"Dolce"

Menu Assistant to rescue you from confusion

Designing Smart System - Fall 2019

Designed by - Yuan Sun, **Melody** Her, **Pornkamol** Prapapornvorakul

01 Why “Dolce”

_ Problems Discovery

Menu Confusion_

Hungry customers get overwhelmed by the menu when entering an unfamiliar restaurant

International students
get confused when ordering food in a local restaurant in U.S

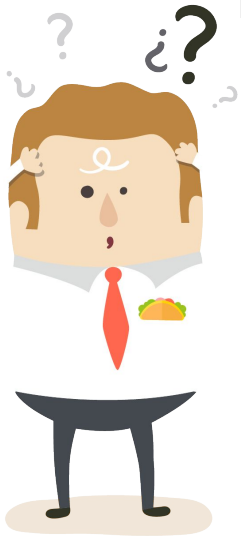
Travelers
can't tell what the dish is when looking at the menu

Locals
don't fully get the dishes on the menu when going to the restaurant for the first time

_ Problems Discovery

There is no picture on the menu. I can't tell what the food taste like by the name.

Some restaurants have its own jargons. It's quite hard to understand the waitress.



The fancy name of the menu describe nothing to me.

I feel too shy to ask about how to order but I don't want to do anything wrong!

_ Goal What bot should achieve

What & How to order

Feature

Part 1_Menu Consulting

Help explain the menu to ease the user's frustration and confusion

Part 2_Order Helper

Help crafting the phrase user need to order when the user make the decision

Criteria

Meet people's expectations through the process

Give feedbacks to user when needed - Help direct user back to the conversation when error occurs

Character

Make people feel like having a conversation with a friend while taking the advice

