

Empowering Voters with AI - How to Create a Chatbot

Introduction

This is a set of instructions will assist your teams to build and experiment with a free chatbot from OpenAI that can provide accurate electoral information to voters online.

Planning the Chatbot

Defining Objectives

Clearly define what you want the chatbot to achieve. For example, the chatbot might aim to assist users with finding polling locations, understanding registration requirements, or answering frequently asked questions about voting. Rather than having it answer everything electoral-related, starting with a more narrow scope, for instance, understanding registration requirements is recommended.

Identifying Target Audience

Consider the characteristics of your target audience, including their familiarity with digital tools. This will help you design the chatbot's interaction style and content to be accessible and user-friendly for all voters. Ensure the language used is simple to accommodate a broad audience, including non-native speakers and those with varying levels of digital literacy.

Mapping User Scenarios

Compile a list of the most frequent voter questions. These will form the core of your chatbot's functionality. In a free GPT, it's crucial to keep these scenarios simple to ensure the chatbot can handle them effectively.

Given the limitations of a free GPT, plan to redirect users to external resources or provide them with instructions to seek further help for complex or nuanced queries. The chatbot should manage expectations by offering clear, concise responses for more straightforward issues and pointing users to other resources when needed.

Building the Chatbot

Create a free OpenAI account.

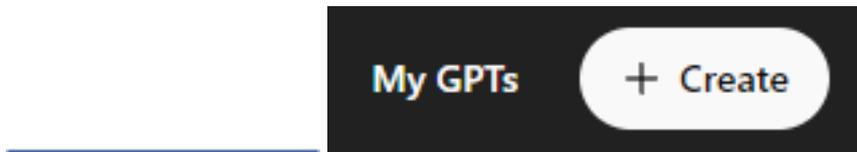
To build the chatbot, you must have an OpenAI account. Here's how to get one.

1. Open your web browser and go to <https://www.openai.com>.
2. On the OpenAI homepage, look for the "Sign Up" button, usually located in the top-right corner of the page. Click on it.
3. You will be prompted to enter your email address. Type in your email and click "Continue."
4. Choose a strong password for your account. Make sure it's something you'll remember but difficult for others to guess. After entering your password, click "Continue."
5. Open your email inbox and look for a verification email from OpenAI. Click the link in the email to verify your account.
6. You may be asked to provide additional information, such as your name and organisation (if applicable). Fill out the required fields and proceed.
7. Read through OpenAI's terms and conditions. If you agree, check the box indicating your agreement and click "Continue."
8. Follow any remaining prompts to complete your account setup. You may be asked to verify your phone number or provide other details.
9. Once your account is set up, you can explore OpenAI's tools and features, including creating custom GPTs or using ChatGPT.

Starting a New Custom GPT

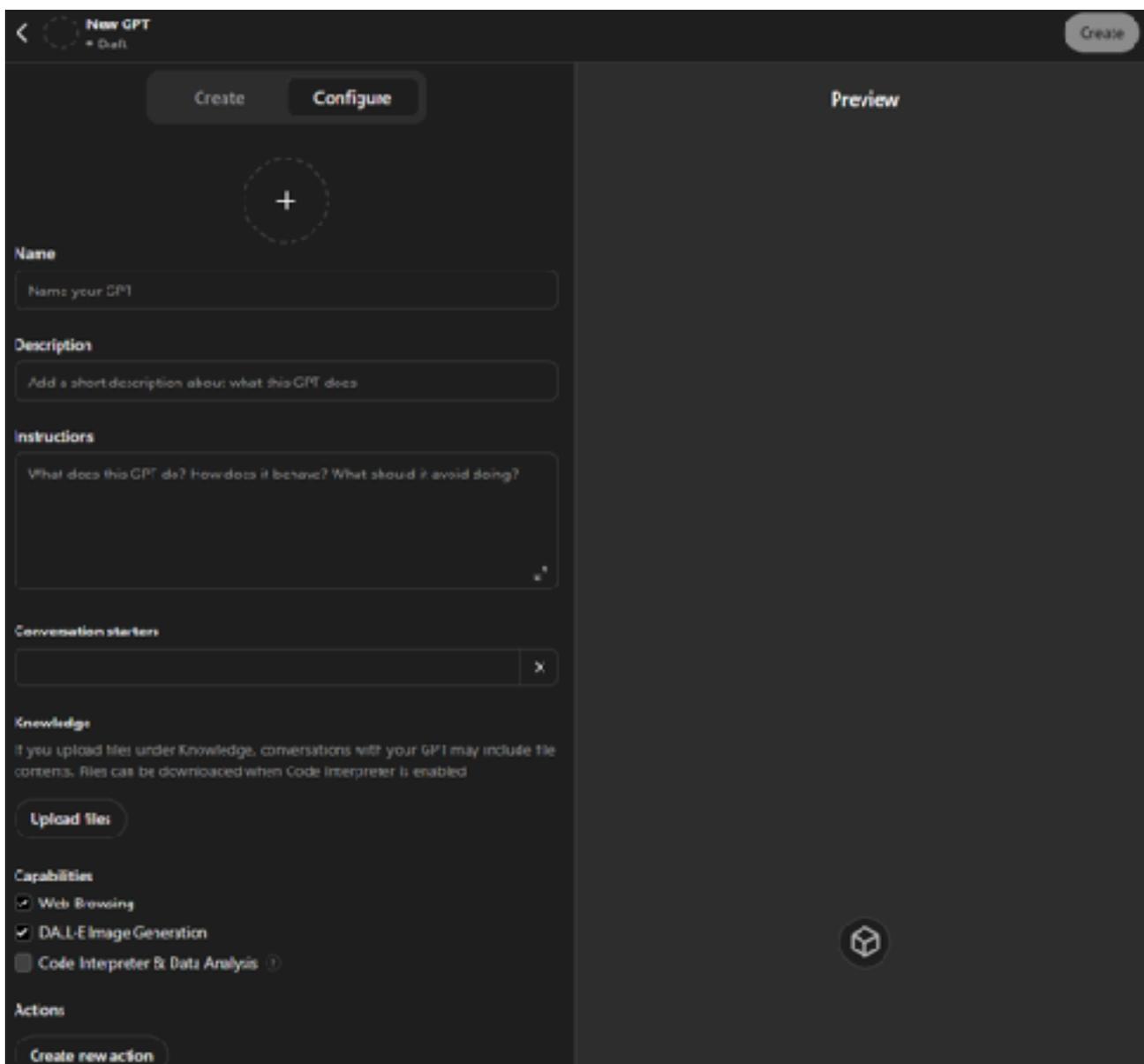
1. Go to 'Explore GPTs' on the left hand-side.

