Chatbot Activity

Answer the following questions based upon reading [Artificial Intelligence Chatbots Are Changing the Way You Do Business and May Impact Your Bottom Line](https://www.smartsheet.com/artificial-intelligence-chatbots)

1. “AI chatbots are also known by many other names: talkbot, bot, IM bot, intelligent chatbot, conversation bot, AI conversation bot, talking bot, interactive agent, artificial conversation entity, or virtual talk chatbot.” What is a chatbot? What do developers hope in creating them?

A computer program that imitates human conversation. They are hoping that people won’t realize they are talking to a robot.

1. Considering the technology that is used, provide a brief description about how each of the 2 varieties of chatbots work.

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| --- | --- | --- |
|  | **Fixed Rules Chatbots** | **Machine Learning Chatbots** |
| Responses | Based on rules | Learns and responds |
| Smartness | Fixed level | high |
| Given a command it doesn’t understand… | No idea what to do. | Understands the commands and language, discovers new patterns |

1. Fill in the blanks. “Bots work much better when they perform a small number of Recognizable tasks, and they make for a better user experience when conversations resemble a set of commands or instructions. They can then hand off more sophisticated operations to human supervisors. And, if bots interact with the public, they must be able to deflect or ignore the nonsensical, abusive, discriminatory, or otherwise inappropriate conversations humans seem so tempted to conduct with them.”
2. Under the more detailed breakdown of AI in chatbots, fill in the table to describe in your own words the different approaches to machine learning (ML).

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| --- | --- |
| **ML Approach** | **Description** |
| Supervised ML Algorithms | Uses data that is predefined, and the machine takes input and gives correct output. The machine learns from giving the wrong output from what was expected. |
| Unsupervised ML Algorithms | Data is presented unorganized; machine learns how to recognize and explain/present the information instead of matching input to outputs. |
| Reinforced ML Algorithms | Computers learn behaviors for context and gets rewarded for doing the correct behavior. Trial and error learning style. |

1. What are some different ways to tell if you’re talking to a chatbot or a person? Provide 2 ways.

Ask complex questions or about current events, which the ai is not able to fully comprehend, it won’t be able to respond to it. You can also tell if the responses are trying to force products or sells to you without you asking.

Answer the following questions in your own words based upon reading [10 of the Most Innovative Chatbots on the Web](https://www.wordstream.com/blog/ws/2017/10/04/chatbots)

1. What are the 2 primary ways chatbots are offered to visitors?
   1. Web-based applications
   2. Standalone apps
2. What are 2 most common roles chatbots are used for?
   1. Support operatives
   2. Customer satisfactions reps.
3. Fill in the blank. At the heart of chatbot technology lies natural language processing or NLP, the same technology that forms the basis of the voice recognition systems used by virtual assistants such as Apple’s Siri, Google Now, and Microsoft’s Cortana.
4. Fill in the following table about the 10 most innovative chatbots on the Web.

|  |  |
| --- | --- |
| **Chatbot** | **Brief description of it (few words)** |
| 1. Endurance | Ai to help people suffering Alzheimer’s disease. It notices problems in recollection and shows degradation of memory. |
| 1. Casper | AI designed for people who have insomnia to have someone to talk to while the rest of the world is sleeping. |
| 1. Disney | Promoted Disney movies by have kids solve crimes with fictional characters. |
| 1. Marvel | Promotes comic book sales by having an ai respond to people by pretending it is a comic book hero with some dialogue. |
| 1. UNICEF | Ai that collects information from marginalized communities and present their needs and opinions about critical topics like immigration. |
| 1. MedWhat | Interactive ai that helps people self-diagnose problems like WebMD. Easier and faster to use than the computer. |
| 1. Roof Ai | AI that helps people find houses/apartments in an area by collecting income and desired area and then sends the information to a real estate rep. |
| 1. NBC | Ai that helps users search or filter through news headlines. |
| 1. Unilever | A bot that helps brand recognition, responds to users and sends daily jokes. |
| 1. ALICE | One of the original ai, replicated cultural and linguistic capabilities of humans and returns responses. This created thousands of bots from it. |

Go to [Cox's Contact Us Page](https://www.cox.com/residential/contactus.html).

1. Click on the "Let's Chat" button. What is shown? Take a screenshot.

Graphical user interface, text, application, email

Description automatically generated

1. Type:  "Where's a store?"  Take a screenshot of what the response is.

Graphical user interface, text, application, email

Description automatically generated

1. Try a question such as "What's the weather like?"  Take a screenshot of what the response is.

Graphical user interface, application

Description automatically generated

1. Type "equipment".  Take a screenshot quickly and end the chat.

Graphical user interface, text, application, email

Description automatically generated