02 Creation of “Dolce”

_ Overall Process

01

Analyze the **interaction** between users and the bot

How the bot can meet people's expectation in this system

02

Decide the **logic** & **structure**

Develop intents & entities to build the structure

03

Build the bot for explaining **one dish**

Able to jump from one detail of the dish to another

04

Develop the bot for explaining **five dishes**

Able to jump from one dish to another

05

Develop the bot for **ordering**

Able to cut into ordering at any point

_ Sample Dishes

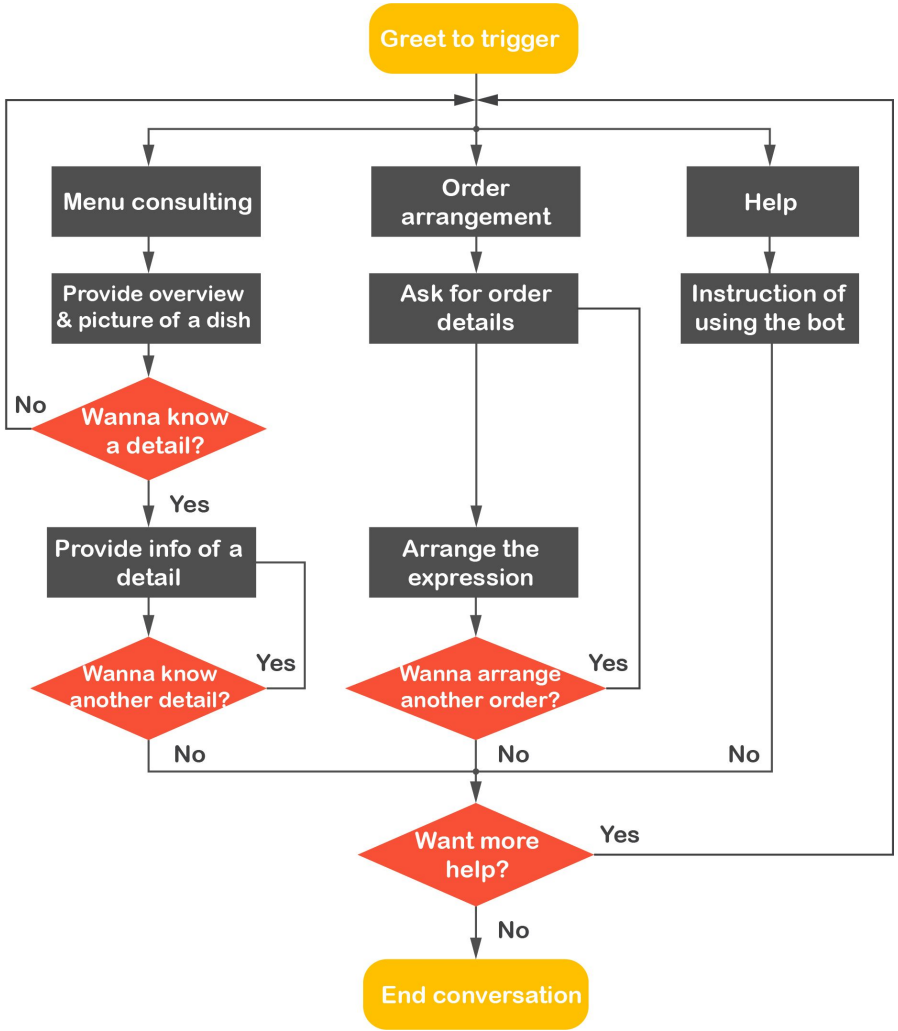
Chosen Restaurant:
Orient Express

5 Dishes:
General Tso's / Hunan /
Kung Pao / Sichuan/ Lo Mein

_ Overall Task

2 Main Features

- Menu Consulting
- Order Helper



_ Menu Consulting Structure

Separated intents

2 Groups of intents and using the **input contexts** to help scoping down the targeted intents

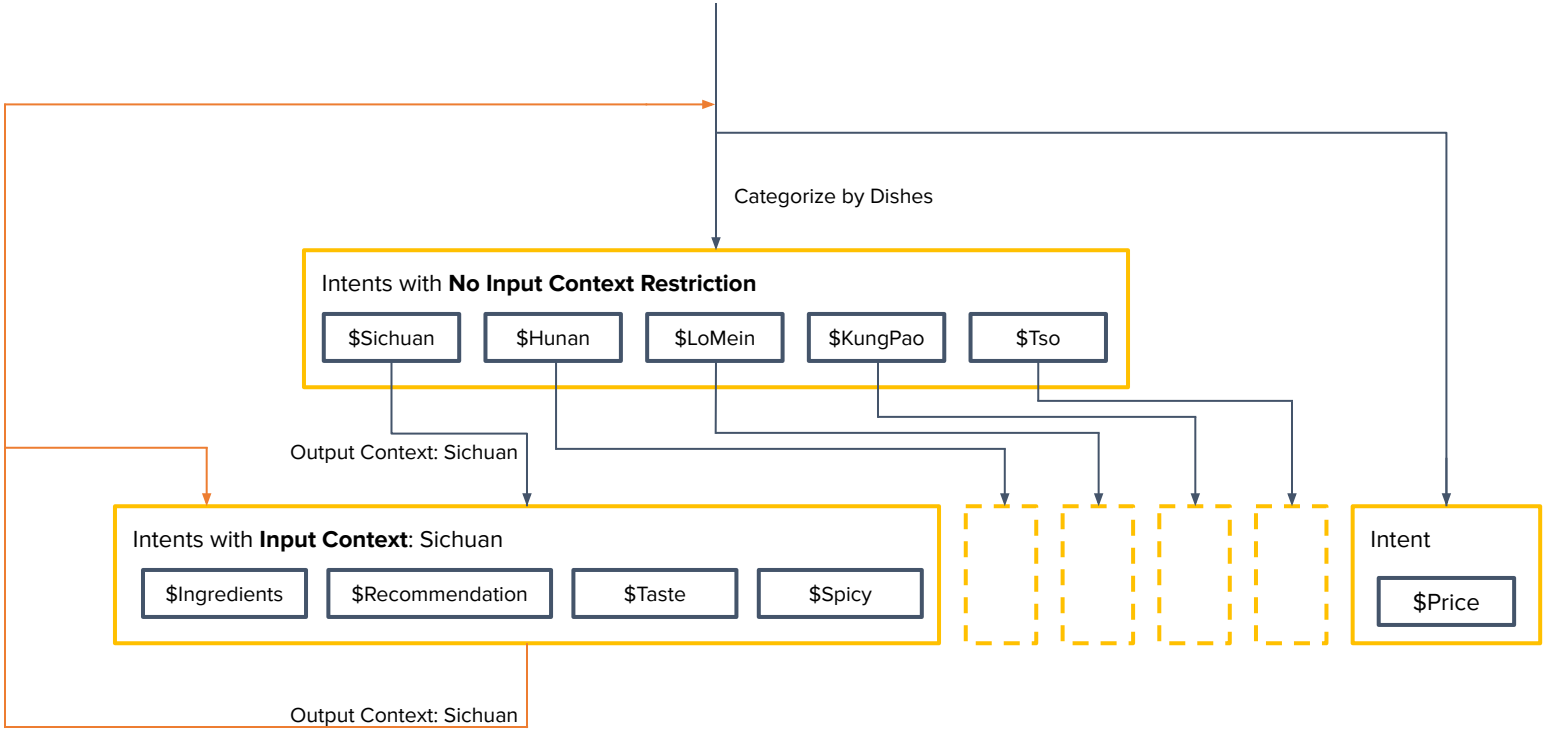
01 Recognize the menu

@Sichuan, @Hunan, @LoMein, @KongPao and @GeneralTso

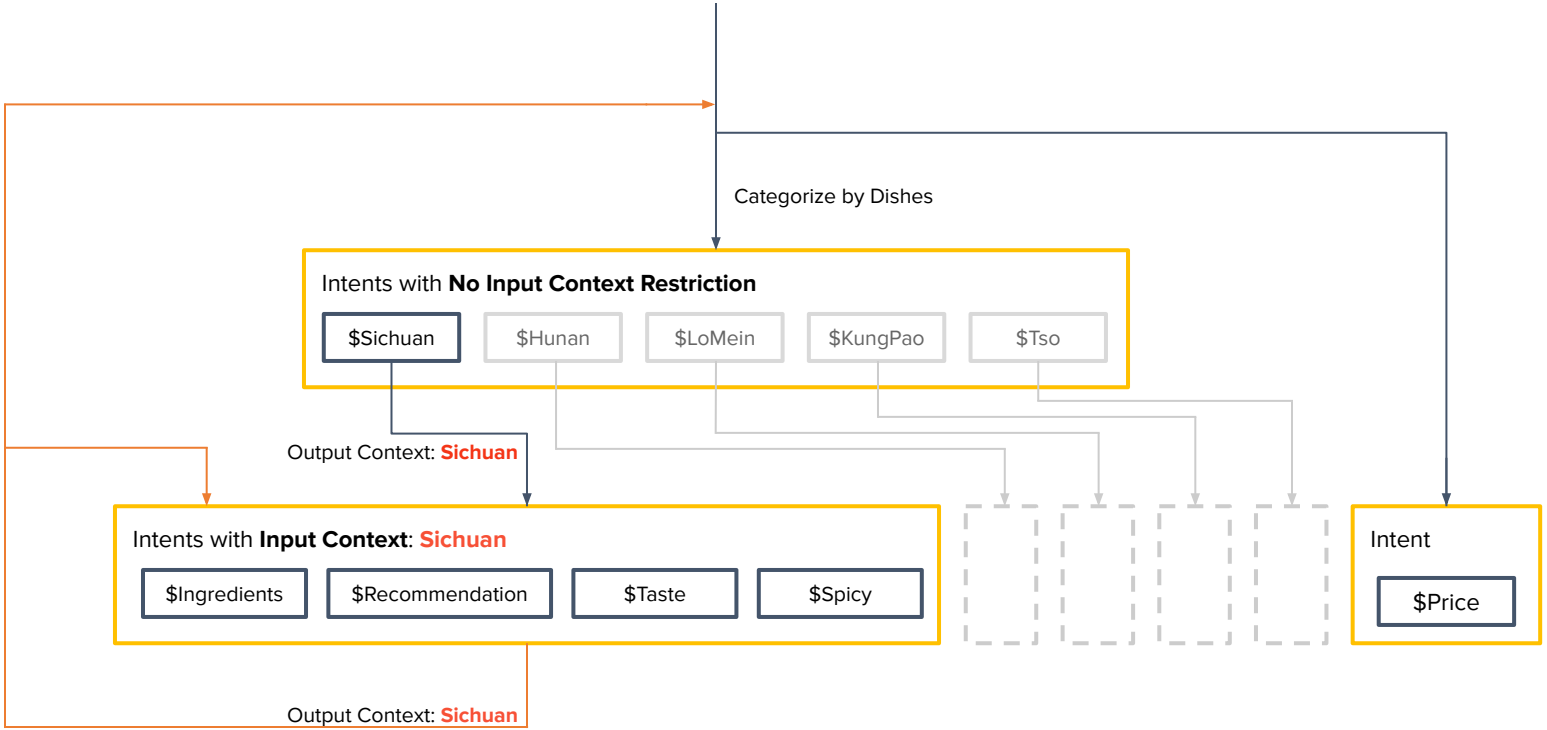
02 Detailed Questions

- General Tso's
- General Tso's - ingredient description
- General Tso's - ingredient recommendation
- General Tso's - taste

