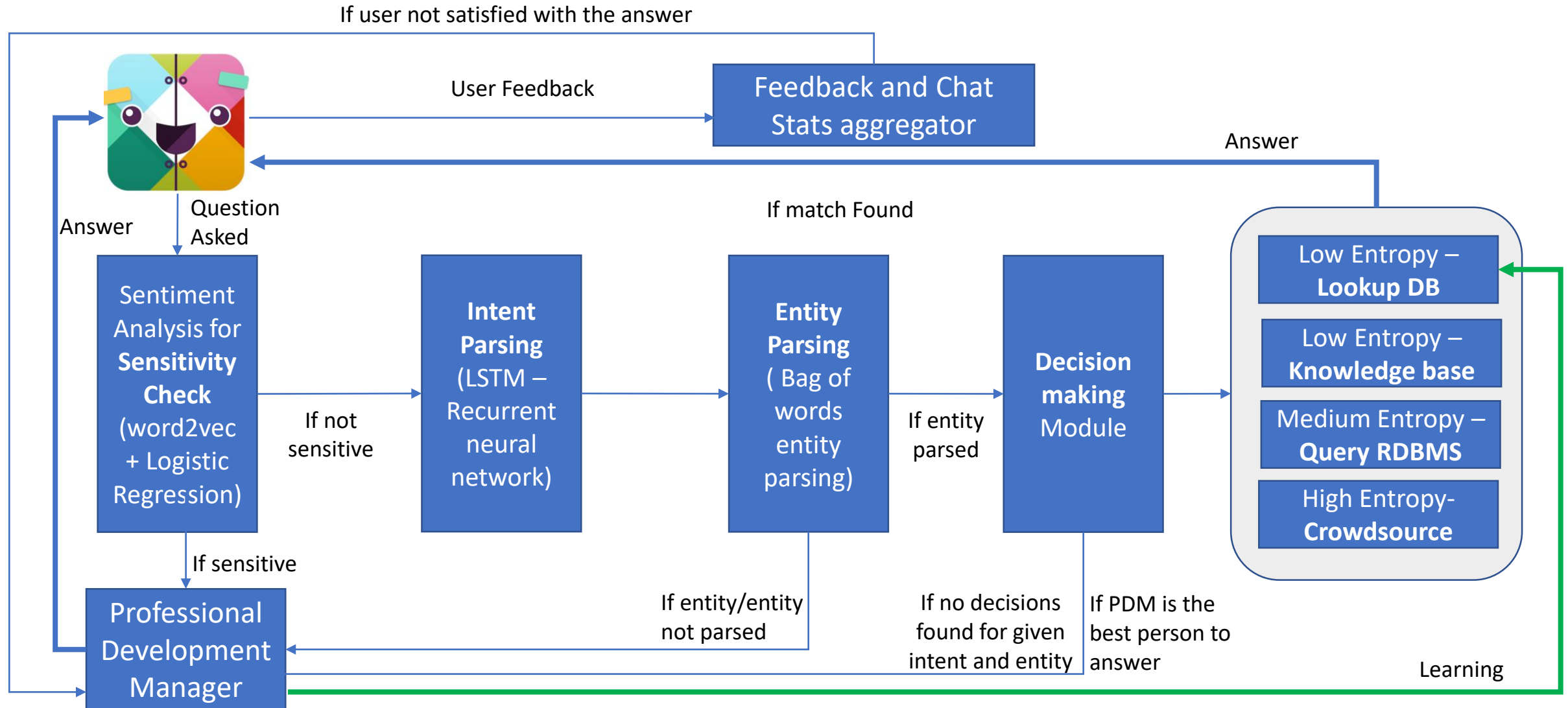


# AI Chatbot - Architecture



# Positioning of our AI Chatbot



Text  
Matching  
Algorithms

NLTK  
Bag of Words

Spacy  
Wordnet

NLP

Our AI-  
Chatbot



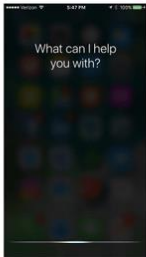
NLP +  
NLU



AMAZON'S ALEXA



GOOGLE'S ASSISTANT




APPLE'S SIRI



MICROSOFT'S CORTANA


NLP +  
NLU +  
NLG

 Google


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# AI-Chatbot Statistics Tracker Dashboard



## 55% OF THE QUESTIONS SATISFACTORILY ANSWERED BY AI-CHATBOT

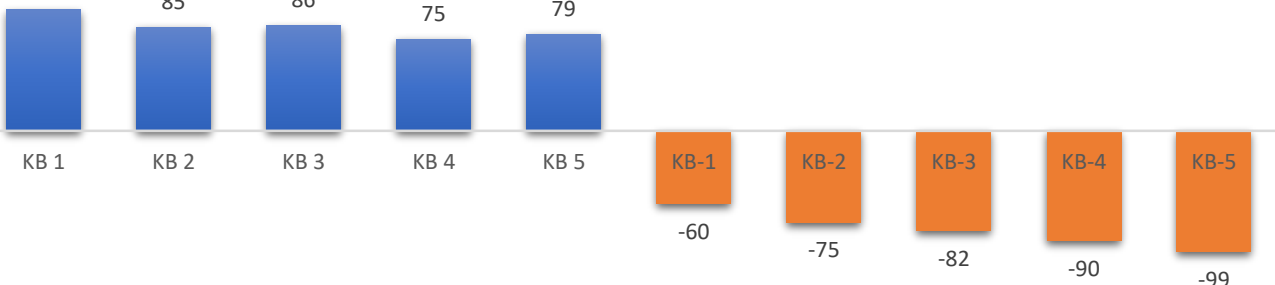


Metric	Value
% Questions satisfactorily answered by AI-Chatbot	57%
% of questions directed to pdm	14%
% Questions unsatisfactorily answered by AI-Chatbot	29%

■ % Questions satisfactorily answered by AI-Chatbot  
■ % of questions directed to pdm  
■ % Questions unsatisfactorily answered by AI-Chatbot

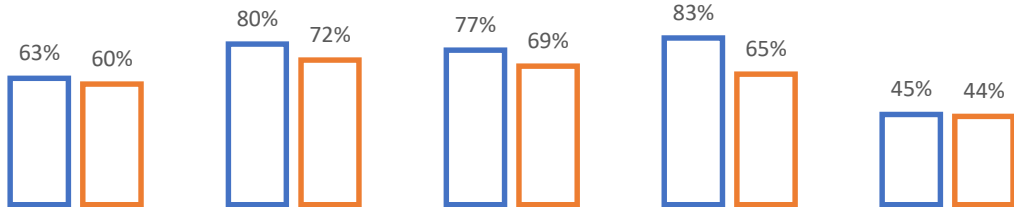
## Potential areas for new knowledge base creation

### Top 5 and Bottom 5 Knowledgebase articles




Article ID	Score
KB 1	99
KB 2	85
KB 3	86
KB 4	75
KB 5	79
KB-1	-60
KB-2	-75
KB-3	-82
KB-4	-90
KB-5	-99

## Intent Level Chatbot Performance



Intent	Questions Answered (%)	User Satisfaction Rate (%)
How will I do it?	63%	60%
Where will I find it?	80%	72%
What is it?	77%	69%
When is it?	83%	65%
Can I ? Do I ?	45%	44%





## 55% OF THE QUESTIONS SATISFACTORILY ANSWERED BY AI-CHATBOT



KB	Correct Answers
KB 1	99
KB 2	85
KB 3	86
KB 4	75
KB 5	79
KB-1	-60
KB-2	-75
KB-3	-82
KB-4	-90
KB-5	-99

