

A Useful Tool for L&D

Depending upon your needs, chatbots can be relatively simple to build. The key component is that you define the need and the use for the bot. Below are the five critical steps we learned from implementing simple chatbots.

DEFINE THE BOT'S PURPOSE.

- What will it make easier?
- Are there specific tasks or multiple tasks?

1

CREATE THE FEEL

- How do you want the person interacting with your bot to feel? We created our bot to help students feel more supported.
- The graphical design of the bot matters. Make sure it matches the feel or emotion you are trying to connect to.

2

DEFINE THE PATHWAYS

- Create pathways of information. Think of this as moving from topics to subtopics.
- We use a Miro board to collaborate and help with this.

3

FAQ'S

- FAQ's are used to give bots a script or path to respond to user-created questions.
- Use a shared document and collaborate on the best use of FAQ's.

4

BUILD THE BOT

- Start with the pathways and test.
- Pathways is where your graphics are used.
- Enter the FAQ's.
- Send the bot for people to use so you get feedback.

5