**Knowledge and Expert Systems**

**Assignment #1 Introduction to Expert System and Knowledge acquisition**

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**Introduction:**

The housing department in a provincial English town is overloaded. Much of the work the staff do involves interviewing clients and give response to their common enquires. The department want to develop an expert system / digital assistant which can answer the common questions and their variant to their clients.

**1)What is expert system? Do you think an expert system can help to address above mention problem?**

Expert System is a Computer Program which uses AI methods to solve problems in a specialized area with help of some human experience. The expert system perfectly suites for this kind of problem. Expert system can help housing department like giving some frequently asked questions before client asks a question.

**2) What kind professionals will you include in your Expert System development project? Define their roles for your project**

* Developers: To develop expert system.
* Agent: Developers should understand how they can build this system and how it works, so they require an agent who is expertise in this.
* Financial Consultant: For knowledge on cost.
* Data Scientists.

We can also get feedback from the existing users and make changes if necessary.

**3) If you select the ‘interview” as a way for knowledge acquisition technique, what kind of interview techniques will consider for knowledge acquisition**

An expert can give the best solution for many problems in very less time. If interview is selected as a process of knowledge acquiring, then going for in person interview is the best one because we can get to know the real time situations and can get the examples and experience from the experts. Talking in phone is also fine but getting in person is really beneficial.

**4)What are the 10 questions you will ask to make a comprehensive expert system that can answer most asked 10 question and their variants**

The most asked questions are related to:

* Householder
* Homeowners loan
* Overdraft available
* Questions about permissions
* Questions about rent
* Question about Regulations
* Essentials for getting the loan
* Location Related
* History of the place
* Questions about law

**5)What kind of technology you think will be suitable to develop this kind of expert system?**

Python

Tools used are: Jupyter Notebook