_ Menu Consulting **Structure**



_ Menu Consulting Structure



_ Order Helper **Structure**

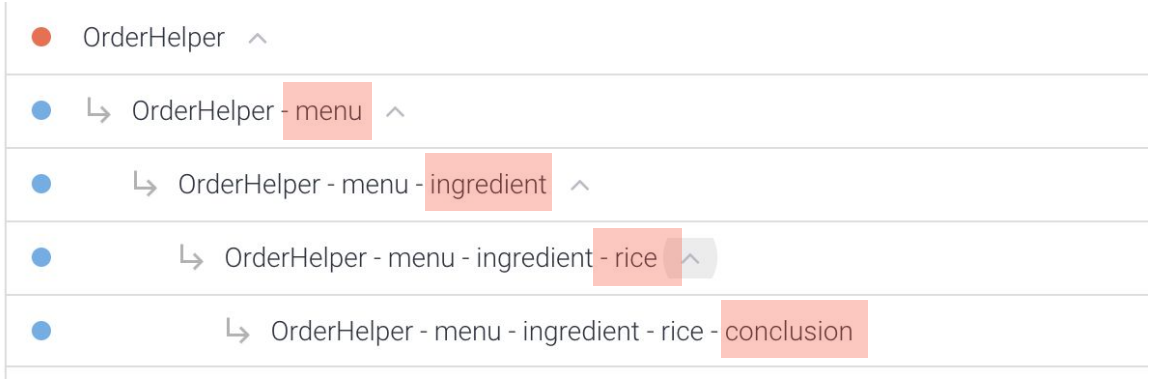
Follow up intents

To be able to **remember and refer back** to the previous answer

Use **different entities** to store users' answer

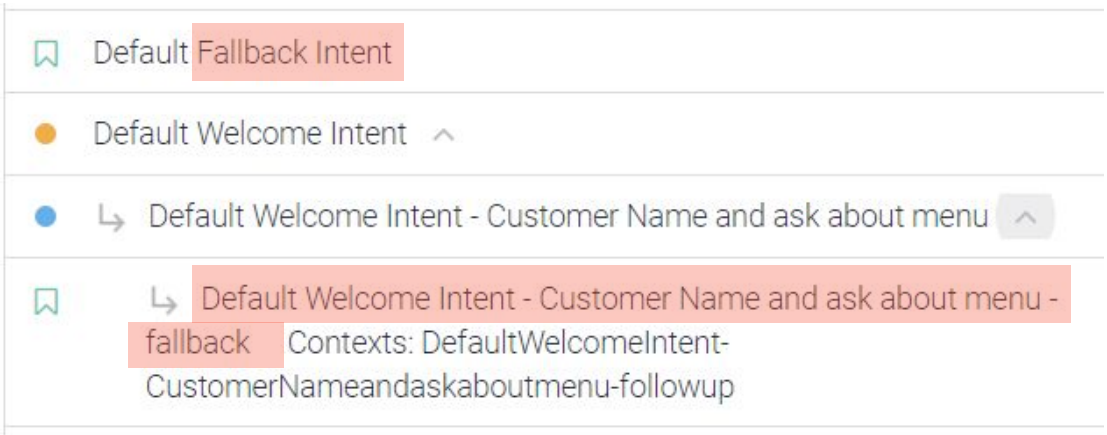
@DishName, @ChosenIngredient, @ChosenRice and @ChosenSide

Call the value from previous questions by using **#xxxx.followup.entity**



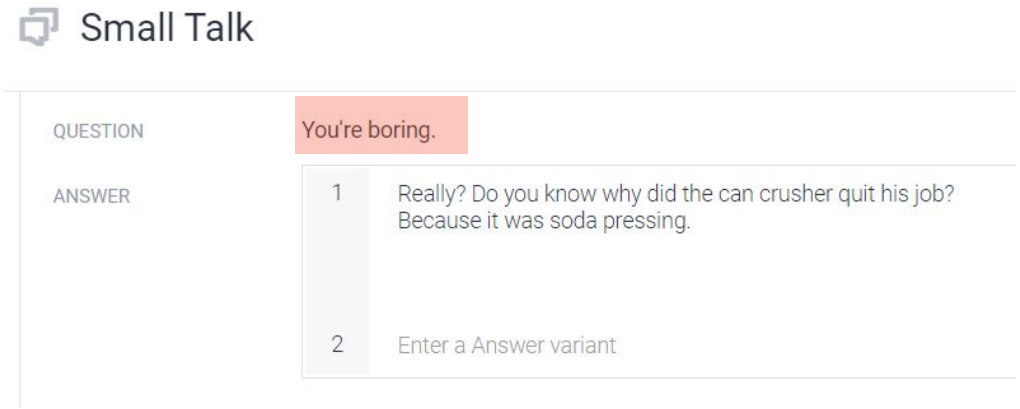
_ Error Handling **Structure**

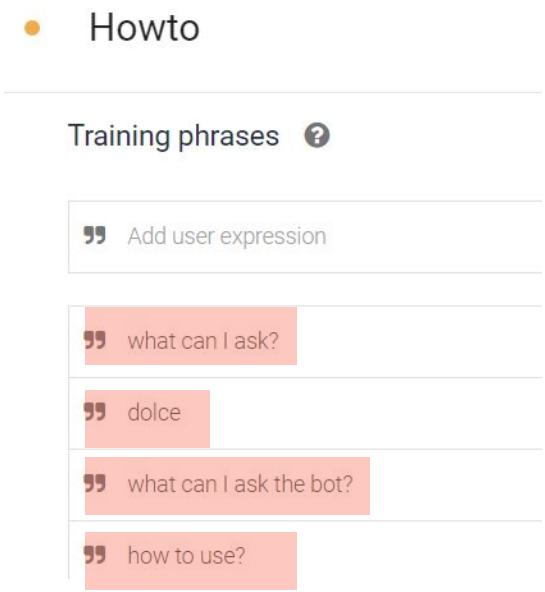
- **Default fallback intent**
- **Fallback intent in specific topic** with instruction to direct user back to the conversation



