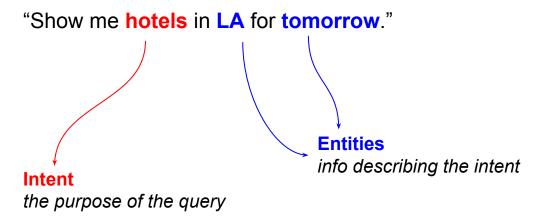
## How ChatBots work:

- 1. Parse user input
- 2. Interpret what it means
- 3. Provide an appropriate response



# **ChatBot Types**

## **Response Architecture Models**

Based on how they generate the response

### 1. Ruled-Based

- entirely predefined responses
- Responses according to a series of rules (decision-tree style)

## 2. Retrieval-Based

- Responses pulled from an existing corpus of dialogs
- Predefined responses with the ability to self-learn & improve their response selection

#### 3. Generative

Formulate their own original responses

## Initiatives

Based on which side (bot or human) takes the initiative

- 1. Mixed-initiative
  - Both human and bot
- 3. System-initiative
  - Bot controls the conversation

## **Conversation Domains**

Based on the range of topics that are able to cover

- 1. Closed-Domain (dialog agents)
  - Restricted, responses with a particular focus
- 2. Open-Domain (conversational agents)
  - Capable of exploring a wide range of topics

### **Chatbot Utterance**

A statement that the user makes to the chatbot. The chatbot attempts to match the utterance to an intent.

**Chatbot Entity** 

## **Chatbot Design Terminology**

A value that is parsed from a user utterance and passed for use within the user response.

## **Chatbot Intent**

The purpose or category of the user query. The user's utterance gets matched to a chatbot intent.