Chapter 01: Conversational UI is our Future
Hi from CNN. I'm here to bring you the most important news of the day.

There's a lot going on in the world. I can send you daily updates with top stories, or you can message me directly about a topic you're interested in, like "politics" or "tech," and I'll send you the latest.

Ok, let's get started. Here are some options.

---

Hello!

You can book or manage a trip on the go! How can we help?

Manage My Trips

Need help managing your itinerary? Just let us know how we can help.

Search

Find flights, hotels, and activities with ease.
Example of a complicated state machine flow:

Do you fly domestic or international?

If domestic

option 1 → 1a

1ai

1a(ii)

If int'l

option 2 → 2a

2ai

2a(ii)
I'm not sure I understand. Perhaps the answer is in our FAQ? If not, please click "Customer Service" below and follow the instructions.

Customer Service

Please type your questions/concerns below and someone from our customer service team will be in touch.

Hi, Rachel. Are you here to talk about the Michael Kors Access smartwatch?

Yes, I am

No, something else
Questions & Answers
Alexa, tell me a joke.
Alexa, Wikipedia Abraham Lincoln.

News, Weather, & Traffic
Customize these features in the Alexa App.
Alexa, play my Flash Briefing.
Alexa, what’s the weather?
Alexa, how is my commute looking?

Smart Home
Control supported smart home devices like Philips Hue lights with Echo Dot. To get started, go to the Alexa App.
Alexa, dim Hue lights to 30%.
Alexa, turn on the fan.

Use These Anytime
Alexa, pair my Bluetooth.
Alexa, stop.
Alexa, volume five. (1-10)
For more examples, go to Things to Try in the Alexa App.
Chapter 02: How Not to Build Your Next Chat and Voicebots
Rachel, I'm not sure what you're looking for. Use the buttons below to navigate, search, and explore delicious restaurants and cuisines in Nairobi.
Where can I go?

0:20 PM

I'm looking for hotel

OK, what city do you want to stay in?

I need a place to sleep

Sorry, I didn't understand that. Please try entering your message again.

Sorry, I didn't understand that. Please try entering your message again.
Chapter 03: Building a Killer Conversational App

I believe the best ships are friendship. Let’s row.
Just ask, “Alexa, tell me a friendship story.”

THINGS TO TRY

- “Alexa, what’s the news?”
- “Alexa, make a donation.”
  Alexa and Amazon Pay make it easy to donate by just using your
  voice. Learn more.
- “Alexa, why is Pluto not a planet?”
- “Alexa, translate ‘good morning’ in Japanese.”
- “Alexa, open TuneIn Live.”
  Listen to home and away games for your favorite sports teams with a
  free trial of the TuneIn Live skill. Learn more.
- “Alexa, what’s your favorite word?”
- “Alexa, who’s leading the Masters?”
- “Alexa, play ‘Your Song’ by Lady Gaga.”
  Celebrate Elton John’s music with Coldplay, Lady Gaga, and many
  more, as they reimagine some of his biggest hits. Learn more.
- “Alexa, set a sleep timer for ten minutes.”
  When playing music, you can ask Alexa to set a sleep timer so that
  your music will automatically shut off.
- “Alexa, who is your favorite poet?”
- “Alexa, tell me a baseball joke.”
- “Alexa, read my audiobook.”
- “Alexa, teach me something.”
- “Alexa, why is water wet?”
- “Alexa, how do I set up calling and messaging?”
- “Alexa, give me a tongue twister.”

MOST REQUESTED

- Video game: “Alexa, what is Fortnite Battle Royale?”
- Storytime skill: “Alexa, open Amazon Storytime.”
- Store hours: “Alexa, what time does Costco open?”
Celebrate Black history together
Discover stories and music that helped shape our nation—all from your Google Assistant.*

Ask your Google Assistant
What are you doing to honor Black History Month?
Share inspirational Black voices.
Play Black Roots of Rock & Roll on Google Play Music.

Spring into action
Tidy up and make way for what matters most with help from your Google Assistant.*

Just start with, "Hey Google"
Find a donation drop-off nearby.
Remind me to clean the closet tomorrow.
Ask Waste Wizard if I can recycle hangers.

