Virtual Assistant for the Volunteer Scotland Website

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Virtual Assistants

Some types of VA are well known- software like Apple's Siri, or Microsofts Cortana.
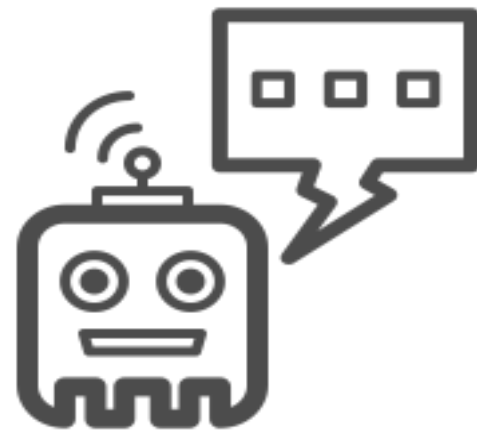
- These systems are becoming common
- Often called bots or chatbots.
- The aim of this project is to create a chatbot capable of assisting a potential volunteer by suggesting a number of opportunties that the user might be interested in.

Project Specification:

- The project is intended to deliver partial solution to a problem
- The conversion rate of searches to actual volunteers is very low
- A significant number of website users do not engage with more than 5 pages of opportunities regardless of their search inputs.

Proposed Solution:

The proposed solution to this problem is to use an open source chatbot framework, to create a personalised search result based on a short series of questions.

The Framework:

- The chatbot framework for this project is RASA
- Open source bot-building kit written in Python.
- New, highly flexible and easy to use.
- Uses machine learning algorithms to process the users input.

Outputs:

- Intended to output a set of search results based on responses to it's questions.
- Evidence suggests that the number of questions a user will tolerate from a bot is limited.
- Research and data analysis was undertaken to mirror the non-digital process as closely as possible.
- The bot attempts to process the inputs to generate keywords to search the opportunities.
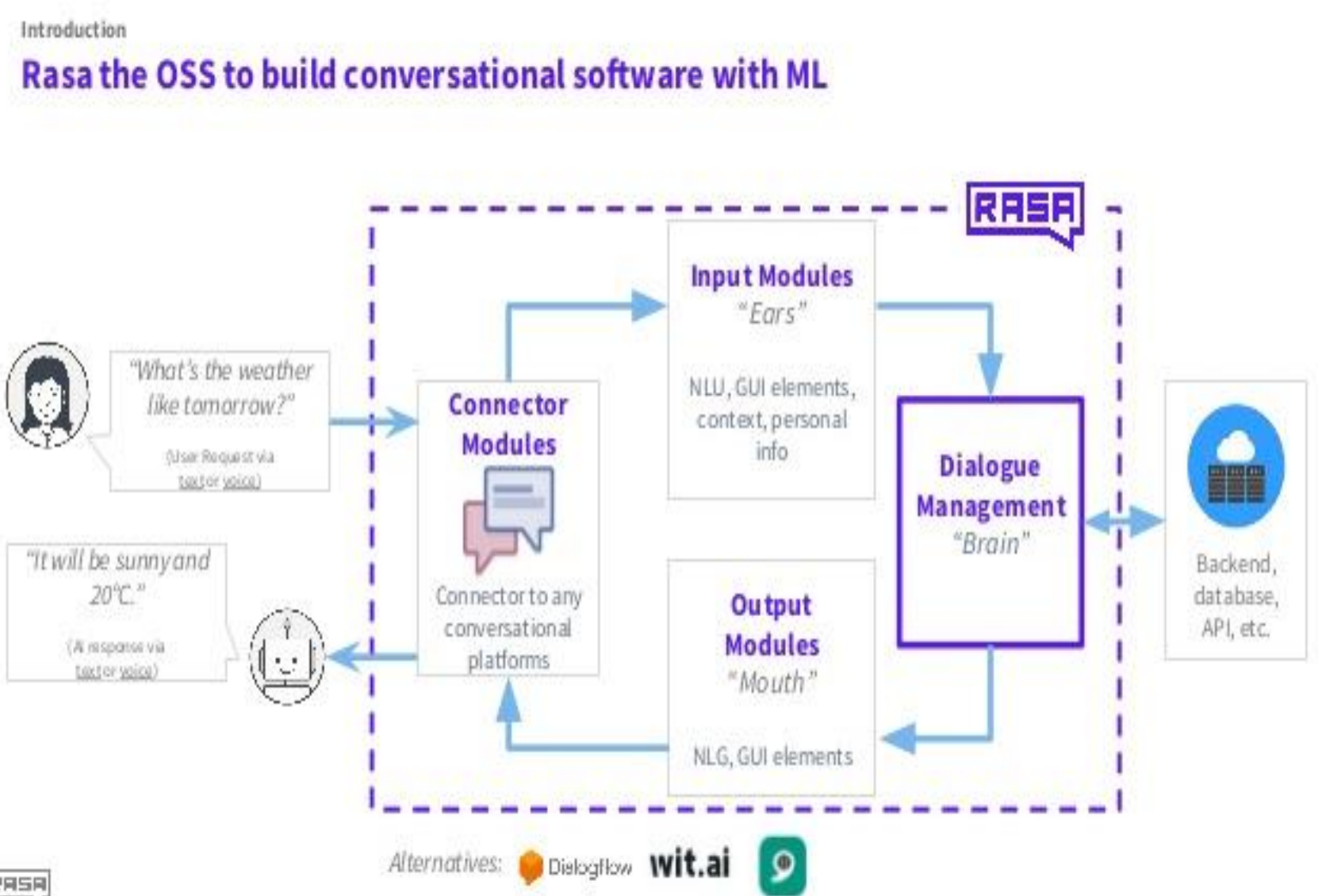
Introduction
Rasa the OSS to build conversational software with ML

Image by Justina Petraityte, RASA developer.

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