_ Casual Talk Structure

- Special intents such as Casual talk, How to





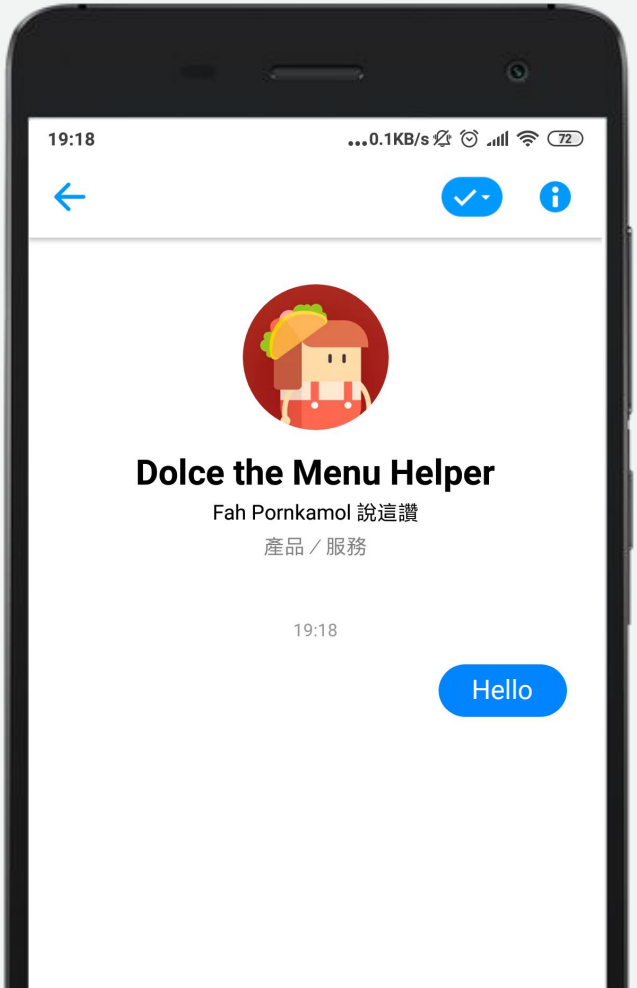
03 It’s time to meet “Dolce”

03 It’s time to meet

- At Orient Express -

¿?

_Menu Consulting



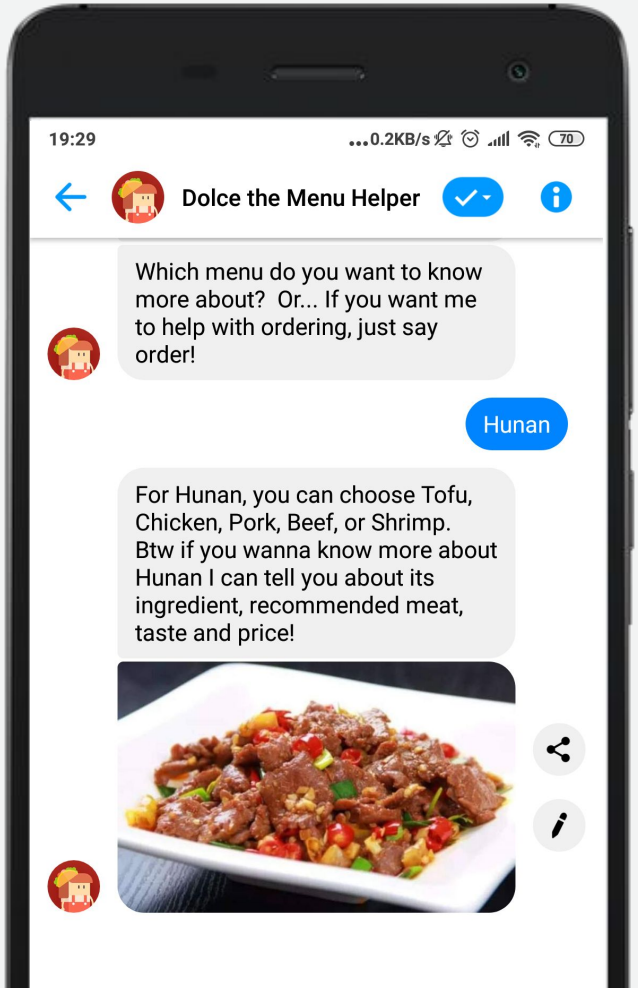
_Menu Consulting

Greet the user and ask to offer help

_Menu Consulting

Introduce what Dolce can help

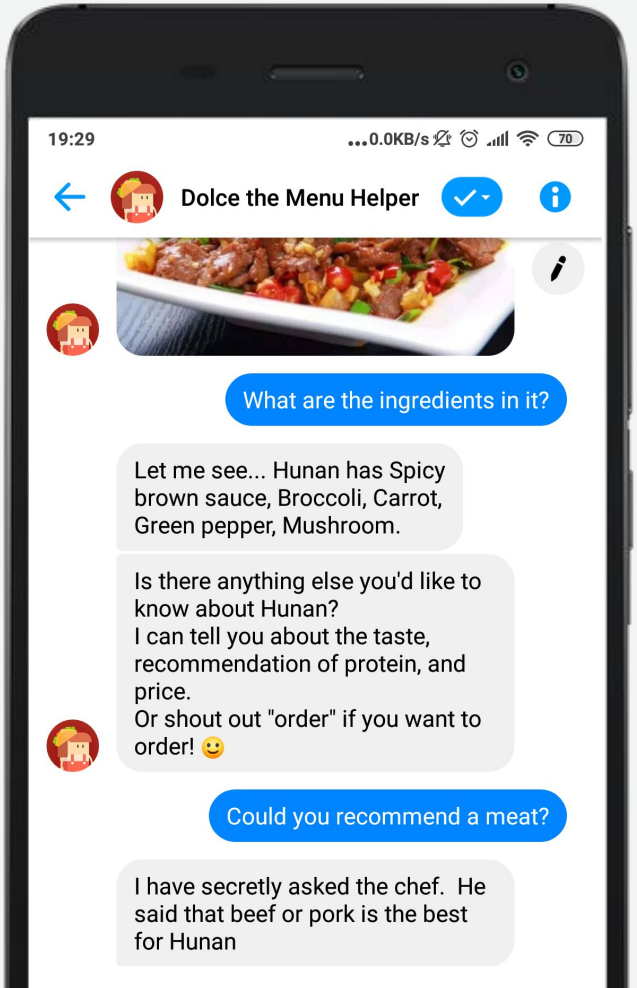
Briefly introduce the dish in casual language and provide image