Ready to help, across many devices.
Showing results for conversational application
No results found for conversational application

Building Your First Conversational App – Chatbots Magazine
https://chatbotsmagazine.com/building-your-first-conversational-app-59afcc579f60
Dec 11, 2017 - In this example, you'll build a basic ‘what happened today’ conversational application that provides a dynamic and personalized response. A conversational app contains intents, entities, and responses that you want to deliver to your user. Intents are the mechanisms that pick up what your user is ...

11 Examples of Conversational Commerce and Chatbots
https://chatbotsmagazine.com/11-examples-of-conversational-commerce-570b8783d3
May 31, 2016 - In our work at ZipWorks building and scaling intelligent shopping platforms and applications, we pay close attention to emerging trends impacting digital commerce such as chatbots and mobile commerce. As this nascent trend towards a more conversational commerce ecosystem unfolds at a dizzying pace ...

The Anatomy of a Modern Conversational Application - DZone AI
https://dzone.com/articles/the-anatomy-of-a-modern-conversational-application
Oct 27, 2017 - Learn about the stack of a modern conversational application: business logic, context, anthology, natural language understanding, and speech recognition.

The anatomy of a modern conversational application - Conversation.one
Oct 25, 2017 - An ever-evolving informal exchange of ideas between people or machines. Underlying every conversational app is the exchange of words — between humans and machines. Today’s technology is mature enough to create high-level conversation, using broadly available building blocks.

Building Your First Conversational App - Conversation.one
https://conversation.one/2017/10/30/building-your-first-conversational-app/
Oct 30, 2017 - In this example, you'll build a basic ‘what happened today’ conversational application that provides simple, built-in responses to user’s requests. A conversational app is essentially the container or project and it contains intents, entities, and the responses you want to deliver to your user. Intents are the ...

Watson Developer Challenge: Conversational Applications: Enable ...
https://watson-dev-challenge.devpost.com/
No way to add text - no conversational experience

Predefined options to choose from
Building an omni-channel solution for voice and chat
Chapter 04: Designing for Amazon Alexa and Google Home
"I need help"

Voice Recognition

Utterance: I need help

NLU

Intent: "GetHelp"

Fulfillment

Response: "Please call us at 1-800-1234-567"

---

Sign in

Email (phone for mobile accounts)

Password  Forgot your password?

Sign in

New to Amazon Developer?

Create your Amazon Developer account

---

Terms of Use  Privacy Notice  Help

© 1996-2018, Amazon.com, Inc. or its affiliates
Create a new skill

Packt Publication

Skill created will default to English (US)
Choose a model to add to your skill

There are many ways to start building a skill, you can design your own custom model or start with a pre-built model. Pre-built models are interaction models that contain a package of intents and utterances that you can add to your skill.

CUSTOM
Design a unique experience for your users. A custom model enables you to create all of your skill's interactions.

PRE-BUILT MODEL
- Flash Briefing
  Give users control of their news feed. This pre-built model lets users control what they listen to and allows them to search for topics by genres.
  View example phrases

- Smart Home
  Gives users control of their smart home devices. This pre-built model lets users turn off the lights and other devices without getting up.
  View example phrases

- Video
  Lets users easily find and consume video content. The pre-built model supports content sceneries and content suggestions.
  View example phrases

Select

Skill builder checklist

Complete these steps to be able to test your skill using the simulator in the test tab, or with your echo device.

1. Invocation Name
   Enter an invocation name for your skill

2. Intents, Samples, and Slots
   Add at least one intent and one sample utterance

3. Build Model
   Successfully build your interaction model

4. Endpoint
   Set a web service endpoint to handle skill requests
Invocation name requirements

Your invocation name should be two or more words, and can contain only lower case alphabetical characters, spaces between words, possessive apostrophes (for example, "smith's science test"), or periods used in abbreviations (for example, "a b. c."). Other characters like numbers must be spelled out, for example, "twenty one".

Invocation names cannot contain any of the Alexa skill launch phrases such as "launch", "ask", "tell", "load", "begin", and "explain". Wake words including "Alexa", "Amazon", "Echo", "Computer", or the words "alexa" or "app" are not allowed.