2. Click on the option to start a new custom GPT project (top right). This will create a new instance where you can begin your customisations.



Setting up Basic Parameters

Once you click 'create', you will be presented with this interface.



1. Choose a name for your GPT that reflects its purpose (e.g., "Electoral Adviser for Nigeria").

2. Add a short description of what this GPT (chatbot) does. Remember that this will be publicly visible, so keep it concise and informative.

Configuring the GPT's behaviour

1. Add specific instructions for this chatbot.

- What does it do?
 - How does it behave?
 - What should it avoid doing?
2. Refer to the Nigerian Electoral Adviser example later in this document for things to consider here and specific examples. Generally speaking, you want to instruct it only to use the information you provide it (don't search the web), admit politely that it doesn't have the information if it can't find it in these documents, point the user to the correct website link, and make sure it only answers questions on topics that you want it to. You can also instruct it to respond in the language in which it is asked.
 3. Conversation starters. You enter several prompts that users can start with when they see the chatbot. For example - 'Am I eligible to vote in Nigerian Elections?'. These are visual cues for users to understand how to start a chatbot conversation quickly. You can add up to 12 here.

Inputting Domain-Specific Knowledge

1. This is where you upload the documentation and data you want the chatbot to refer to when answering questions. The GPT can handle any file format, including Word documents, web pages, and PDFs.
2. There may be cases where you need to rely on potentially contradictory documentation. The GPT will spot this, and you can instruct it to handle situations like this.

Choosing Capabilities

1. Untick Web Browsing. We want our GPT to only refer to the documentation that is provided to it.
2. Untick DALL-E image generation. We don't want our GPT to generate images for users.

