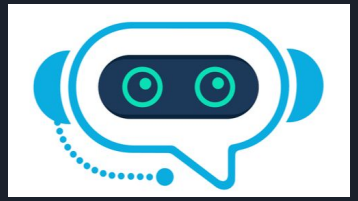
Chatbot using Python

Faizaan Lakdawala -**3219067**
Nusrat Fatima Ansari -**3219069**
Mehvash Khan -**3219070**

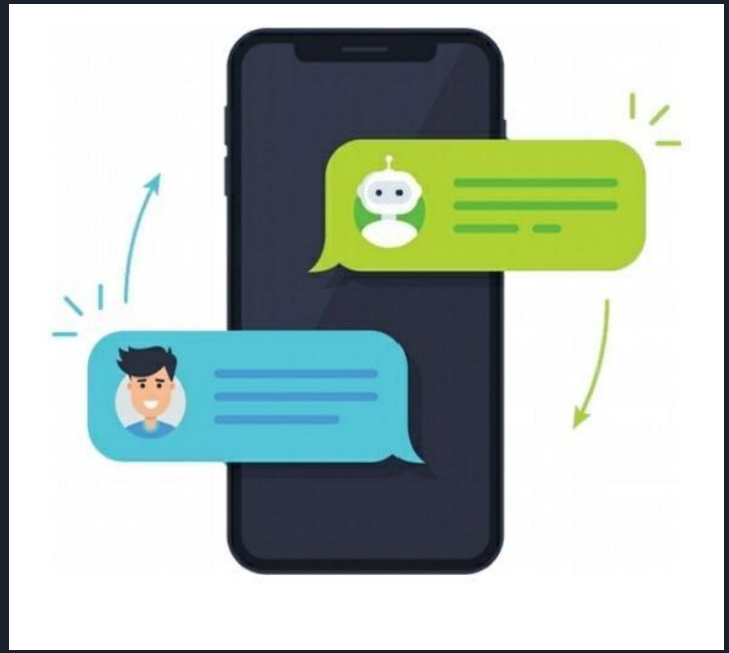


Content

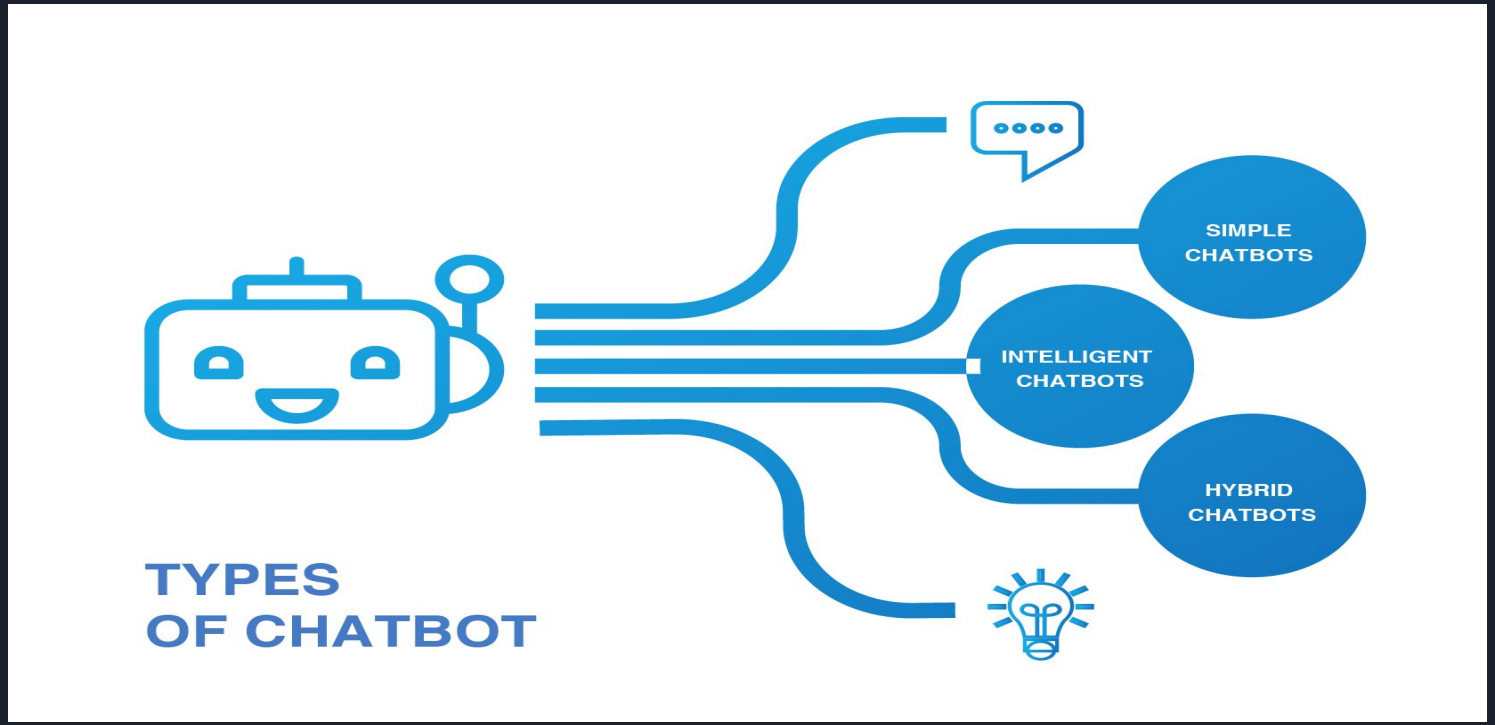
- Introduction to ChatBot
- Types of ChatBot
- Implementation
- Why ChatBot?
- Application
- Conclusion
- References