Learn more about invocation names for custom skills.

Changes to your skill's invocation name will not take effect until you have built your skill's interaction model. In order to successfully build, your skill's interaction model must contain an intent with at least one sample utterance.

Learn more about creating interaction models for custom skills.

Enabling interfaces may add additional required intents to your interaction model.

You will need to BOTH save interface changes and re-build your model for any updates to take effect.

<table>
<thead>
<tr>
<th>NAME</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio Player</td>
<td>The AudioPlayer interface provides directives and requests for streaming audio and monitoring playback progression. Learn more about the AudioPlayer Interface.</td>
</tr>
<tr>
<td>Display Interface</td>
<td>Echo Show allows skill developers to create skills for Alexa that use both screen and voice interaction. Learn more about the Display Interface.</td>
</tr>
<tr>
<td>Video App</td>
<td>The VideoApp interface provides the VideoAppLaunch directive for streaming native video files in Echo Show. Learn more about the VideoApp Interface.</td>
</tr>
</tbody>
</table>
Add Intent

An intent represents an action that fulfills a user's spoken request. Learn more about intents.

- Create custom intent
  - order_books
  - Create custom Intent

- Use an existing intent from Alexa's built-in library
  - Search built-ins
  - Name
  - Books
    - 16 built-ins
    - Intents asking about books and other written works, such as novels and poetry.
  - Calendar
    - 2 built-ins
    - Intents for asking about calendars and schedules, such as birthdays.

Intents / order_books

Sample Utterances (1)

- I want to buy a book on bot design
- I want to order a book on bot design

Intent Slots (0)

- ORDER
- NAME

Intent Confirmation

Does this intent require confirmation?
Add Slot Type
Slot types define how data in an intent slot is recognized and handled. All intent slots must be assigned a slot type. Learn more about using slot types.

- Create custom slot type
  - Enter name for slot type
  - Create custom slot type

- Use an existing slot type from Alexa's built-in library
  - Learn more about using built-in slot types.
  - Search built-ins

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>List Types</td>
<td>These slot types each represent a list of items. You can extend these slot types with additional values.</td>
</tr>
<tr>
<td>Numbers, Dates, and Times</td>
<td>These slot types that convert the user's utterance into data types such as numbers and dates.</td>
</tr>
</tbody>
</table>

Endpoint
The Endpoint will receive POST requests when a user interacts with your Alexa skill. The request body contains parameters that your service can use to perform logic and generate a JSON-formatted response. Learn more about Lambda endpoints here. You can host your own HTTPS web service endpoint as long as the service meets the requirements described here.

Service Endpoint Type
Select how you will host your skill's service endpoint.
- AWS Lambda API
  - Copy to Clipboard

- Default Region
  - US
  - EU
  - Asia

- North America
  - US
  - EU
  - Asia

- Europe and India
  - US
  - EU
  - Asia
Account Linking

Do you allow users to create an account or link to an existing account with you?
Learn more...

Security Provider Information

Authorization Grant Type *  
- Implicit Grant
- Auth Code Grant

Authorization URI *  
Enter URI...

Access Token URI *  
Enter access token URI...

Client ID *  
Enter client ID...

Client Secret *  
-------------------

Client Authentication Scheme *  
HTTP Basic (Recommended)

Scope  
+ Add scope

Domain List  
+ Add domain

Permissions

Device Address  
- Full Address
- Country & Postal Code Only

Lists Read

Lists Write

Alexa Skill Messaging

Client Id:  emzn1.application-oa2-client.b0b587f1fd4fa18be69ae49b1700d

Client Secret:  ________________________________
Skill builder checklist

Complete these steps to be able to test your skill using the simulator in the test tab, or with your echo device.

1. Invocation Name ›
Enter an invocation name for your skill

2. Intents, Samples, and Slots ›
Add at least one intent and one sample utterance

3. Build Model ›
Successfully build your interaction model

4. Endpoint ›
Set a web service endpoint to handle skill requests
Your skill is ready for submission.

We have checked your skill and it is ready for submission!
Engage users through the Google Assistant

Build apps for the Google Assistant and reach users through 400M+ devices including smart speakers, phones, cars, TVs, headphones, and more.