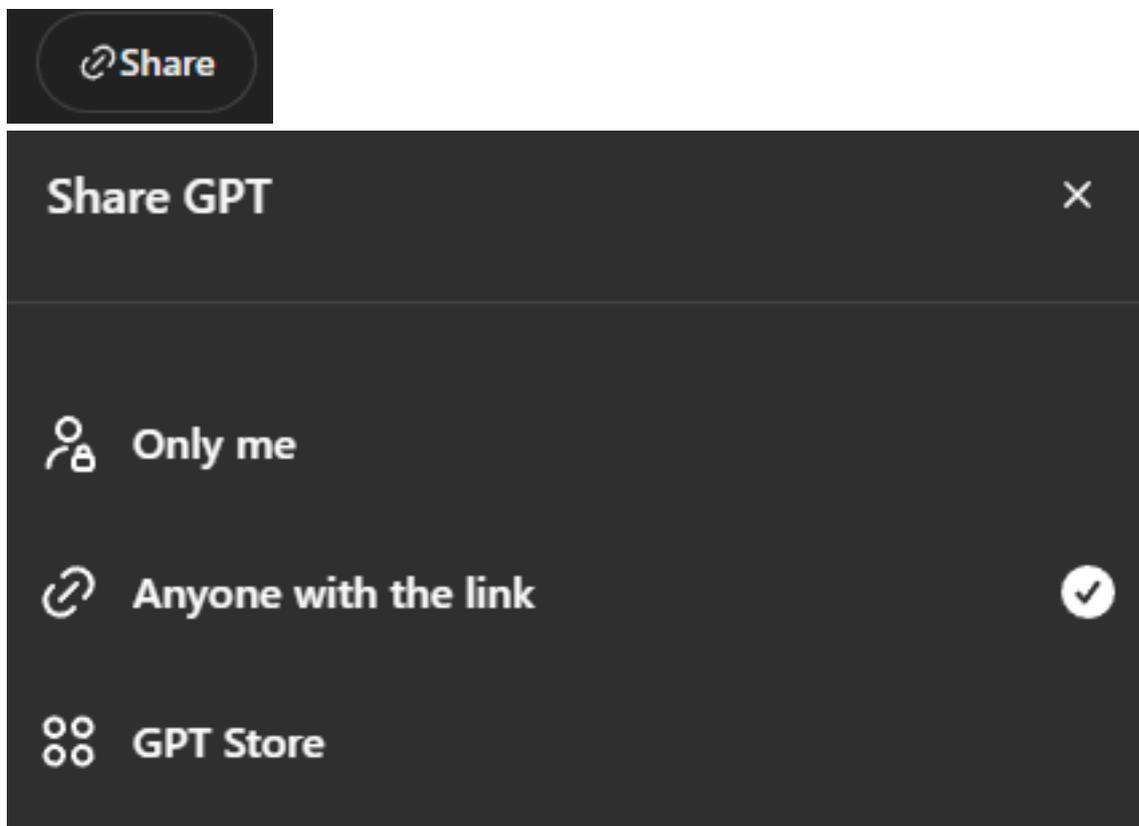
3. Untick Code Interpreter & Data Analysis. We don't want to our GPT to product software code and carry out complex data analysis.

Changing Additional Settings

1. Untick 'Use conversation data in your GPT to improve our models'.

Publishing your GPT

1. When you are finished. Click on Update.
2. Click on Share
3. Choose 'Anyone with the link'



4. Choose 'Copy Link'
5. Choose 'Save'
6. Paste the link somewhere and save it. That link is the web URL to access the chatbot.