Introduction

A chatbot is an automated software program that interacts with humans. A chatbot is merely a computer program that fundamentally simulates human conversations. A chatbot that functions through AI and machine learning has an artificial neural network inspired by the neural nodes of the human brain.



Types of ChatBot



Simple Bots

Simple bots are quite basic tools that rely on natural language processing. They can understand and respond to human queries with certain actions that are based on keywords and phrases. This type of bots has a defined rule-based decision tree (or RBDT), which helps users find needed information. FAQ chatbot is a perfect example of a simple bot.

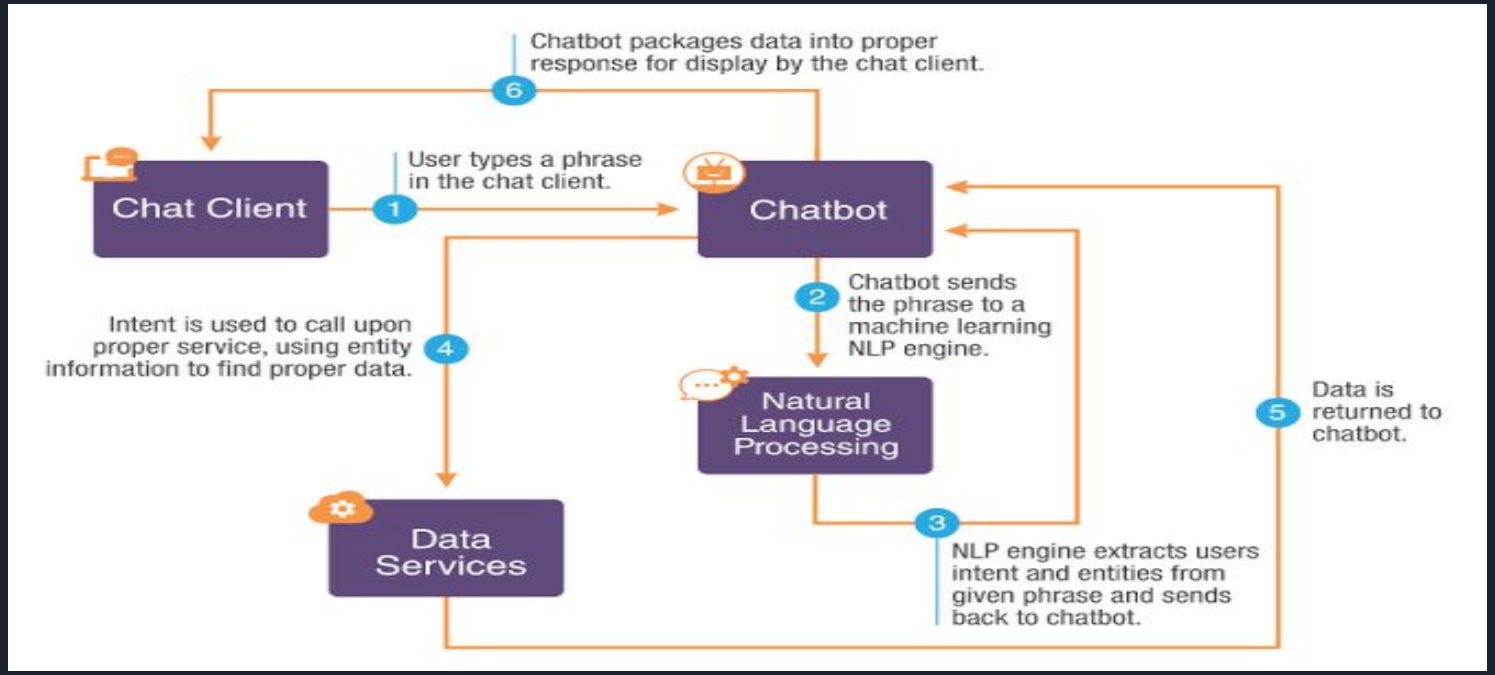
Intelligent ChatBot

Intelligent chatbots, which are also known as virtual assistants or virtual agents, are powered by artificial intelligence and are much more complicated than simple chatbots. They can understand human written and oral language and, which is more important, the context behind it.

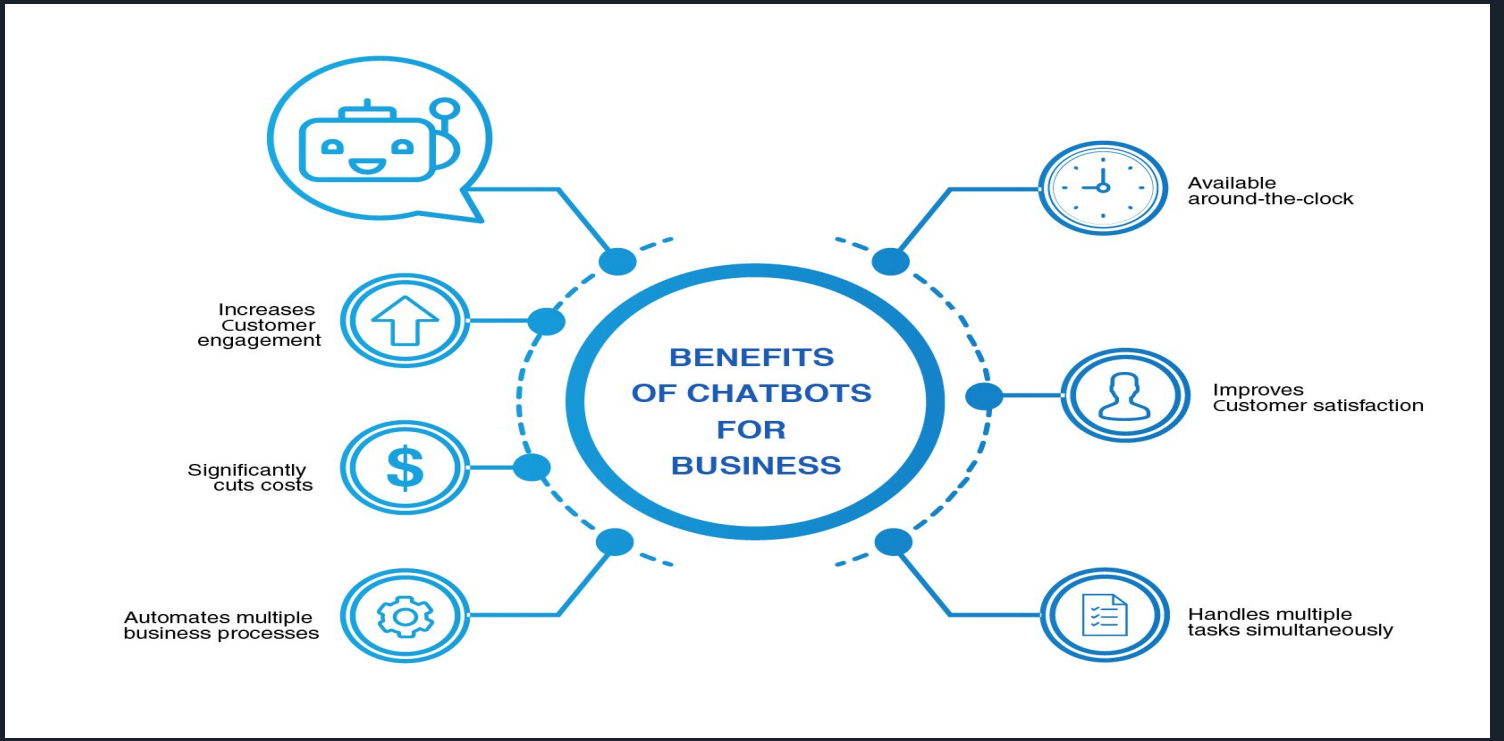
Hybrid ChatBot

Hybrid chatbots are bots that are partially automated, meaning that they lead conversations until a human interaction is required. They might have the same functionality as simple bots, but a user can opt for a person when needed.