_Menu Consulting

Provide specific details of the dish if asked

Taste, Ingredients, Recommended Protein, Price



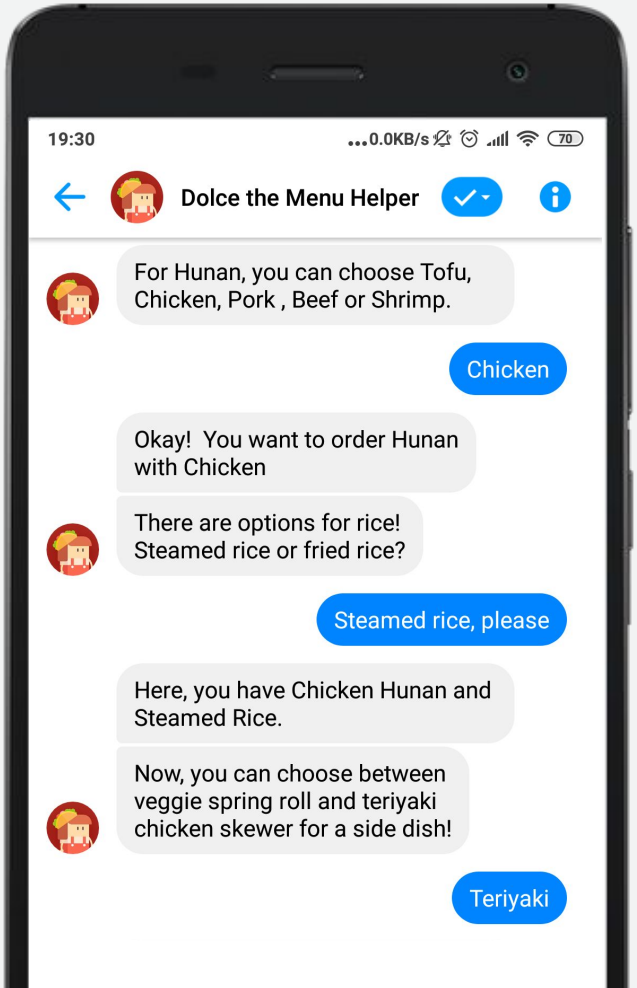
_Order Helper

Ask follow-up
questions (Protein)

_Order Helper

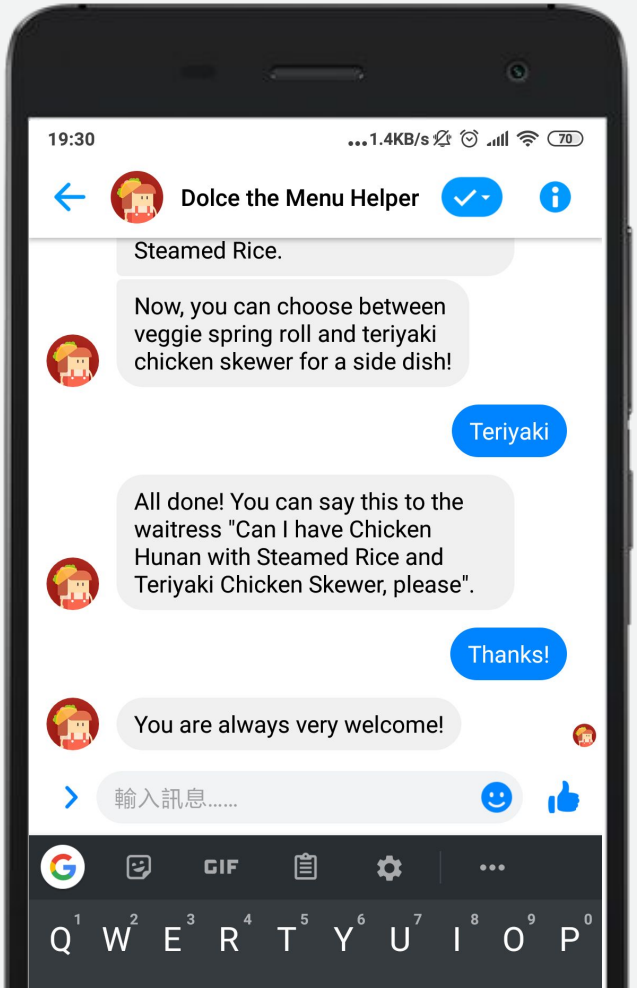
Confirm what the user answered and ask follow-up questions (Rice Options)

Ask follow-up questions (Side Dish Options)



_Order Helper

Help guiding how user can order their menu correctly!



04 The future of "Dolce"

_ Opportunities of Dolce

- Integrate with chat application such as Messenger, Wechat, Line

  User can use instantly without downloading new application

- Expand restaurant database

  which might be scalable by integrating comments or description about the menus from existing online platform.

- Include Location Tracking

  Users do not need to inform Dolce about the restaurant they want to ask about

Thanks!

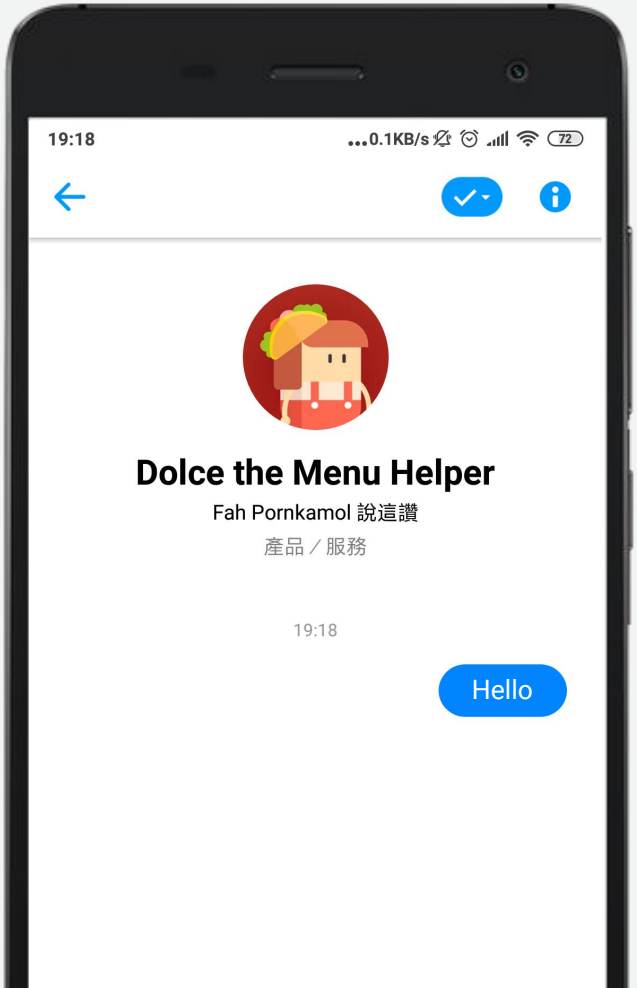
Sources
- Icons : Thenounproject
- Illustration : Freepik

Designed by - Yuan Sun, **Melody** Her, **Pornkamol** Prapapornvorakul

Fah is working on the report

"Dolce"

_The Menu Helper



User intent:

Default Welcome

"Dolce"

