Drexel Chatbot Release Notes

June 1st 2017

API and Front-end Applications

Drexel Chatbot is a question answering system optimized for Drexel University exposed as a public API. The API can be accessed at http://129.25.4.145:8080/chatbot/api/. Instructions on how to use the API can be found in Drexel Chatbot End-User Guide document, located at https://github.com/DrexelChatbotGroup/DrexelChatbot/blob/master/docs/DC_EndUserGuide_v1.pdf.

Three front-end applications were released with the initial version of Drexel Chatbot to demonstrate the use of the API.

- Web application: any system with a web browser is able to access Drexel Chatbot web application at www.drexelchatbot.com.
- Android application: the android mobile application package is downloadable through https://github.com/DrexelChatbotGroup/DrexelChatbot/blob/master/androidChatbot.apk
- SMS: users with text messaging services are able to text to 215-791-8946.

Scope

The initial release of Drexel Chatbot supports answering questions about two categories: faculty and buildings of Drexel University. The list of supported question topics for each category is provided below.

- Faculty: email, website, title, office, phone number, picture, department, education, publications, and research interests.
- Buildings: address, schedule, picture, and website.

Known Limitations

The limitations of Drexel Chatbot are listed below:

- Drexel Chatbot cannot answer compound sentences such as "What is Professor Mongan's email and phone number?"
- Drexel Chatbot is context unaware. Each question is analyzed individually by the system, and previous questions do not provide context of the questions followed.

For example, after answering "What is Professor Nowak's phone number?", Drexel Chatbot cannot answer "What is his email address?".

- Obscure questions that are unrelated to Drexel will cause the system to give unexpected results. (e.g. "Why did the cow jump over the moon?")
- Drexel chatbot is case sensitive for certain words because of the inaccuracy from the natural language parsing library used by the system. For example, rush is a verb and Rush is a noun for Rush Building and Nowak is identified as a noun but nowak is identified as an adjective.
- Names that are also English words can be misidentified. For example, Salvage can be seen as a verb when meant to be a person's name.

Known Issues

Please refer to the issue list in Github for known issues:
https://github.com/DrexelChatbotGroup/DrexelChatbot/issues