A **chatbot** (also known as a *talkbot, chatterbot, Bot, IM bot, interactive agent*, or *Artificial Conversational* *Entity*) is a computer program or an artificial intelligence which conducts a conversation via auditory or textual methods.

* Such programs are often designed to convincingly simulate how a human would behave as a conversational partner, thereby passing the Turing test.
* Chatbots are typically used in dialog systems for various practical purposes including customer service or information acquisition.
* Some chatterbots use sophisticated natural language processing systems, but many simpler systems scan for keywords within the input, then pull a reply with the most matching keywords, or the most similar wording pattern, from a database.

Today, most chatbots are either accessed via virtual assistants such as Google Assistant and Amazon Alexa, via messaging apps such as Facebook Messenger or WeChat, or via individual organizations' apps and websites.

Chatbots can be classified into usage categories such as conversational commerce (e-commerce via chat), analytics, communication, customer support, design, developer tools, education, entertainment, finance, food, games, health, HR, marketing, news, personal, productivity, shopping, social, sports, travel and utilities..