_The Menu Helper

Bot:
Greet the user
and offer help

Bot:
Call user name by $Person

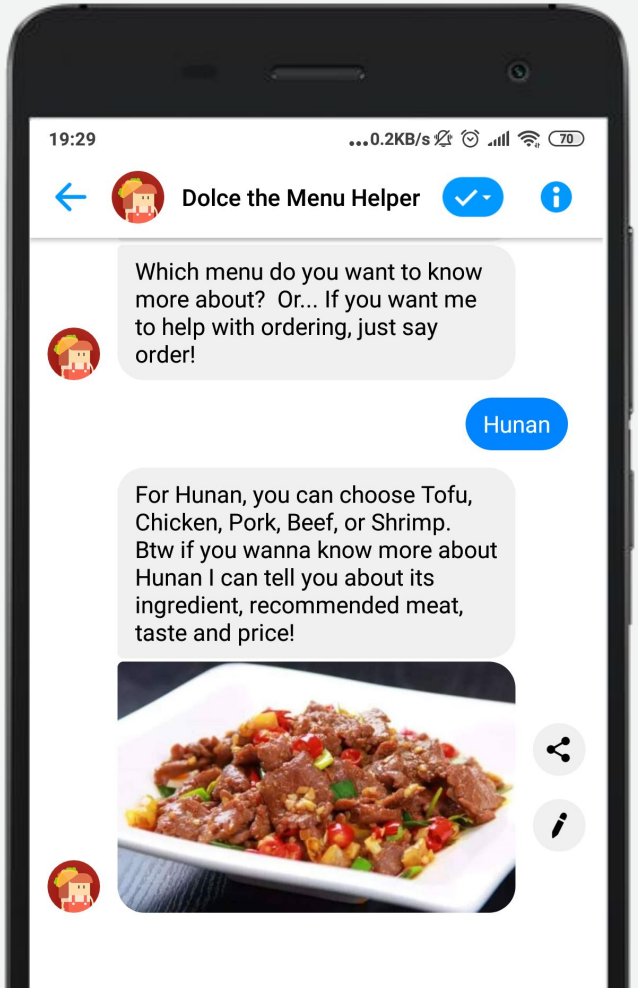
User follow-up intent:
Customer Name @sys.person

"Dolce"

_The Menu Helper

Bot:
Introduce what the bot can help

Bot:
Briefly explain the dish in casual language and provide photo



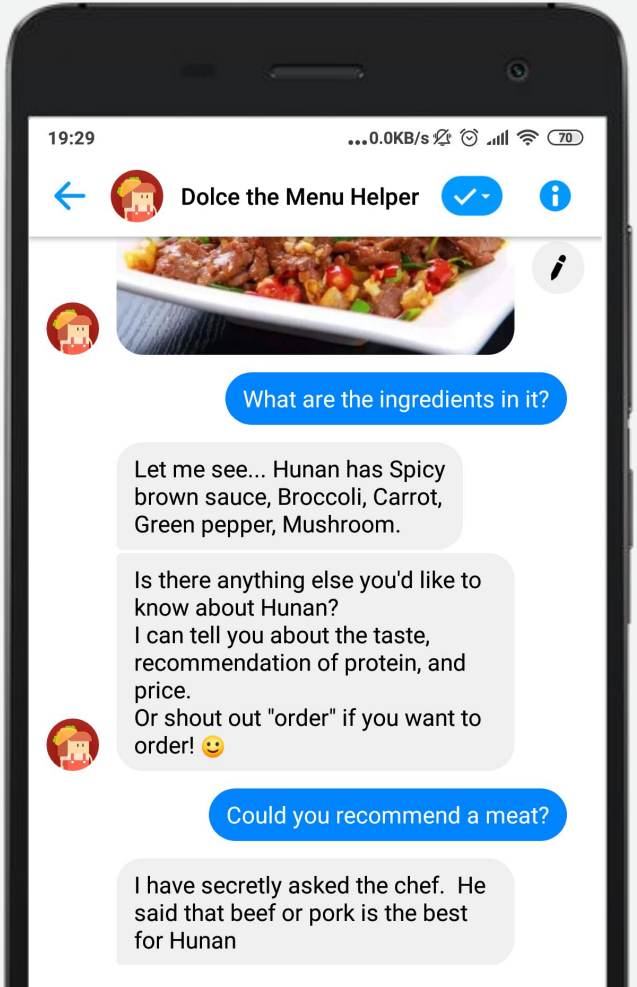
User intent:
Hunan @Hunan

"Dolce"

_The Menu Helper

Bot:

Provide specific details of the dish if asked



User intent:

Hunan - ingredient description

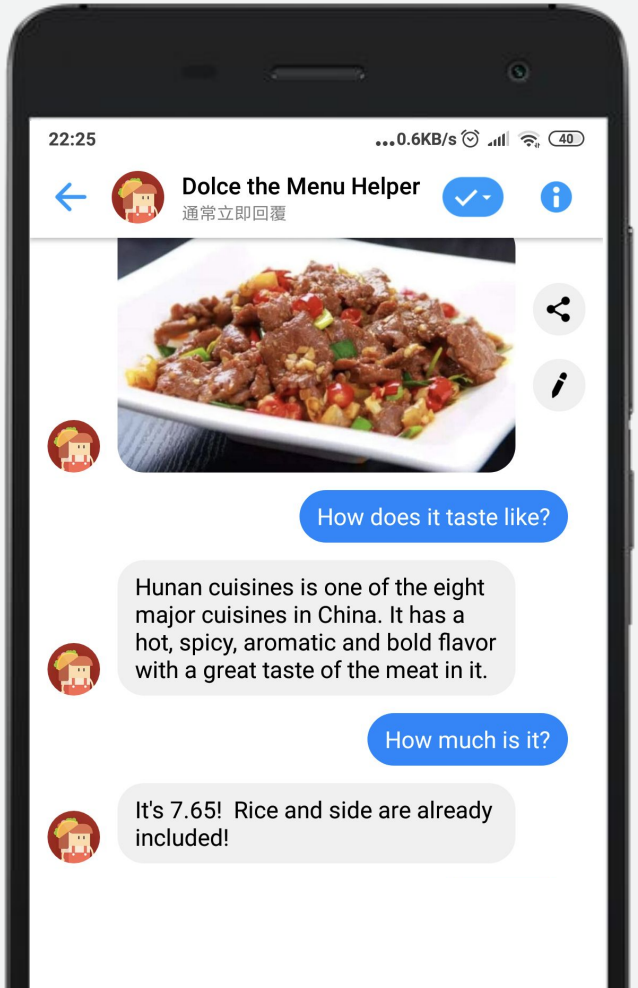
User intent:

Hunan - ingredient recommendation

"Dolce"

