***INITIAL PROBLEM STATEMENT***

A chat bot is also called a chatterbot is a computer program that simulates human conversation, or chat, through artificial intelligence. Typically, a chat bot will communicate with a real person, but applications are being developed in which two chat bots can communicate with each other.

In most cases, chatbots use messenger apps to communicate with customers. A person can type or ask a question and the chatbot responds with the right information. Depending on the situation, many chatbots can learn from what a customer says to personalize the interaction and build off previous interaction.

Chat bots are used in applications such as ecommerce customer service, call centers and Internet gaming. Chat bots used for these purposes are typically limited to conversations regarding a specialized purpose and not for the entire range of human communication.

Chatbots have the ability to dig through huge amounts of data to pick out the best nugget for a customer, weather it is a troubleshooting solution or a recommendation for a new product to try.

Chatbots are easy to use and many customers prefer them over calling a representative on the phone because it tends to be faster and less invasive.