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July 21, 2017

Designing Bots by Amir Shevat

This is intended to be a high level review of [Amir Shevat's new book "Designing Bots"](#). *

Comprehensive

First of all, this is a truly comprehensive book. Check out the table of contents:

It would be hard to find another book about chatbots covering so many topics.

Hype free

Amir does not make false promises about the viability of chatbots today. In the book, Amir talks about the stages of chatbot evolution - the emphasis is mine.

1. *What are bots? Why do we need them?* At this stage most users and software providers are not aware of bots or how to use them **(we are still in this stage, at the time I'm writing this book).**

2. *We need a bot interface too!* At this stage a lot of software vendors start building bots. Most bots suck at the beginning, as there is very little experience in the industry. (We are rapidly moving toward this phase.)

3. *We are going with bot-first!* After a while, several bot builders experience success, and the bot user interface becomes common. Startups begin to adopt a bot-first mentality.

4. *We are bot only!* Some services are built with a bot-only user interface, and others with major parts of their workflows happening in conversation.

Notice that he thinks we haven't even reached stage 2 yet. This is crucial, because *we haven't even started building sucky bots.* After all, before a bot can be sucky, it actually has to work!

This doesn't mean you cannot build cool, useful things with them - just don't go in expecting them to be a fix-all.

Visually appealing

Something I really like about the book is the liberal use of images, most of which are both necessary and add to the understanding for the user.

A screenshot from the book
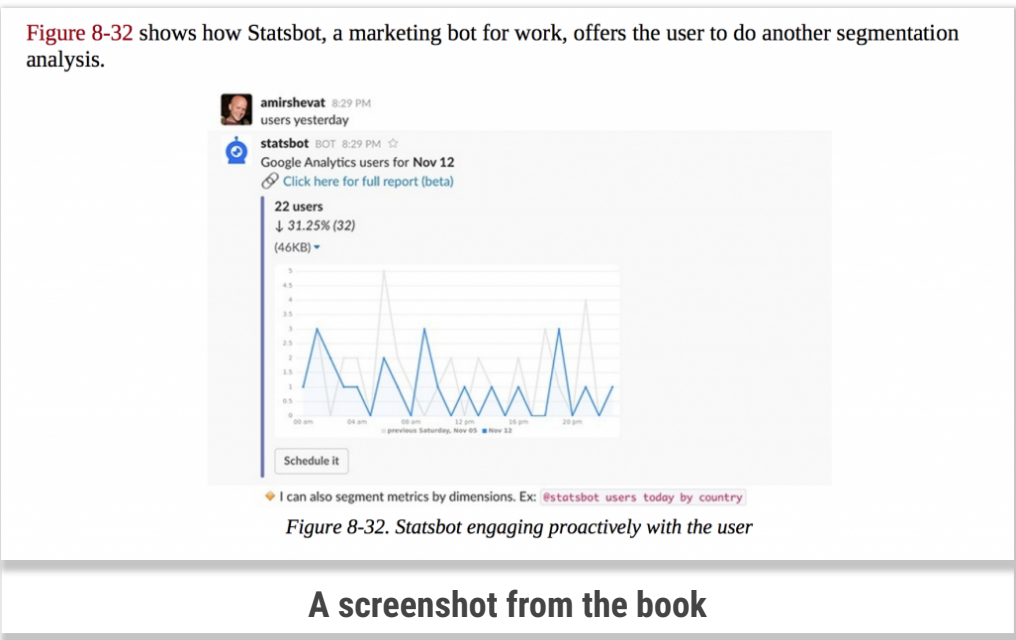
Filled with takeaways

I actually counted over 50 takeaways and then stopped counting. You could assemble the takeaways into a giant blog post, like "50 takeaways from Amir Shevat's book on designing bots", and you will still not have covered all of them! Just one more example of how comprehensive the book is.

Example takeaway from the book

*I was hoping to write a much more complete review. But the book is quite a long read (which is one of its pluses), and I wanted my blog readers to get started reading it soon. Buying this book should be a no brainer if you are working on commercial chatbots.

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