_The Menu Helper

Bot:
Provide specific details of the dish if asked

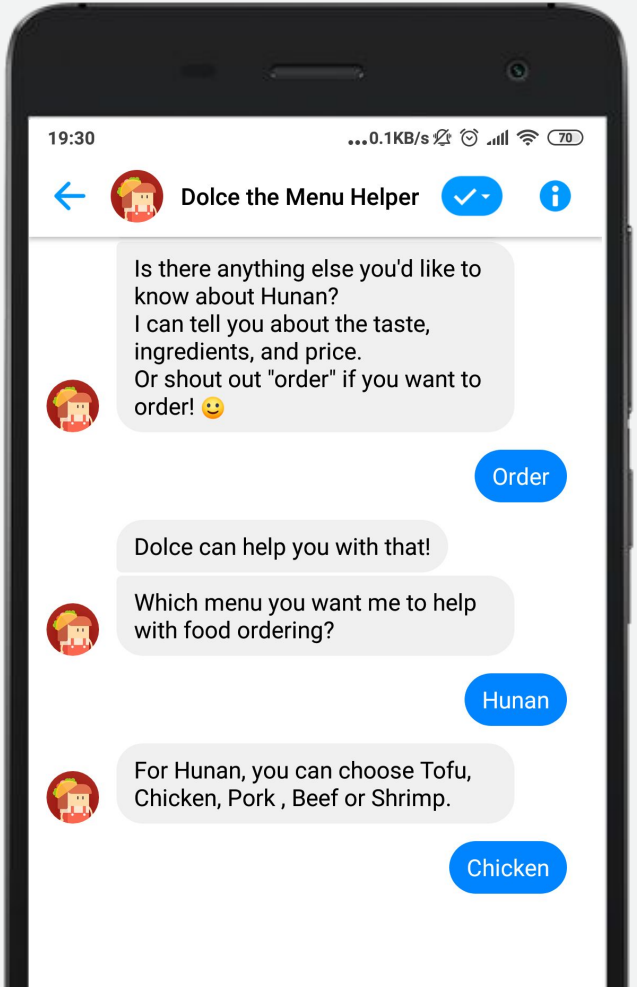


User intent:
Hunan - taste

User intent:
Price

"Dolce"

_The Menu Helper



Bot:
Ask for the menu

Bot:
Repeat the dish name by $Dishname and ask for protein user want to order

User intent:
OrderHelper

User follow-up intent:
Menu @Dishname

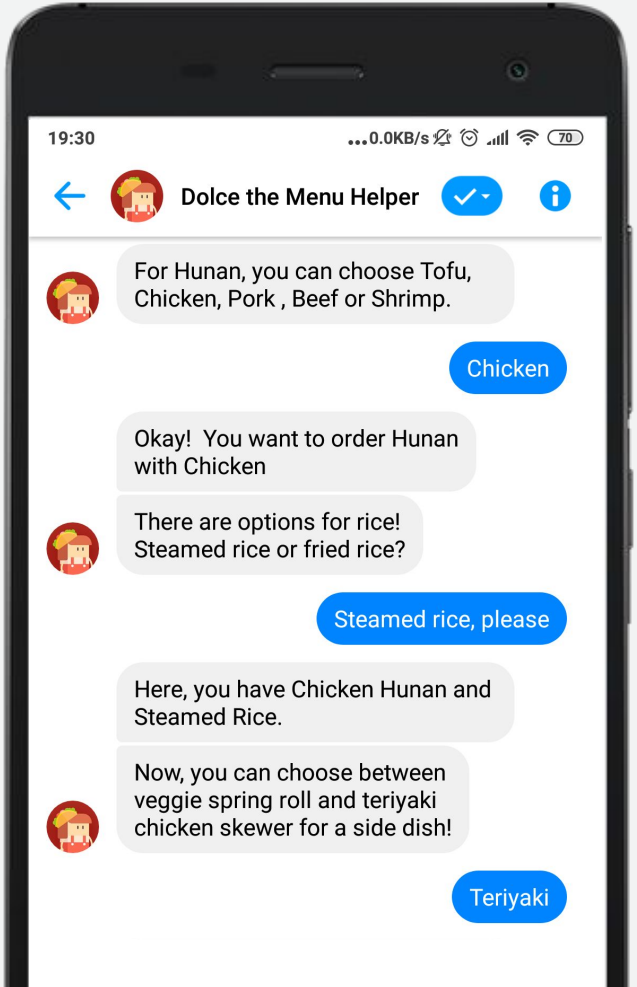
User follow-up intent:
Ingredient @ChosenIngredient

"Dolce"

_The Menu Helper

Bot:
Confirm answers and ask about rice options

Bot:
Continue to ask about side dish



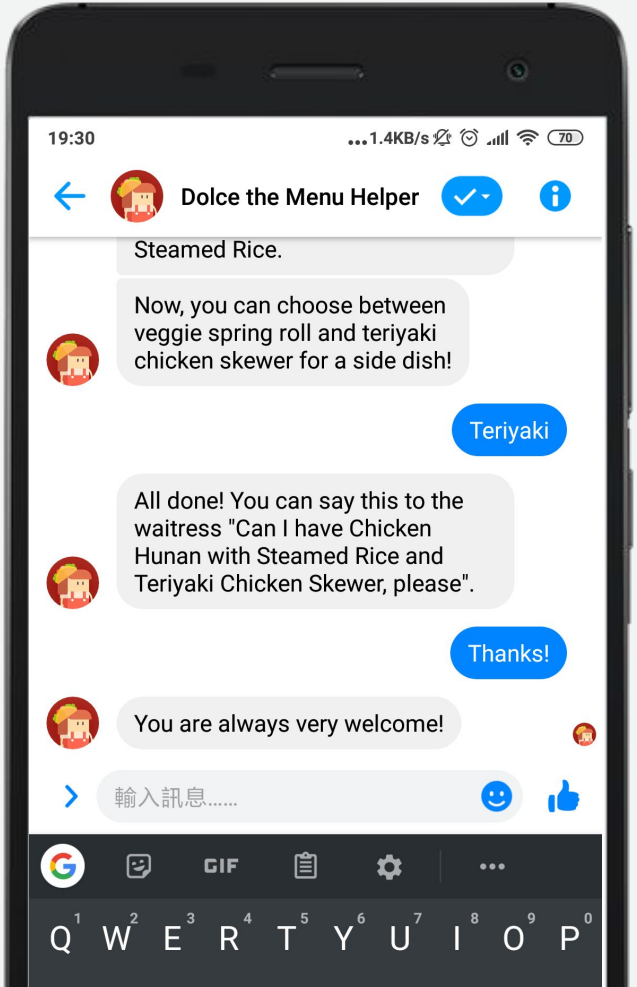
User follow-up intent:
Rice @ChosenRice

"Dolce"

_The Menu Helper

Bot:

Help guiding how user should place order the menu using #OrderHelper-menu-ingredient-followup.choseningredient #OrderHelper-menu-followup.dishname #OrderHelper-menu-ingredient-rice-followup.chosenrice and $ChosenSide