Implementation

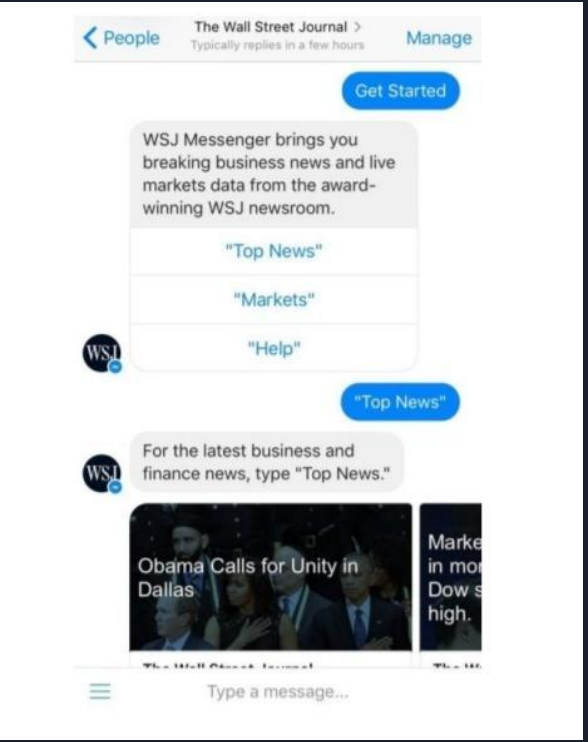


Why ChatBot?


BENEFITS
OF CHATBOTS
FOR
BUSINESS
Increases
Customer
engagement
Significantly
cuts costs
Automates multiple
business processes
Available
around-the-clock
Improves
Customer satisfaction
Handles multiple
tasks simultaneously

