**What is context?**

Context allows the user to have an informal conversation with the AI chatbot using pronouns. The intent in each message is identified and carried forward across multiple messages. Contextual feature helps shape the speech according to the need and environment.

See an example of a conversation**-**

**User:**When can I start the machine learning course?

‍**Bot:**You can start the course at any time, as per your availability

‍**User:**What about the fee?

‍**Bot:**The fee for the Machine Learning course is $49

Although the second question doesn’t mention the specific course, the bot is smart enough to understand that it’s talking about the Machine Learning course from the previous message. We establish this by tagging that course as an “intent” and carrying it forward until a new intent is established and replaces the Machine Learning course.

### ****How does it benefit the user?****

Context can be established for many other factors which influence the way a user interacts with the chatbot could be a location, sentiment, expression, time, etc. The chatbot is so intelligent such that it understands these factors and creates a true conversation between man and machine.

### ****Why do chatbots need it?****

AI Chatbots are conversational specialists for businesses so there’s a natural need for contextual awareness. Since there are many chatbot platforms available in the market, the one that can create a holistic, personalized experience for its users will be the one to stand out.

The conversational bot must also provide a friendly interface that guides and navigates its users so they can easily find what they’re looking for. Understanding the context of an incoming statement is a key feature for chatbots and brings them closer to how humans process conversations naturally. So when we have enough data, we will be able to train the bot more.

You can use different types of data to create context:

1. Page Information
2. User Input
3. Profile Information
4. Channel Information

A context includes a unique identifier for each conversation with a user, as well as a counter that is incremented with each turn of the conversation. If we don’t preserve the context, each round of input appeared to be the start of a new conversation. We can fix that by saving the context and sending it back to the Conversation service each time.

At the present time, deep learning is the state of the art and TensorFlow is the great technology to take advantage of deep learning.

This is an amazing chatbot framework to build a conversational model for your custom chat bot. You should edit this JSON file to create your conversational intents. Moreover, you can edit the JSON file dynamically according to user's messages or information which is shared by user. You can create and develop architecture for it so you can reach the stateless conversation system.

For example, you can analyze each message of users by NLP and update the JSON file.

As a summary, you can develop architecture by using this chatbot framework to create the stateless conversation system.

Backtracking resets the history of previously entered interactions to help you control the conversation flow and narrow the context.