Turn your content into an Action
Make content you’ve already integrated in Google Search (such as AMP news, recipes, markup, and podcasts) more discoverable through the Assistant, just by claiming and refining your listing in our directory.

Use our vertical-focused programs
Take advantage of solutions such as smart home, games, and other verticals to build your apps, and we’ll do the heavy lifting for user interaction and dialog.

Create your app just how you want it
Follow our getting started guide to design and build fully-customizable conversational experiences, using Dialogflow.

Welcome to Actions on Google

Actions on Google is the platform for developers to extend the Google Assistant. Join this emerging ecosystem by developing actions to engage users on Google Home, Pixel, and many other surfaces where the Google Assistant will be available. Learn more

Your projects with an Assistant app

Add/import project
Welcome to Actions on Google

Actions on Google is the platform for developers to extend the Google Assistant. Join this emerging ecosystem by developing actions to engage users on Google Home, Pixel, and many other surfaces where the Google Assistant will be available. Learn more

Add project

Project name
Pack Publication

Country/region
United States

By proceeding and clicking the button below, you agree to adhere to the Actions on Google policies and Terms of service. Creating this project will also allow you to use Firebase services. You agree that your use of Firebase services will adhere to the applicable Firebase Terms of Service. If you integrate any apps with Firebase on this project, by default, your Firebase Analytics data will enhance other Firebase features and Google products. You can control how your Firebase Analytics data is shared in your Firebase settings at anytime. Learn more

CANCEL CREATE PROJECT

Welcome to your project, Packt Publication!

Get started by choosing a category or skip to choose later

Home control
Control lighting
Control appliances & televisions
Control home security

Kids & family
Tell a story
Play trivia
Take a quiz

Food & drink
Find food recipes
Order food
Get nutrition facts

Business & finance
Check financial markets
Get info about businesses
Check balances

Health & fitness
Get info about health & medicine
Track exercise
Diagnose symptoms

Social & communication
Make phone calls
Manage messages
Make video calls

SKIP
Welcome to your project! This is where you’ll be managing your Actions.

**Quick setup**

You’re almost ready to build your first Action - we just need to set up your invocation first.

→ Decide how your Action is invoked

**Build your Action**

Now let’s get to work! Follow these steps to build your first Action and test it out in the simulator.

**Get ready for deployment**

Before you create a release, let’s check if you have all the information ready.

**Release**

☑️ You have not created a release for the current draft.
Display name
Display name is publicly displayed in the Actions directory. Users say or type the display name to begin interacting with your Actions. For example, if the display name is Dr. Music, users can say “Hey Google, talk to Dr. Music,” or type “talk to Dr. Music” to invoke the Actions.

Pack Publication

Click to hear the pronunciation of your name
Modify the pronunciation if it doesn’t sound right

Google Assistant voice
Pick the type of voice you would like to use for your Action. This is the voice that users will hear when they interact with your Action from their phone, Google Home or other devices.

Male 1
Male 2
Female 1
Female 2

Actions
No Actions yet
You haven’t created any actions yet. Click the button below to add the first one.
ADD YOUR FIRST ACTION

Tip: if you don’t see the Actions you created, please refresh the page.
Orderbooks

Training phrases

Train the intent with what your users will say
Provide examples of how users will express their intent in natural language. Adding numerous phrases with different variations and parameters will improve the accuracy of intent matching. Learn more

ADD TRAINING PHRASES

Action and parameters

Extract the action and parameters
Parameters are specific values extracted from a user's request when entities are matched. The values captured by parameters can be used in fulfillment, or in building a response. If you mark parameters as required, Dialogflow will prompt the user if their values were not extracted from their initial request. Learn more

ADD PARAMETERS AND ACTION

Responses

Execute and respond to the user
Respond to your users with a simple message, or build custom rich messages for the integrations you support. Learn more

ADD RESPONSE

Orderbooks

Training phrases

- I would like to order a book on voice
- I want to order a book on voice design

Action and parameters

Responses

Fulfillment
Chapter 05: Designing a Facebook Messenger Chatbot

"where can I buy this book" → NLU

Intent = "buy_book" → Fulfillment

Response = “you can order it online or in stores”

[Image of Wit.ai website]

Wearable devices come with tiny screens. Wit enables not only the maker of the device, but also its ecosystem of developers, to build their must-have voice interface.
Welcome to the inbox, rachelbatish!