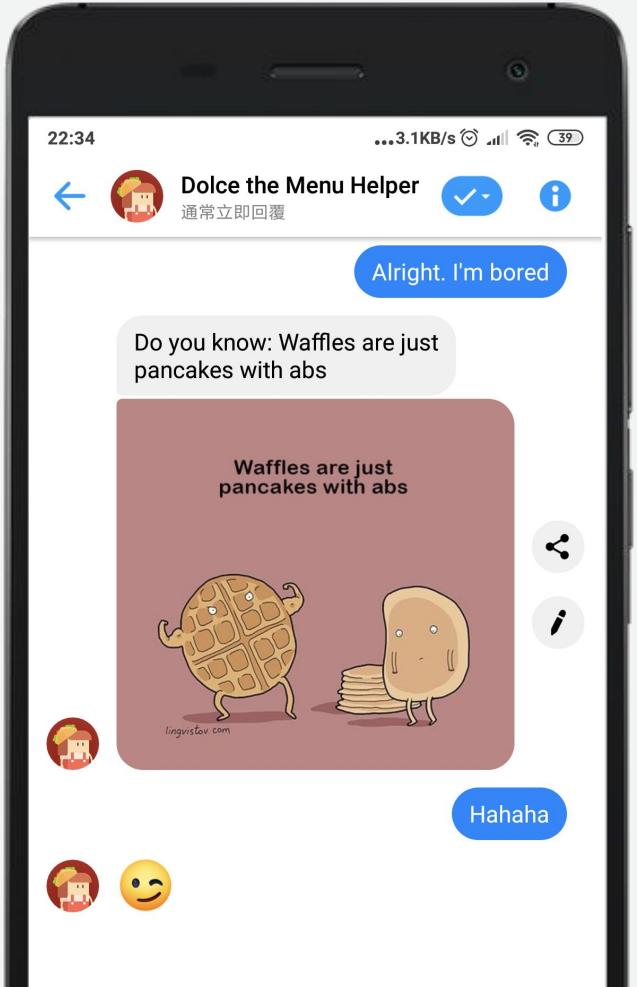
User follow-up intent:

Conclusion @ChosenSide

"Dolce"

_The Menu Helper

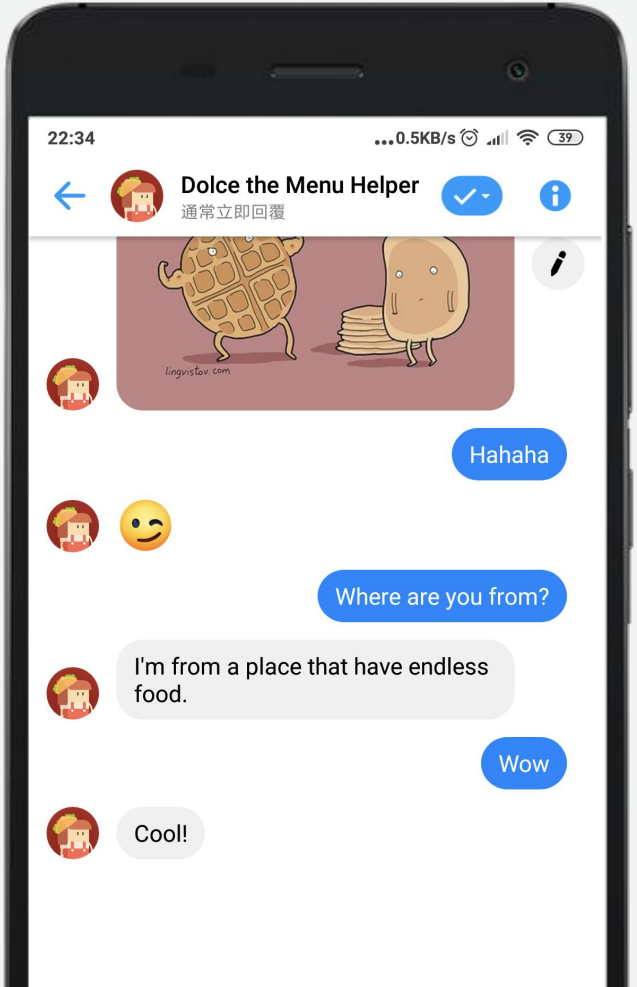
User intent:
Casual Talk



Bot:
Provide some funny food stories with a picture

"Dolce"

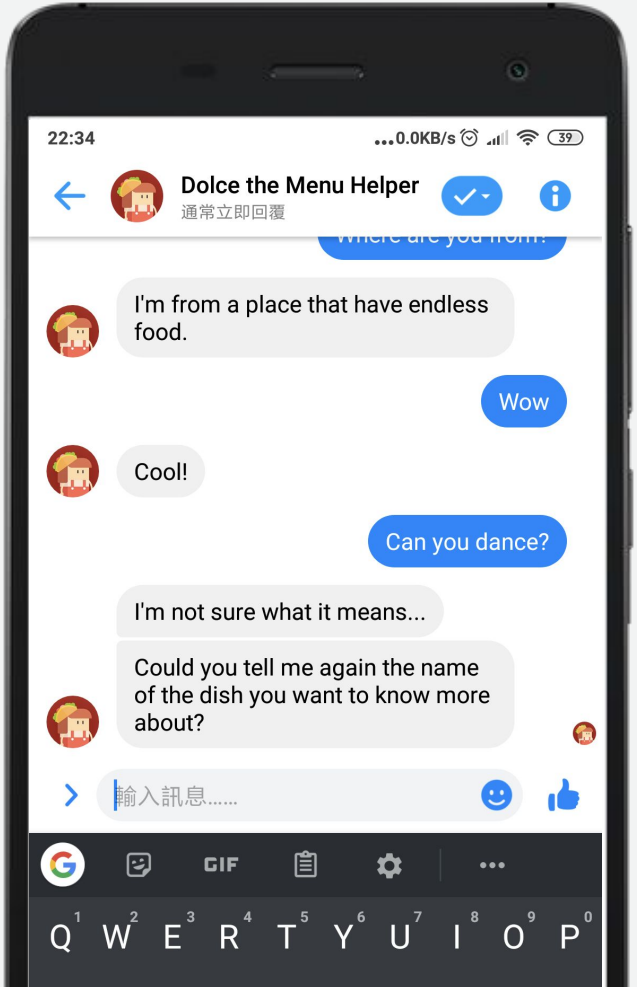
_The Menu Helper



Small Talk
With predefined phrase

"Dolce"

_The Menu Helper



Bot:

Provide some guidances to direct user back to the conversation

User Intent:

Default Fallback

"Dolce"

The Menu Helper Chatbot

Menu Assistant to rescue you from confusion

Designing Smart Systems, Fall 2019