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What is a conversational chat bot?

This is my expanded notes on Chris Messina's appearance on the O'Reilly bots podcast.

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The problem of Bot skeuomorphism

Skeuomorphism is the design concept of making items represented resemble their real-world counterparts. Bot skeuomorphism is based on the same idea - that is, people want bots to be the next version of web apps, and hence basically build what is just a web app under the hood and call it a bot.

The bots you see on this site are all examples of web apps masquerading as bots. But it is important to realize that you need to start small. 😊

What is the state of conversational commerce and where is it headed?

Chris noticed the rise of two companies - Path Talk, which allowed companies to text me businesses, and Fetch app, which allowed shopping via text messages, and became inter

in conversational commerce.

Chris also mentions that from the date of its release in 2007, it took a good 7-10 years for the smartphone ecosystem to become commonplace and commoditized. He expects a similar, but perhaps shorter, cycle for chat bots.

Why did Twitter, which has had bots for a long time, not capitalize on bots? It seems to have lost its way.

Chris believes that bots in the public space end up behaving badly because they are very cheap to operate and they can do a lot of damage. As a result, Twitter bots do not have very positive associations in people's minds.

What is a conversational chatbot?

Chris mentions the key idea behind a conversational chat bot - the conversations need to be continuous and asynchronous.

Chris's view on bots in 2017 based on his interactions on the Product Hunt community

Chris believes that there is almost no overlap between the people who build bots and the people who actually need the bots. He also sees there being a tremendous opportunity for local businesses when it comes to creating their own bots.

Article by aravindmc / ChatBots / [Leave a Comment](#)