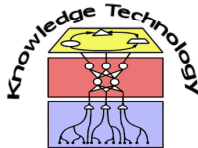# Machine Learning in Chatbots

Seminar

Miguel Angel Robles Urquiza — Rafael Ruz Gomez

Universität Hamburg

Dept. Informatik – Knowledge Technology, WTM

28-02-2018

Intelligent chatbots:

Outline

1. **Motivation and Question**

2. Basics and Definition

3. Conclusion

Motivation

- We have done that beacuse of the importance of developing the idea of chatbots, because it is something that is practically used in all companies that have customer service.
  - All of us have used a chatbot at least once

Question

- But the real question is: Are chatbots able to have feelings?
- we have studied deeply the sentimental analisys

Outline

Review on the Basics

- Original chatbot E.L.I.Z.A.
  - How it works?
  - Our implementation
  - Is it have been important in the histoy?
- A.L.I.C.E.

Definition

- "Chatbots are computer programs that interact with users using natural languages." [Shawar,2017]
- Sentiment analysis refers to the use of natural language processing, text analysis, computational linguistics, and biometrics to systematically identify, extract, quantify, and study affective states and subjective information.

Outline

1. Motivation and Question

2. Basics and Definition

3. **Conclusion**