Wit allows you to extract relevant pieces of information — or entities — from messages your users send you.

In this inbox, you'll find a sample of past messages you've received to make it easier to start training your app.

To get started, you can update entities from here or refer to our documentation. New messages will be added to the Inbox as you receive them, unless they have already been used to train your app.

Expressions Voice

Where do I buy a book on chat design?

- intent: buy_book
- score: 0.993

Add a new entity

Expressions Voice

Where do I buy coffee?

- intent: buy_coffee
- score: 0.997

Add a new entity

Create new value "buy_coffee"
Your inbox is empty, well done!

Token Generation

Page token is required to start using the APIs. This page token will have all messenger permissions even if your app is not approved to use them yet, though in this case you will be able to message only app admins. You can also generate page tokens for the pages you don't own using Facebook Login.

To receive messages and other events sent by Messenger users, the app should enable webhooks integration.
Chapter 06: Contextual Design – Can We Make a Bot Feel More Human?
Chapter 07: Building Personalities – Your Bot Can Be a Better Human
DIY-Crafts-HandMade
63K people like this
Home Decor

APR 10, 8:21 PM
Get Started

Welcome to the DIY Bot 😊

Hi Rachel nice to meet you!

Whether you need inspiration for home decor, fashion projects, kid-friendly activities or DIY food, we’ve included a couple in every category.

Send a Message...

Menu
Share this chatbot

Get Started

Hi Rachel! If you ❤ ALL things 💥 CLEANING 💥 as much as I do... you found an

Send a Message...

Start Over
Do you like our chatbot?
SHARE with FRIENDS!

Create a bot on Chatfuel

Western Union

Western Union
7.9M people like this including Lilo Gvill and 21 friends
Product/Service

APR 10, 7:56 PM
Get Started

Hi Rachel - I'm the WU Bot.

I'm here to help you move money for the important things in your life.

Send a Message...

Send money
Find agent location

More
Welcome to the NBA bot! Want instant highlights from your favorite players' or teams' best plays of the season? Just send me a name, sit back and enjoy!

Who is your favorite player?

Sorry, I didn’t get that. Give it another try or type ‘help’ for a list of commands.

Who is the best player?

Sorry, I didn’t get that. Give it another try or type ‘help’ for a list of commands.

How are you?

Sorry, I didn’t get that. Give it another try or type ‘help’ for a list of commands.

You are a bot

Sorry, I didn’t get that. Give it another try or type ‘help’ for a list of commands.
How are you?
Oh, you know. Pretty pretty pretty good.

Are you a bot?
You are correct! But you can type "human" at any time, and I'll connect you to a Kia representative.

Are you real?
I am real-ly happy to assist with your Warriors Playoffs.

Ready to sign up?

Or just tap below to go to the Main Menu.

I'm happy if you're happy 😊

3:34 PM

It's my birthday

Happy birthday, Rachel! 🎉🎈

❤️💛
YOUR PERSONALITY TYPE IS:

PROTAGONIST (ENFJ-A)

With vision and determination, nothing is impossible.
Chapter 08: A View into Vertical-Specific Bots – Financial Institutions
Here's what I found. You have: $816.28 and owe $3.95. Want to see more?

Yes

Here's what I found. You have: $816.28 available in your textwallet! (9056)

You owe:
No balance due on your VISA SIGNATURE CARD (S308)
No balance due on your PROPEL 205 AMERICAN EXPRESS CARD (T184)
$3.95 on your VISA SIGNATURE CARD (S227)

Hello, Rachel. Unfortunately, we are unable to give account information through social media for security purposes. If you need more information regarding text banking features, please visit http://on.wf.com/61820edcde. You can also give us a call at 1-800-869-3657 to speak with a banker. Thanks. ~Chris
Invalid command. Try BAL ALL, BAL, ACT, LAS, DUE, TRA, HELP or STOP. For menu selection, enter item number (ex: 2). Text COM for a full list of commands.

