

Context of the conversation

- **RNN to keep track of the intents:**

Human: hi

Machine: how may i help you today?

Human: my computer is not responding

Machine: oh ! i sorry to hear that. are you getting an error message?

Human: yes

Machine: what recent changes did you made with this computer?

Human: i updated my computer

Machine: i see . is this on windows 7?

Human: no it is on linux

Machine: ok . are you using the affected computer right now?

Human: no