where |  | Our Salon is easy to find! Here is our address: Combing Alley 34. You can't miss our salon with the big blue windows! |
| salon |  |  |
| Question, Ask |  | You can ask me everything about our salon! |
| Thank you. |  | You’re very welcome!  I’m glad I can help |
| Problem |  | If you need help, I can give you our phone number of the salon:  0640 5353 444 |
| No Keyword was found. |  | Sorry, i didn't understand that correctly.  How do you mean that?  Could you please phrase it differently? |
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