

ChatBot

Session 1

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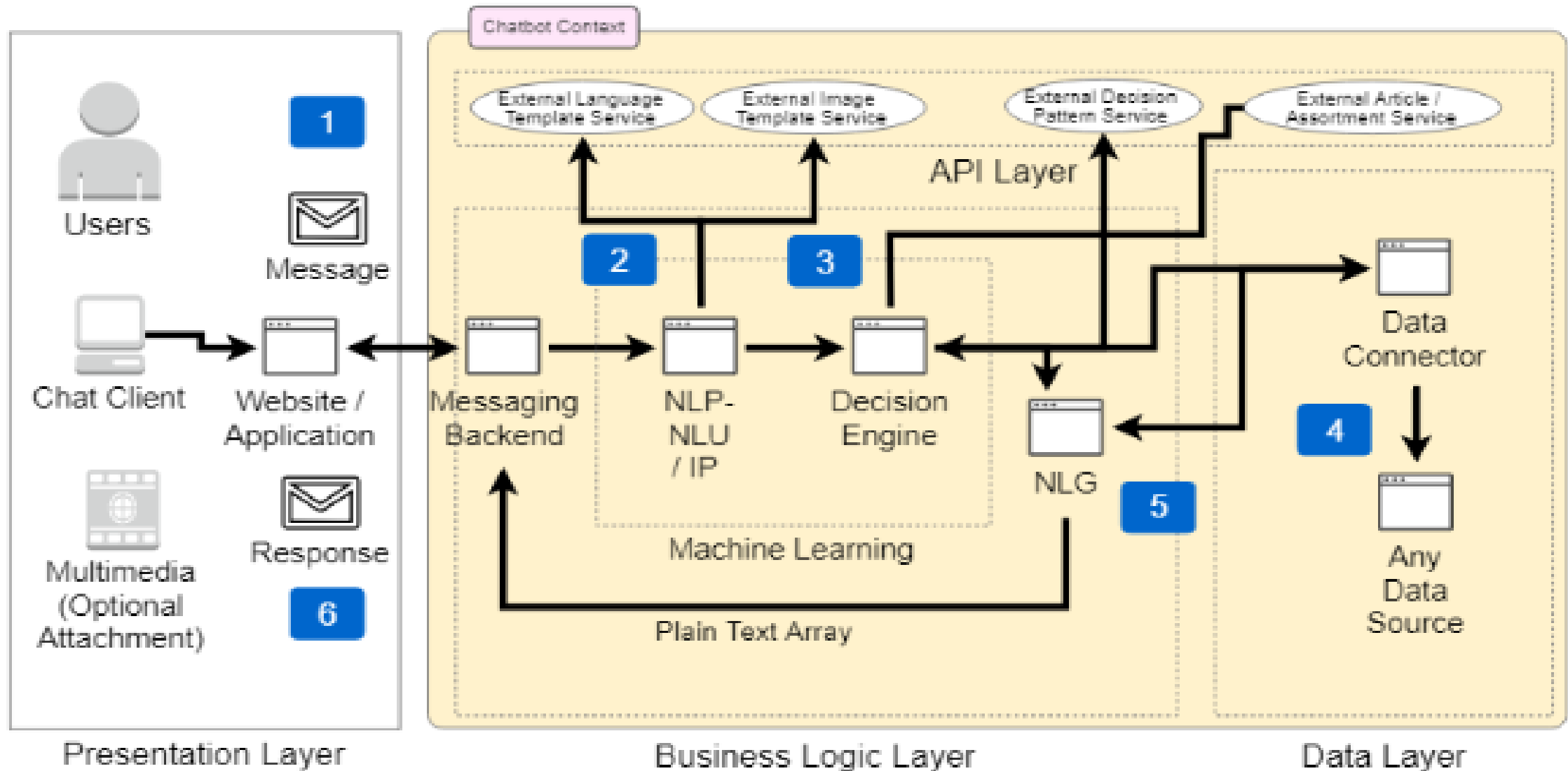
Data Science Enthusiast

Applications

- Notification
- FAQ Assistance
- Contextual Assistance
- Personalized Assistance
- Autonomous Organization



General ChatBot Architecture



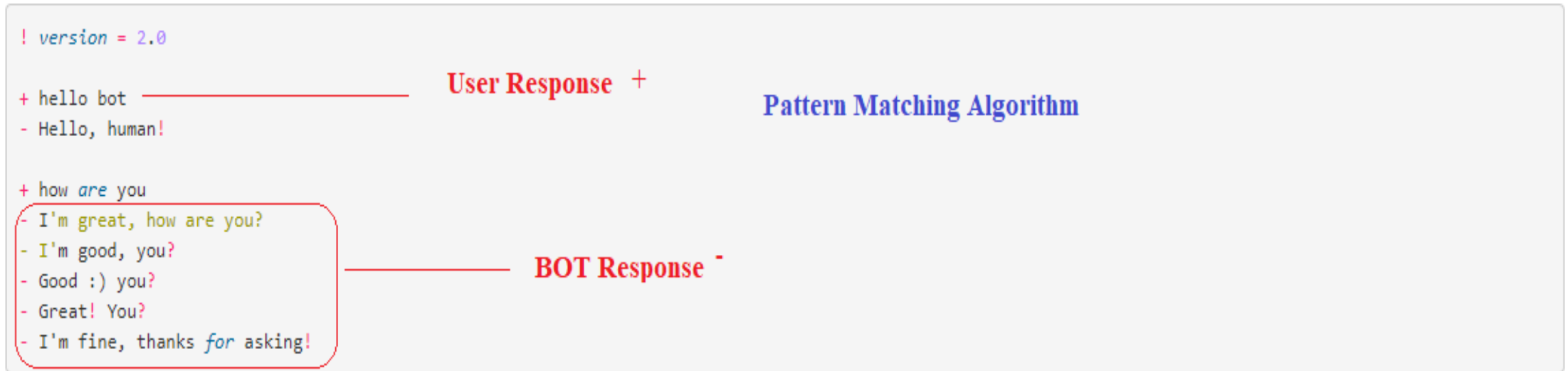
Basic terminology

- Intents - An intent is user's intention. For Eg: "Hi, How are you?" this whole statement refers to greeting. So here greet will be your intent. In "Can I book an appointment?" intends to ask for a facility. Hence intents will be your "**labels**"
- Entities - Entities are user's **piece of information**. Eg: " I am Sushmitha" this response from user has a context with "name" which can be used for further interaction. In "I am searching for dentist" intent is search/find and entity will be information's such as search and dentist.
- Core - Core will be **contextual decision making**. This includes NLU/NLP, Decision making and NLG.
NLP- Natural language processing.
NLG – Natural language generation.

Important Note

- Chatbot's are Supervised learning and they are built using pattern matching algorithm.
- To build any Chatbot the developer should first understand
 - For what application the chatbot is built?
 - What all are the possible questions can be asked by the user?
 - Finding out the intent and entity for the contexts.
- The output will be based on your feed i.e. good input and relevant responses should be trained.
- If building to client side then proper documentation of REST Api's so that you can access api's and provide relevant responses to the customer.

Summary



- Introduction to chatbot.
- Applications and different varieties of chatbot.
- General terminology and basic understanding of chatbot.
- Some of the different Platforms for AI brain and model are Rivescript, Dialogflow and RASA.