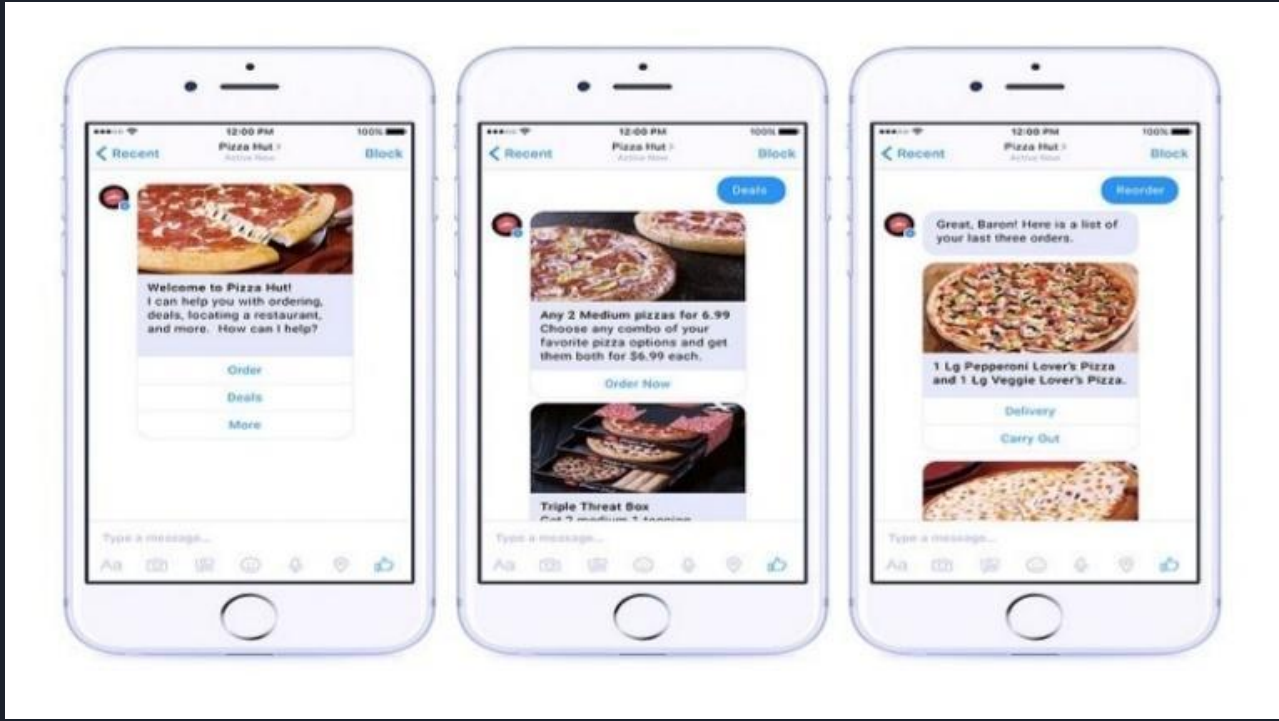
Application

- Content Delivery



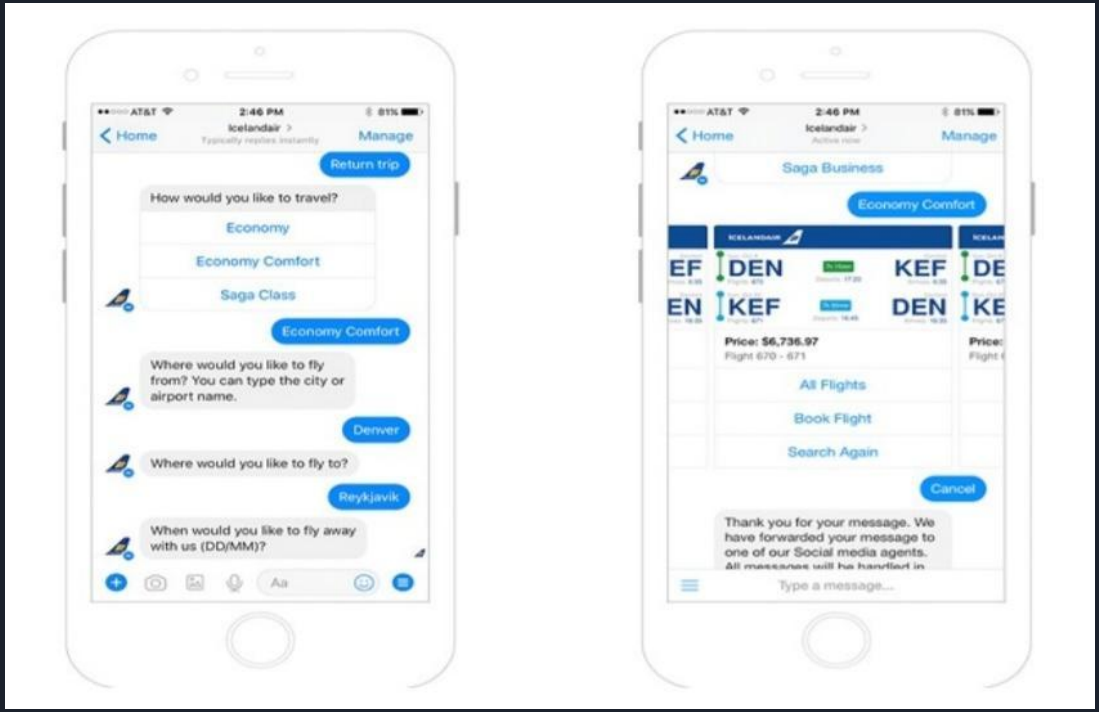
Application

- Order Food



Application

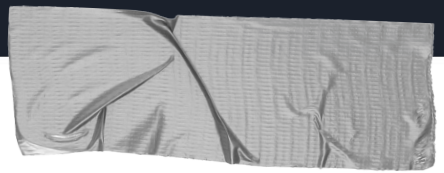
- Book Flights



And much more..

Conclusion

No matter what kind of business you run, or what type of bot you choose — a simple one, intelligent, or hybrid, it will bring you invaluable advantages in cost savings, business process automation, and it gives you a perfect chance to keep in touch with your clients 24/7. Besides, your clients will always be duly assisted and provided with excellent customer support.



References

1. https://www.cxservice360.com/2018/06/27/10-interesting-applications-of-chatbots-2/
2. https://data-flair.training/
3. https://www.google.com
4. https://www.irjet.net/archives/V6/i11/IRJET-V6I1174.pdf
5. https://www.tutorialspoint.com/software_architecture_design/data_flow_architecture.htm

THE END