Name: _____

Creating Your Own Template-Filling Chatbot

When to use this approach: When you want your chatbot to constructing an order or reservation. Your chatbot should be able to complete a request that has multiple components.

- Define a template for the thing the chatbot will help people with, e.g., ordering a pizza
- Define the slots of the template, e.g.,
  - Size
  - Type of crust
  - Toppings
- For each slot, define the allowable values, e.g.,
  - Size can be Small, Medium, or Large

Description:
Your goal for this activity is to create a chatbot using keyword matching. Respond to the sections in blue highlight.

Instructions:

1. **What is the topic/focus of your chatbot?**
   Ex. Ordering Pizza

   Topic/Focus:_____

2. **What kinds of things should your chatbot knows about?**
   These will be your slots of the template. For each slot, we assign allowable values. *Example: Slot = Size Allowable Values = Small. Medium, Large*

   Define seven (7) slots and allowable values for each slot

Slot	**Allowable Values**
Ex: Size	*Ex: Small, Medium, Large*
(Fill In)	*(Fill In)*
(Fill In)	*(Fill In)*
(Fill In)	*(Fill In)*

(Fill In)	*(Fill In)*
(Fill In)	*(Fill In)*
(Fill In)	*(Fill In)*
(Fill In)	*(Fill In)*

3. **Create Your Script**

   a. **What do you want your chatbot to say to users when they first meet?**
   Ex. Greeting: Tell me about the pizza you want

Greeting: _____
Then wait for next user question

   b. **Scan through user response if we see something that fills in a slot, we will insert that information into the correct slot.**
   - Also check for add, remove, change, replace

Pizza Order Template

Slot	**User Response**
Size	*Small*
Crust type	*(Fill In)*
Toppings	pepperoni
(Fill In)	*(Fill In)*
(Fill In)	*(Fill In)*
(Fill In)	*(Fill In)*
(Fill In)	*(Fill In)*

   c. **Check to see if there are empty slots. If there are empty slots, pick one and ask the user about the slot.**
   Ex:
   Crust type = undefined
   Ask user: What kind of crust would you like?
   User response: *Traditional Crust and make it a large*
   Chatbot - repeats step b.

d. **When all the slots are filled, your system should read back the order and ask for confirmation.**
   Ex:
   Ask user: So you want a large, traditional crust pepperoni pizza. Is that correct?
   User response: *no*
   Ask user: *What would you like to add?*
   Chatbot - repeats step b.

4. **Optional Extensions -** Delivery/Pick-up, Sides, Processing payment, others

5. **Try this out with a partner**
   Use your script to simulate a chatbot experience with a partner.

   Use the space below to copy and paste your **Pizza Order Template** below and complete it with a partner.

6. **Reflection**
   How well did your chatbot work? Were there questions your chatbot could not answer?

   How would you change, improve your chatbot?

   How would you extend the script to add more functionality?