**PURPOSE OF CHATBOT**

In this corporate world it is not surprising to see that more and more consumers are getting inclined to use chatbots. Of course, one might have to consider the human interaction that humans provide in chat service, but this conventional service from the human side got some limitations. This is not an issue with chatbots because of the wide range of services it provides and most importantly, the 24/7 availability. Chatbot usability is high due to their simple user interfaces, which are now moving back towards the early text-based style, although artificial intelligence (AI) and natural language processing make contemporary chatbot user interfaces considerably smarter. Chatbots are way different from humans. They work to stimulate a realistic kind of conversation with people who come to the website, with the major aim of assisting them to get what they want, in a quicker and more accurate manner. The successful adoption of chatbots by end users has led to the use of more and more bots in advanced artificial intelligence technologies and their usage by a custom software development company. Even there are reports that 80–85% of businesses will be deploying advanced chatbots by 2020. Since most people do not mind talking to a robot rather than an actual human (where studies have shown that 70% people would opt for messaging a bot to communicate with a company), it is not surprising that the future of these platform looks great and even for a custom software development company.