Bal all

Venture Card, and right now you have $4,280.04 in available credit.

Show recent changes:

Here are the most recent transactions for your Quicksilver card:
- January 30: Half Café $6.99
- January 30: Thrift Shop $33.80
- January 30: Metro Ride $50.16

My pleasure!
Hello! Welcome to HSBC Commercial Banking. I'm Amy, designed to answer your questions. Please ask me something.

Important notice:

- Virtual Assistant is an automated service, and therefore cannot answer questions specific to your account.
- Please do NOT disclose any account number, internet username, PIN, password or identity card number in your questions.
- The information you input here will be recorded to ensure the quality of our service.
- Data will be processed and stored by members of the HSBC Group and authorised third parties, which may include

Type your question here

140 characters remaining
“Alexa, ask Capital One, what’s my balance?”

From tracking your spending to making a payment, now you can manage your Capital One accounts through any Amazon Alexa-enabled devices, including the new Echo Show. Talk about convenient.

Enable the skill

Manage your Capital One accounts simply using your voice

Check Your Balance  Track Your Spending  Pay Your Bill
Welcome back! What can I help you with? Ask me a question or tap one of the popular questions below.

I'd like to pay my bill.

I'd like a quote to replace my vehicle.

I need to change my address.
Chapter 09: Travel and eCommerce Bots – Use Cases and Implementation
I did not recognize this location. Here are a couple of suggestions:

New York, NY
Nyaung-U, Myanmar
Nyagan', Khanty-Mansiysk

Looking for flights from San Francisco, CA to New York, NY. When do you want to fly out?

Ok. When do you want to fly back to San Francisco?

Ok. Looking for flights from San Francisco, CA to New York, NY from 7/14 to 7/18...

I found in total 1,062 flights for your dates. Here is a selection of outbound flights:

**Best value**

<table>
<thead>
<tr>
<th>Depart:</th>
<th>Sat, Jul 14</th>
<th>Sun, Jul 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>SFO</td>
<td>10:40p</td>
<td>EWR</td>
</tr>
<tr>
<td>6:52a</td>
<td>5h 12m • nonstop</td>
<td></td>
</tr>
</tbody>
</table>

$823+
19 available return options

**#1. Cheapest**

<table>
<thead>
<tr>
<th>Depart:</th>
<th>Sat, Jul 14</th>
<th>Sun, Jul 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>SFO</td>
<td>1:00p</td>
<td>JFK</td>
</tr>
<tr>
<td>12:08a</td>
<td>8h 08m • 1 stop in MSP</td>
<td></td>
</tr>
</tbody>
</table>

$623+
24 available return options

Select
You selected the outbound 10:40p flight from SFO to EWR on United. Here are return flights for your selection:

<table>
<thead>
<tr>
<th>#1. Cheapest</th>
<th>#2. Cheapest</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Return:</strong> Wed, Jul 18</td>
<td><strong>Return:</strong> Wed, Jul 18</td>
</tr>
<tr>
<td>EWR</td>
<td>SFO</td>
</tr>
<tr>
<td>10:30a</td>
<td>2:20p</td>
</tr>
<tr>
<td>1:37p</td>
<td>5:27p</td>
</tr>
<tr>
<td>Economy • 6h 07m • nonstop</td>
<td>Economy • 6h 07m • nonstop</td>
</tr>
</tbody>
</table>

Book for $823
www.kayak.com

More details
$823 United
Share

More details
$823 United
Share

---

eBay ShopBot

Hi, Rachel!
I'm ShopBot 😊😊😊
I'm finding great deals effortlessly by doing the work for you.

Since it's getting warm outside, I put together some hot summer gear. Check it out:

**Summer Deals**
Cool gear at hot prices for warm days

Shop
Share

**That's all for now.**
Check out all the other collections for more unique finds.

But I can also fetch anything else you might want. Send me a message by typing below 😊

Which material do you want? Feel free to type your own, too...
Which material do you want? Feel free to type your own, too.

