Milestone 2 Report: Response Handling & Dialogue Management

Introduction

Milestone 2 focuses on managing conversations and delivering accurate responses based on predicted intents.

Objectives

• Map intents to appropriate banking responses. • Handle follow-up questions and conversational flow. • Implement fallback mechanisms for unsupported queries.

Implementation

Rule-based dialogue management was used to associate intents with predefined responses. Confidence threshold logic ensures unknown queries are handled gracefully. Terminal-based chatbot interaction was implemented for testing.

Testing

Multiple sample conversations were conducted to verify response accuracy, intent consistency, and smooth conversational transitions.

Outcome

The chatbot successfully responds to banking queries and handles invalid or unclear inputs without system failure.