**INTRODUCTION**

An artificial intelligence(AI) chatbot is a computer programme that mimics human communication. It is a piece of software that communicates with humans using written language. It is frequently embedded in web pages or other digital applications to answer customer inquiries without the need for human agents, resulting in low-cost and hassle-free customer service. Chatbots based on machine learning produce an AI chatbot that is very capable of having an organic conversation with the user and answering their queries. Chatbots use the data that is provided to them to answer queries as accurately as possible using various training algorithms. In our proposed system we create a conversational chatbot that is integrated into a hospital website.

It is trained with machine learning algorithms and serves as an extremely efficient interface between the user and the application. There is no predefined format in which users can ask their questions. The chatbot responds to the query in the best way possible. Users have the option of submitting a query in both text and speech format. Users can use this chatbot to access hospital information, doctor availability, diagnostics, and other related data. They are navigated to different pages according to their requests, which makes it easier and faster for them to explore. They can schedule appointments and identify the problem by describing the symptoms in order to be prepared. This allows them to take any necessary precautions and schedule an appointment with the doctor as soon as possible.