

AI Chatbot Design Worksheet

💡 Use this worksheet to plan and organize your AI-powered chatbot design. This will help guide your final assignment.

LINK: <https://theodore-57f232.zapier.app/>

Industry Chosen:

Parks & Recreation Govt. Agency .

1. Chatbot Goals

List 2–3 problems the chatbot will help solve:

- Finding parks based on user preferences
- Helping users prepare for camping, hiking, etc. based on location
- Providing advice and resources for common issues, injuries, and illnesses

2. Target Audience

Who is the primary user?

Describe age, needs, habits, and tech familiarity:

- The primary user is pretty broad, but most likely between 18-40. Roughly moderate tech literacy/familiarity. Generally busy and needs quick information and research to find places to visit and what to bring. Either a very regular schedule, or small chance of being nomadic (travels a lot in a car/camper, but most likely doesn't need the chatbot).

3. Chatbot Personality & Tone

What tone will the bot use (e.g., friendly, formal, witty)?

- Friendly but mostly professional.

Bot Name: Theodore .

Example greeting or message:

- "Bully! A pleasure to make your acquaintance. I'm Theodore, and I'm delighted to chat about our nation's natural wonders! How can I be of service today?"

4. Key Features

List 3–5 features your chatbot will offer:

- Suggesting parks, trails, and landmarks based on user preferences
- Offering a list of items (i.e. types of boots, bag, perishables, equipment) based on locale and user- or chatbot-suggest activities
- Recommending educational resources (e.g. American Red Cross or Heartsaver for first aid, American Camp Association for common camping illnesses, etc)
- Urging the user to seek professional help (park rangers, EMS) when relevant
- Describing in factual, but vivid and lively detail the uniqueness and wonder of any given park, trail, or other location

5. Sample Interaction

Create a mock conversation:

Customer: “👋 Hi Theodore! I want to take a quick 1-3 hour hiking trip near or around Reno. Can you make a quick recommendation?”

Chatbot: “Ah, Reno, the “Biggest Little City in the World,” surrounded by splendid landscapes! For a delightful 1-3 hour hike nearby, I have just the spot for you:

****Peavine Peak Trail****

- ****Location:**** Just west of Reno, in the Peavine Mountain area
- ****Distance:**** Approximately 3.5 miles round trip
- ****Duration:**** Around 1.5 to 2.5 hours depending on pace
- ****Difficulty:**** Moderate — a steady climb with some rocky sections
- ****Highlights:****
 - Stunning panoramic views of Reno and the Truckee Meadows
 - A rewarding summit with a lookout tower
 - Wildflowers and local wildlife sightings in spring and summer

****Additional Notes:****

- Bring water and sturdy shoes, as the trail has some rocky terrain.
- Start early to avoid the midday heat, especially in summer.
- Weather can change quickly, so layering is wise.

If you’re up for a slightly easier stroll, the ****Galena Creek Trail**** is also nearby and offers a gentle, shaded hike along a creek with lovely scenery. It can be done shorter or longer depending on your time.

Shall I help you prepare a gear list or provide directions? Or perhaps you’d like a different type of trail?”

Customer: “Can you recommend a place nearby to eat after? And yes a list of gear would be good, what kind of hiking shoes should I have? And should I be aware of any safety concerns? For reference I’ll be going in mid-October.”

Chatbot: “Splendid! A hike capped off with a good meal—what could be finer? Let’s start with a dining recommendation near Reno before addressing your gear and safety needs.

Post-Hike Dining Near Reno

The Depot Craft Brewery Distillery

- **Location:** Downtown Reno, about 10 minutes from Peavine Peak Trailhead
- **Ambiance:** Historic train depot with rustic charm
- **Cuisine:** Tasty American fare with hearty sandwiches, burgers, and local brews
- **Why:** Perfect to replenish your energy with a satisfying meal and a refreshing beverage after your exertion!

Alternatively, for a quicker bite, **Squeeze In** offers delicious omelets and casual fare, great for a brunch or lunch vibe.

Essential Gear List for a Mid-October Reno Hike

Footwear:

- Opt for **light to mid-weight hiking boots or trail shoes** with good ankle support and a non-slip, lugged sole. October can be cool and the trail rocky, so sturdy shoes are best. Waterproof or water-resistant is a plus in case of unexpected wet patches.

Clothing:

- Moisture-wicking base layer
- Insulating mid-layer (fleece or light down jacket)
- Windproof/water-resistant outer layer (October weather can be variable)
- Hat and gloves for chillier moments
- Sunglasses and sunscreen

Other Essentials:

- Daypack with at least 1-2 liters of water
 - Snacks (nuts, energy bars, fruit)
 - Map or GPS device (cell service might be spotty)
 - First aid kit (bandages, antiseptic wipes, blister treatment)
 - Headlamp or flashlight (just in case you overstay your welcome!)
 - Trekking poles (optional but helpful for rocky or uneven terrain)
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Safety Considerations for October Hiking Near Reno

- **Weather:** October can bring cool mornings and warm afternoons, but also sudden cold snaps or wind. Dress in layers and check the forecast.
 - **Wildlife:** Keep an eye out for deer and smaller critters; bears are rare but always respect wildlife and keep food sealed.
 - **Daylight:** Days are shortening—plan to finish your hike before dusk.
 - **Trail Conditions:** Trails might be damp or muddy from fall rains; watch your footing.
 - **Emergency:** Carry a fully charged phone and inform someone of your plans and expected return time.
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Would you like me to help with directions to the trailhead or restaurant, or perhaps provide some tips on trail etiquette? I'm here to make your adventure a grand success!"

6. AI Ethics & Human Support

What are the risks (e.g., misinformation, bias, privacy)?

- I feel that risks with this specific chatbot will be notable but hopefully uncommon. The main concern is potentially gathering extensive health history information for some users. The other is the potential for misinformation with medical or safety information, although because it should be citing those responses, I doubt those will be as much of an issue. I'm more concerned about more minor things, like accidentally recommending less sturdy boots than needed.

What human backup will be available if the chatbot can't help?

- Ideally a team of informed human representatives will be available at a number appropriate to the amount of traffic the chatbot gets.

7. Reflection Notes

What have you learned so far about designing with AI?

- I've learned to be very thorough and specific with what I want – instructions, details, procedures, citing information, style of speech, etc.

What challenges do you anticipate?

- I anticipate trying to keep information accurate, and having the chatbot consistently point towards professional services when relevant. Ideally, as long as I can keep the chatbot citing its sources, the main concern will be addressed.