

LITERATURE SURVEY ON THE SELECTED PROJECT AND INFORMATION GATHERING

Team ID : PNT2022TMID53377

1. The Study of the Application of a Keywords-based Chatbot System on the Teaching of Foreign Languages

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<https://arxiv.org/pdf/cs/0310018>

This paper presents the results of an investigation into the use of a chatbot, an online human-computer dialogue system, in the instruction of foreign languages. The user might converse with the computer in some capacity using a natural language, such as English or German, utilising a keywords-based human-computer dialogue system. Therefore, an online experiment has been made using this system to act as a chat companion with people learning other languages. Conversations between users and the chatbot are recorded. Findings show that conversations between people and computers are typically relatively brief because the user thinks the computer's responses are frequently repetitive and irrelevant to the themes and context.

2. A Review on Chatbot Design and Implementation Techniques

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<https://www.irjet.net/archives/V7/i2/IRJET-V7I2592.pdf>

This paper is not only analyzing critically the previous works on chatbots but came into conclusion that with respect to Question Answering System field, RNN is mainly preferred when the system requires a text generation with respect to context, and CNN is preferred in time series data or capturing information from n-grams. CNN is suitable for data types that have a

spatial relationship, like if there is an order relationship between words in a document

The paper also suggests a proposed methodology in order to develop a state-of-the-art chatbot application that can be personalized easily according to customer needs. In the beginning, DialogFlow will be used to handle the NLP, intent classification, training and text generation. Then, the text generation responses will be improved using TensorFlow software tool by integrating it with DialogFlow in fulfillment part. Then, a firebase real-time database will be used to create the required database. Further, Android studio will be used to develop the application and integrate it with the previously mentioned software tools. Moreover, DialogFlow will be used again to integrate the application with external APIs like Facebook Messenger and WhatsApp.

3. Research Paper on Chatbot Development for Educational Institute

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https://papers.ssrn.com/sol3/Delivery.cfm/SSRN_ID3861241_code4727563.pdf?abstractid=3861241&mirid=1

The chat bot application in this paper helps the student to know about the admission process of the college from anywhere with internet connection and receive fast replies. This chatbot system reduces the work of admission process department by providing the required information to the students or parents and also reduces the workload of the department to keep on answering all the queries of the students.

The proposed system simply takes the query from the user which can be a student or a parent, the chatbot will match the queries of the student or parent with the knowledge base and the appropriate response. The users can raise any college connected activities through the College Enquiry Chatbot. The Chatbot system answers to the query as if it's answered by the real person. The chatbot replies with the assistance of a decent GUI that suggests that as if a real person is rebuke the user. This chatbot guides the students through the college enquiry process with just a click on the chatbot.