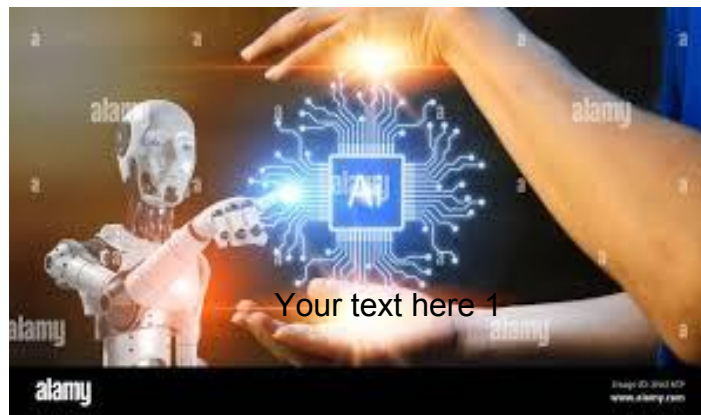


# CREATING A CHATBOT USING PYTHON

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## PHASE II: INNOVATION OF CHATBOT



A chatbot is essentially a computer program written to copy a human and have a conversation with a human.

As an AI language model, I do not have the capability to provide opinions on bugs or programming errors. However,

**some common issues or bugs found in chatbots are:**

1. Delayed response time
2. Inability to understand user queries or respond appropriately

3. Lack of personalization or customization
4. Over-reliance on scripted responses
5. Inconsistent user experience
6. Inability to handle complex queries or contexts
7. Integration issues with other systems or applications
8. Troubleshooting errors and maintaining codebase
9. Difficulty in handling multiple languages

Developers need to continuously improve the chatbot's performance and make sure it caters to user needs to provide a seamless experience.

### **INABILITY TO UNDERSTAND USER QUERIES OR RESPOND APPROPRIATELY:**

When a chatbot fails to provide a resolution or answer to a user's query, it can cause frustration and dissatisfaction. Providing an option to connect with a live agent helps overcome this issue.

To implement this solution, you can add a feature to the chatbot that recognizes when it cannot provide an accurate response to the user's query based on pre-defined triggers or based on the confidence level of chatbot when it is not certain about the response. When such triggers are met, the chatbot can then offer the option to connect to a live agent who can provide personalized and accurate solutions.

One way to integrate this feature is to have a "live chat" button that the user can click when the chatbot fails to provide a helpful response. This can trigger a handover process and transfer the chat to a human agent or customer support representative. The customer can then interact with a live agent, who can provide a more comprehensive solution to their problems.

By providing the option to connect to a live agent, you offer users a direct connection to a human agent who can resolve their issue efficiently. Additionally, documenting these interactions and analyzing them later can help to identify patterns common in unresolved queries. This information can be used to provide better training and optimization of the chatbot to improve its functionality and reduce the number of cases that require a human agent.

### **SOME FEATURES OF CHATBOT:**

A chatbot is not only used for purpose of conversation and it has been used many field which means entertainment, finance, medical field, legal and customer services. While consumer chatbots like Siri and Alexa are gaining mass popularity, chatbots are also increasingly used in organizations like finance and banking institutions to handle repetitive customer queries. Business chatbots are usually designed to answer a very narrow field of questions, not unlike consumer voice assistants.

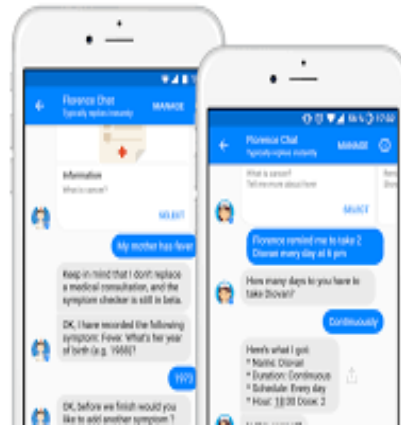
For example, Domino's has a [chatbot](#) that allows you to order pizza through text. The bot mimics the conversation that you would have had with a human phone operator except, unlike a human operator, the bot would probably not be able to answer a non-pizza related question.

Let's see about the chatbot in healthcare

### **CHATBOTS IN HEALTHCARE:**

#### **FLORENCE:**

Many chatbots in the medical field share the same end goal: to be able to give a simple diagnosis to a patient and refer them to a doctor if they need to.



[“Florence”](#) is one of these chatbots that acts as a medical assistant to anyone who uses it. It is still in its beta phase and operates out of messaging apps Facebook Messenger, Kik, and Skype.

The bot can perform functions like setting reminders to take medicine, taking symptoms and giving you a diagnosis with an explanation of what the diagnosis is, tracking your health, and finding you a doctor for a professional opinion.

## **DRAGON MEDICAL ONE:**



Like a lot of chatbots, the [Dragon Medical One](#) chatbot assists its user in a specific, usually tedious task. This chatbot helps physicians with their documentation by acting as a note-taking application.

It not only converts voice-to-text but also asks physicians clarifying questions on their documentation. The bot makes sure that the data it handles is accurate by filling in on things the physician may have missed.

## **CONCLUSION:**

As you can see, innovative chatbots can meet many customer needs. What is more, this solution works in a lot of different industries. However, all of these chatbots have one thing in common – they help and engage. All in all, these definitely are some of the more innovative chatbot usecases and the ones we're likely to see more of in the coming years.

To build a bot for yourself, visit Engati and choose through 200+ cool and bot templates as mentioned above at our Chatbot Marketplace!

Don't forget to register with us to begin your journey towards building innovative chatbots for yourself!