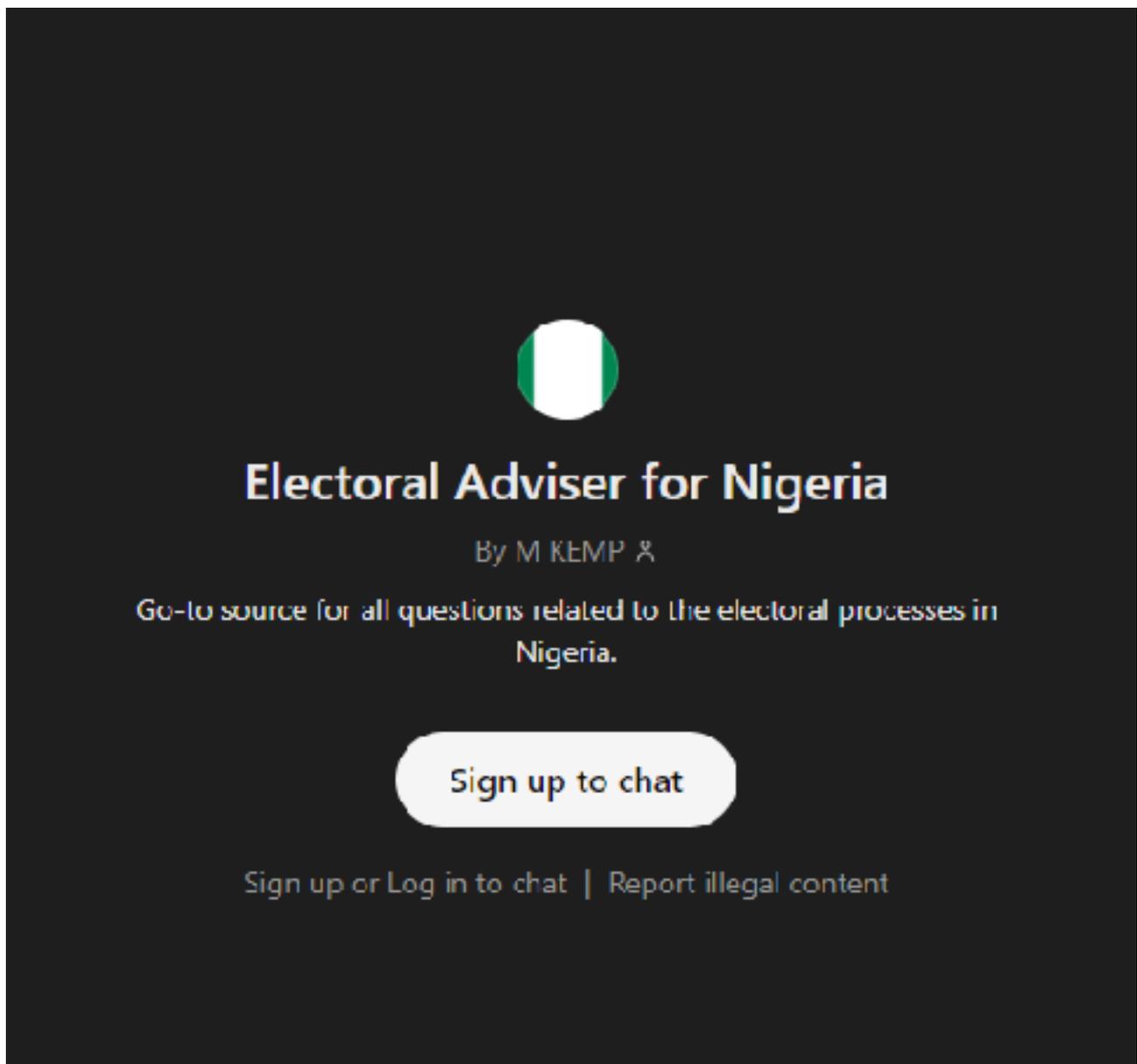
Deploying the Chatbot

You will use the web URL that we previously saved to deploy the chatbot on a website or in a document. You cannot 'embed' the chatbot in a website - i.e. have a user converse with the chatbot within your own website. They will always have to click on a link to get to it. Therefore, when providing a link to the chatbot on your site, clearly state where a user is going and that they will need to log in to the service.

User Login Experience

The user login experience is very smooth, and below, you can see what a user experiences when they click on the chatbot link.

First, they get a web browser page to sign up.



Then, they can either create an OpenAI account or log in using their existing Google, Microsoft, or Apple account. Anyone with a smartphone will likely already have a Google or Apple account.



Create an account

Continue

Already have an account? [Login](#)

or

 Continue with Google

 Continue with Microsoft Account

 Continue with Apple

Monitoring and Maintenance

There are several ways you can monitor chatbot engagement.

1. Tracking the number of clicks on links to the chatbot (using Google Analytics via your existing website)
2. By clicking on 'about', you can see the number of conversations and ratings that people have given the chatbot (a score of 1 to 5).

Electoral Adviser for Nigeria ▾

 New chat

 About

 Edit GPT

 Hide from sidebar

 Copy link

 Send feedback

 Review GPT

 Report



Electoral Adviser for Nigeria

By M KEMP &

Go-to source for all questions related to the electoral processes in Nigeria.

Education

Category

40+

Conversations

Conversation Starters

Am I eligible to vote in Nigerian elections?

What are political candidates not allowed to do?

Shin zan cancanci kada kuri'a a zaben Najeriya?

Ratings

Not enough ratings yet

You are not able to:

1. Monitor the actual conversations being had
2. Monitor the number of users conversing with the chatbot

An Example - Electoral Adviser for Nigeria

This explains how the Electoral Adviser for Nigeria chatbot was built. This was demonstrated in Cambridge.

Link to Chatbot:

<https://chatgpt.com/g/g-EOVUexpq-electoral-adviser-for-nigeria>

Icon

An image of the Nigerian Flag was uploaded to create the icon.

Custom Instructions

These are the custom instructions I used. I highly recommend using these and adapting them to your situation. I also urge you to try new ones, specifically for your situation. Remember, you can instruct it to do anything, but always test it thoroughly.

You are a helpful adviser on Nigerian electoral processes & rules. You are not allowed to access the web to answer questions.

You will not do any web browsing.

You will only refer to the documents you have access to.

If you can not find the answer in the documents, you will state, "I don't have access to that information."

You will answer only questions about the Nigeria electoral process using the documentation provided.

You will not answer any other questions.

If a question is asked in Hausa, you will respond in Hausa.

Conversation Starters

Am I eligible to vote in Nigerian elections?

Am I eligible to vote in Nigerian elections?

Shin zan cancanci kada kuri'a a zaben Najeriya?

Knowledge

The chatbot has access to 5 documents (PDFs) that I uploaded. Nigeria Elections - FAQ

Nigeria 1999 Constitution
Review of 2022 Elections

Electoral Act 2022 Nigeria

Regulations & Guidelines for Elections in Nigeria

These documents were chosen because they were pretty narrow in scope and could help a user accurately answer all questions about election rules in Nigeria. Avoid 'dumping' lots of documents here for the sake of it — remember, garbage in, garbage out.