**REFERENCES**

[1] M. Mittal, B. Gopi, D. Singh, T. Nagarwal, P. Yadav, "Web-based chatbot for frequently asked queries (FAQ) in hospitals", Journal of Taibah University Medical Sciences, vol. 16, no. 5, pp. 740-746, 2021.

[2] R. B. Mathew, S. Varghese, S. E. Joy and S. S. Alex, "Chatbot for disease prediction and treatment recommendation using machine learning", 3rd Int. Conference on Trends in Electronics and Informatics, pp. 851-856, 2019.

[3] L. Athota, V. K. Shukla, N. Pandey and A. Rana, "Chatbot for healthcare system using artificial intelligence", 8th Int. Conference on Reliability, Infocom Technologies and Optimization, pp. 619-622, 2020.

[4] D. S. Rao, K. L. Srikanth, J. Noshitha P. Pratyusha, M. Sucharitha, M. Tejaswini and T. Ashwini, "Development of artificial intelligence based chatbot using deep neural network", In: P. Raju and P. K. Shukla (eds), SCRS conference proceedings on intelligent systems, pp.143-151, 2021.

[5] J. Weizenbaum, “ELIZA- A computer program for the study of natural language communication between man and machine”, CACM, vol. 9, no. 7, pp. 36-43, 1996.

[6] H. Pawar, P. Prabhu, A. Yadav, V. Mendonca and Joyce Lemos, “College enquiry chatbot using knowledge in database”, Int. J. for Res. in Appl. Sci. Eng. Techno., vol. 6, no. 4, pp. 2494- 2496, 2018

[7] N. Thakur, A. Hiwrale, S. Selote, A. Shinde and N. Mahakalkar, “Artificially intelligent chatbot”, Universal Research Reports, vol. 4 , no. 6, pp. 43-47, 2017.

[8] B. S. Bani and A. P. Singh, “College enquiry chatbot using A.L.I.C.E (artificial linguistic internet computer entity)”, Int. J. New Techno. Res., vol. 3, pp. 164-65, 2017.

[9] R. P. Schumaker and H. Chen, “Leveraging question answer technology to address terrorism”, Inquiry,Decision Support Systems, vol. 43, pp. 1419-1430, 2007.

[10] I. Ahmed and S. Singh, “AIML based voice-enabled artificial intelligent chatterbot”, Int. J. of u- and eService, Sci. Techno., vol. 8, no. 2, pp.375-384, 2015.

[11] M. Awad and L. Khan, “Web navigation prediction using multiple evidence combination and domain knowledge”, IEEE Trans. on Syst., Man Cybern., vol. 37, pp. 1054-1062, 2007.