Can’t even begin to tell you how much I love tracking down deals for steal, set. Yes! All weights for any price. Check these out.

**Top Match** 18 sold
$23.88 - New Weight Dumbbell Set 66 LB Adjustable Cap Gym Barbell Plates Body W...
orver.ebay.com

**Pre-Owned**
$29.99 - Pair of Vintage Bollinger 3 Lb Dumbbell Weights Weight Lifting Unscrea...
orver.ebay.com

**Best Value** 622 sold
$48.99 - New Weight Dumbbell Barbell Plates Body W...
orver.ebay.com

---

What’s your price range? (For example, "$<20," "$50 to $75," or "$>50.")

I found some for below $50 that you’re going to love. Take a look.

**Top Match** 18 sold
$23.88 - New Weight Dumbbell Set 66 LB Adjustable Cap Gym Barbell Plates Body W...
orver.ebay.com

**Pre-Owned**
$29.99 - Pair of Vintage Bollinger 3 Lb Dumbbell Weights Weight Lifting Unscrea...
orver.ebay.com

**Best Value** 622 sold
$48.99 - New Weight Dumbbell Barbell Plates Body W...
orver.ebay.com

---

Which activity do you have in mind?
Which activity do you have in mind?

Take a look at what I found for fitness ones.

Do you like what you see?

Awesome! Head on back to the item you’re interested in and click on the “view item” button to learn all about it.

I’m the bot who finds great deals on anything. Type what you want below or send me a photo and let’s start shopping!

I’m the bot who finds great deals on anything. Type what you want below or send me a photo and let’s start shopping!
Workout Training Curl Bar Dumbbell Combo Set Exercise Weight Lifting Home Gym

$44.28

Shipping: Free based on 95125
Delivery: Est. July 20
Condition: New with tags

Item Description

BEST PRICING FREE SHIPPING HIGH QUALITY
Workout Training Curl Bar Dumbbell Combo Set Exercise Weight Lifting Home Gym

Subtotal: $44.28
Shipping: Free
Tax: TBD
Total: TBD

Ship to

Full name
Address
Chapter 10: Conversational Design Project – A step-by-step Guide
# Conversational Application Project

## Defining Goals

<table>
<thead>
<tr>
<th>the goal is to...</th>
<th>Current solutions:</th>
<th>The bot will...</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. ____________</td>
<td>1. ____________</td>
<td>1. ____________</td>
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<tr>
<td>2. ____________</td>
<td>2. ____________</td>
<td>2. ____________</td>
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<td>3. ____________</td>
<td>3. ____________</td>
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<table>
<thead>
<tr>
<th>because...</th>
<th>4. ____________</th>
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</table>

<table>
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<tr>
<th>what is missing:</th>
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</thead>
<tbody>
<tr>
<td>1. ____________</td>
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<td>2. ____________</td>
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<td>3. ____________</td>
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</tbody>
</table>

## Devices and Channels

**voice**
- □ Phone
- □ Amazon Alexa
- □ Google Home
- □ Voicebot
- □ ____________
- □ ____________

**chat**
- □ Chatbot
  - ○ Desktop
  - ○ Mobile
- □ Texting
- □ Facebook M. Bot
- □ ____________
Building functionality

Use Cases

Questions

Answers

samples

APIs
Loan Rate Intent Request

The rate for an Auto loan is XXX

Account Linked

Yes

PIN Code Entered

Yes

Would you like to speak with a representative?

Yes

Initiate phone call

No

More Available

Yes

Would you like to hear more?

No

More Available

Yes
## Conversational Application Design Checklist

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Define Stakeholders</td>
</tr>
<tr>
<td>2</td>
<td>Define Goals</td>
</tr>
<tr>
<td>3</td>
<td>Define Target Group</td>
</tr>
<tr>
<td>4</td>
<td>Supported Devices</td>
</tr>
<tr>
<td>5</td>
<td>Persona</td>
</tr>
<tr>
<td>6</td>
<td>Functionality and Use-Cases</td>
</tr>
<tr>
<td>7</td>
<td>Development and Testing</td>
</tr>
<tr>
<td>8</td>
<td>Deployment and Maintenance</td>
</tr>
</tbody>
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