

Chat bots

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Agenda

- Problem Statement
- Design Thinking
- Technological Stack
- Problem Solution

What is chatbot?

- Chatbots offer a conversational experience using artificial intelligence and natural language processing to mimic conversations with real people.

PROBLEM STATEMENT

- Knowledge base shortcomings: Chatbots rely on the pre-programmed information and data they've been trained with. If a chatbot's knowledge base does not include the specific issue it's confronted with, it may not be able to provide an accurate or relevant response.

DESIGN THINKING

- Empathise
- Define
- Ideate
- Prototype
- Test

TECHONOLOGY STACK

- AI chatbots are chatbots that employ a variety of AI technologies, from machine learning that optimize responses over time to natural language processing (NLP) and natural language understanding (NLU) that accurately interprets user questions and matches them to specific intents.

PROBLEM SOLUTION

- The process of defining a problem, identifying its root cause, prioritizing and selecting potential solutions, and implementing the chosen solution.
- Guide a visitor to the right place on your site. Identify the best product or service for their needs. Gather contact information for sales and retargeting

Chatbots in Other Domains

- Happy Assistant helps access e-commerce sites to find relevant information about products and services
- Sanelma (2003) is a fictional person to talk with in a museum
- Rita (real time Internet technical assistant), an eGain graphical avatar, is used in the ABN AMRO Bank to help customer doing some financial tasks such as a wire money transfer (Voth, 2005).