



VISION

WORKING WITH THE CHATBOT

HOW-TO GUIDE

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GENERAL INFORMATION


Here you can find basic general information for a successful use of VISION's Chatbot Tutor.

- **How do I access / download / install the Chatbot Tutor:**

The Chatbot Tutor is available in every course that you have created with the Smart Authoring Tool. Go to <https://visionapp.smart-study.net> and login to the Smart Authoring Tool with your account. If you do not have an account, create a new one by clicking on 'Not a member? Sign up!' (visit the **How-To Guide for the Smart Authoring Tool for more information**).

Once you have created your course in the Smart Authoring Tool and exported it as a SCORM file to your Learning Management System (LMS), you can find the Chatbot Tutor in your course at the bottom



right-hand side of your screen. Click on  to open the Chabot and start asking it a question.

- **How do I feed the Chatbot Tutor:**

Go to <https://visionapp.smart-study.net> and login to the Smart Authoring Tool with your account. Open the course for which you want to add questions/answers for the Chatbot Tutor. On the bottom of the page, you find the option 'Intents'. Click on the **+** next to 'Intents'. In the field 'Intent Name', type in a name for your intent (e.g., intent 1). In the field 'Triggers' type in a question that students might ask about your course. With the **+** you can add more triggers (**you have to add at least 2 triggers for the same response, where the triggers have to differ in at least 2 words – e.g., Trigger 1: How can the Chatbot Tutor help me? Trigger 2: What does the Chatbot Tutor do for me?**). In the field 'Response', type in the correct response to the triggers. Click on 'Save Intent'.

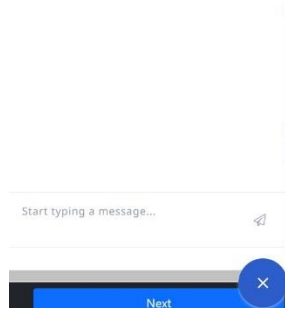
You can also decide if you want to use an intent as a quiz question for students. Click on 'Is question' and choose to which sections this intent belongs. This way, the Chatbot will be able to only ask the question if the student has already worked on this section.

- **How do I train the Chatbot Tutor:**

Go to <https://visionapp.smart-study.net> and login to the Smart Authoring Tool with your account. Open the course for which you want to train the Chatbot. On the top of your course you find the

option:  .

Once you have exported your SCORM file to your Learning Management System (LMS), you can start chatting with it. Students can now ask the questions that you have added before (they do not have to ask the exact same questions you added as intent names) and will receive the responses you provided



the Chatbot with.

- **How do I make the Chatbot Tutor available for students:**

The Chatbot Tutor will be exported together with your SCORM course created with the Smart Authoring Tool (**visit the [How-To Guide for the Smart Authoring Tool for more information](#)**). Use the SCORM course to upload it in your SCORM supported LMS. The Chatbot will be directly available for

the participants of the course in your LMS at the bottom right-hand side of your screen:



DIDACTIC USE

For information on how to use the Chatbot Tutor in a pedagogically sound way, please read the following specifications.

- **When to use the Chatbot Tutor in a teaching/learning setting:**

VISION's Chatbot Tutor is helpful to students and teachers.

- **What are the advantages for the teacher:**

- The Visionary is in particular useful in courses with large groups of students.
- The Visionary can replace teachers to answer all students' questions about the course and the course materials.
- The Visionary disburden the teaching staff.
- The Visionary improves efficiency in supporting students in the course.
- The teachers can use this way more time on more complex teaching tasks.

- **What are the advantages for the students:**


- The Visionary is available to students any time, day and night.
- The Visionary gives instant feedback.
- The Visionary gives personalized response on all questions about the course and the course materials.
- The Visionary provides results about the quizzes taken.

- **What are the Chatbot Tutor's limits:**

Here are some limitations of the Chatbot Tutor:

- Limited understanding: it may struggle to understand complex or ambiguous requests. For example, it may have trouble handling a request for a custom assignment.
- Technical limitations: it relies on underlying technologies such as natural language processing and machine learning algorithms, which can have their own limitations. For example, it cannot recognize and respond accurately to dialects, accents, or slang.
- Limited flexibility: it is designed to handle specific tasks and interactions, such as to give support about the questions on the course logistics and course materials. For example, it has trouble answering questions outside of its predefined knowledge base.
- Lack of empathy: it is limited in its ability to recognize and respond to emotions. It cannot provide empathetic or compassionate responses in more delicate situations.
- User acceptance: Some students may prefer human interaction over automated chatbots, particularly in situations where empathy or understanding is required. Additionally, some users may have concerns about the privacy and security of their data when interacting with chatbots.

- **What are the Chatbot Tutor's risks:**



It's important to note that these risks can vary depending on the specific use in the course. To mitigate these risks, it is important to monitor and evaluate the performance of the Chatbot Tutor on an ongoing basis and ensure that Chatbot Tutor is transparent and accurate in its interactions with students. The risks are:

- Misinformation and bias: the Chatbot Tutor relies on predefined algorithms and rules to generate responses, which can sometimes result in incorrect or biased information. For example, it is designed to provide course information and may provide inaccurate answers when other types of questions are asked.
- Lack of transparency: not disclosing that it is automated, can create confusion or mistrust among students.
- Limited content: the Chatbot Tutor is dependent on the pre-defined content and may give insufficient answers when the course is changed.