1 Summary

In my thesis, I presented Bosch and an automated solution for sharing interactive information within the company. I found a rule-based chatbot for this purpose and concluded that a similar solution could be developed using AI-based chatbot technology. This chatbot would assist with administrative tasks and provide well-developed, easy-to-understand answers.

The aim of my thesis was to create a functional chatbot that would significantly facilitate people's work in administrative tasks and information retrieval.

During the implementation of the programme, several useful observations were made regarding the development. These improvements will be implemented in the future. Currently, the programme works with limited data stored in a JSON file. In the future, I plan to expand the knowledge base significantly. In addition, we will make the web application available to the department and later to the whole organisation. However, this will require the chatbot's knowledge to be stored in a database, and I will be using MongoDB because of its satisfactory text data management capabilities. In terms of privacy, I plan to store the data in an anonymised form so that it cannot be linked to the identity of the users.

I also want to make the language processing more dynamic. If an English message is received, the chatbot will respond in English, and if a question is formulated in Hungarian, the response will be in Hungarian, regardless of previous questions. I also plan to store the user-generated questions and their corresponding answers, which will provide opportunities for future development. I will also ensure that the chatbot understands references to previous conversations.

Overall, I found this project to be very useful and interesting, allowing me to immerse myself in the diverse world of an emerging scientific field.