## <u>Chatbot</u>

A chatbot is an intelligent software that can communicate and perform actions like a human. Chatbots are used a lot in customer interaction, marketing on social network sites, and instant messaging the client. There are two basic types of chatbot models based on how they are built; Retrieval based and Generative based models.

In this Python project with source code, we are going to build a chatbot using machine learning techniques. The chatbot will be trained on the dataset which contains categories (intents), patterns, and responses.

Here is my code...

In [ ]: import nltk from nltk.stem import WordNetLemmatizer lemmatizer = WordNetLemmatizer() import json import pickle import numpy as np from keras.models import Sequential from keras.layers import Dense, Activation, Dropout from keras.optimizers import SGD import random In [2]: words=[] classes = [] documents = [] ignore\_words = ['?', '!'] In [3]: data = {"intents": [ "patterns": ["Hello", "How are you?", "Hi there", "Hi", "Whats up"], "responses": ["Howdy Partner!", "Hello", "How are you doing?", "Greetings!", "How do you do?"], "patterns": ["how old are you?", "when is your birthday?", "when was you born?"], "responses": ["I am 24 years old", "I was born in 1996", "My birthday is July 3rd and I was born in 1996", "03/07/1996"] {"tag": "date", "patterns": ["what are you doing this weekend?", "do you want to hang out some time?", "what are your plans for this week"], "responses": ["I am available all week", "I don't have any plans", "I am not busy"] {"tag": "name", "patterns": ["what's your name?", "what are you called?", "who are you?"],
"responses": ["My name is Kippi", "I'm Kippi", "Kippi"] {"tag": "goodbye", "patterns": [ "bye", "g2g", "see ya", "adios", "cya"], "responses": ["It was nice speaking to you", "See you later", "Speak soon!"] {'patterns':[], 'response': ["Sorry, can't understand you", 'Please give me more info', 'Not sure I understand'], 'tag':'noanswer'} ]} In [4]: for intent in data["intents"]: for pattern in intent['patterns']: #tokenize each word w = nltk.word\_tokenize(pattern) words.extend(w) #add documents in the corpus documents.append((w, intent['tag'])) # add to our classes list if intent['tag'] not in classes: classes.append(intent['tag']) In [5]: # lemmatize, lower each word and remove duplicates words = [lemmatizer.lemmatize(w.lower()) for w in words if w not in ignore\_words] words = sorted(list(set(words))) # sort classes classes = sorted(list(set(classes))) # documents = combination between patterns and intents print (len(documents), "documents") # classes = intents print (len(classes), "classes", classes) # words = all words, vocabulary print (len(words), "unique lemmatized words", words) pickle.dump(words,open('words.pkl','wb')) pickle.dump(classes, open('classes.pkl', 'wb')) 19 documents 5 classes ['age', 'date', 'goodbye', 'greeting', 'name'] 39 unique lemmatized words ["'s", 'adios', 'are', 'birthday', 'born', 'bye', 'called', 'cya', 'do', 'doing', 'for', 'g2g', 'hang', 'hello', 'hi', 'how', 'is', 'name', 'old', 'out', 'plan', 'see', 'some', 'there', 'this', 'time', 'to', 'up', 'wa', 'want', 'week', 'weekend', 'what', 'whats', 'w hen', 'who', 'ya', 'you', 'your'] In [6]: # create our training data training = []# create an empty array for our output output\_empty = [0] \* len(classes) # training set, bag of words for each sentence for doc in documents: # initialize our bag of words bag = []# list of tokenized words for the pattern  $pattern\_words = doc[0]$ # lemmatize each word - create base word, in attempt to represent related words pattern\_words = [lemmatizer.lemmatize(word.lower()) for word in pattern\_words] # create our bag of words array with 1, if word match found in current pattern for w in words: bag.append(1) if w in pattern\_words else bag.append(0) # output is a '0' for each tag and '1' for current tag (for each pattern) output\_row = list(output\_empty) output\_row[classes.index(doc[1])] = 1 training.append([bag, output\_row]) # shuffle our features and turn into np.array random.shuffle(training) training = np.array(training) # create train and test lists. X - patterns, Y - intents train\_x = list(training[:,0]) train\_y = list(training[:,1]) print("Training data created") Training data created C:\Users\Lenovo\AppData\Local\Temp/ipykernel\_41572/2748295590.py:24: VisibleDeprecationWarning: Creating an ndarray from ragged nested sequences (w hich is a list-or-tuple of lists-or-tuples-or ndarrays with different lengths or shapes) is deprecated. If you meant to do this, you must specify 'dtype=object' when creating the ndarray. training = np.array(training) In [7]: # Create model - 3 layers. First layer 128 neurons, second layer 64 neurons and 3rd output layer contains number of neurons # equal to number of intents to predict output intent with softmax model = Sequential() model.add(Dense(128, input\_shape=(len(train\_x[0]),), activation='relu')) model.add(Dropout(0.5)) model.add(Dense(64, activation='relu')) model.add(Dropout(0.5)) model.add(Dense(len(train\_y[0]), activation='softmax')) # Compile model. Stochastic gradient descent with Nesterov accelerated gradient gives good results for this model sqd = SGD(lr=0.01, decay=1e-6, momentum=0.9, nesterov=True) model.compile(loss='categorical\_crossentropy', optimizer=sgd, metrics=['accuracy']) #fitting and saving the model hist = model.fit(np.array(train\_x), np.array(train\_y), epochs=200, batch\_size=5, verbose=1) model.save('chatbot\_model.h5', hist) print("model created") C:\Users\Lenovo\anaconda3\lib\site-packages\keras\optimizers\optimizer\_v2\gradient\_descent.py:108: UserWarning: The `lr` argument is deprecated, us e `learning\_rate` instead. super(SGD, self).\_\_init\_\_(name, \*\*kwargs) Epoch 1/200 Epoch 2/200 Epoch 3/200 Epoch 4/200 Epoch 5/200 Epoch 6/200 Epoch 8/200 Epoch 10/200 Epoch 11/200 Epoch 12/200 Epoch 13/200 Epoch 14/200 Epoch 15/200 Epoch 16/200 Epoch 17/200 Epoch 18/200 Epoch 19/200 Epoch 20/200 Epoch 21/200 Epoch 22/200 Epoch 23/200 Epoch 24/200 Epoch 25/200 Epoch 26/200 Epoch 27/200 Epoch 28/200 Epoch 29/200 Epoch 30/200 Epoch 31/200 Epoch 33/200 Epoch 34/200 4/4 [=========== ] - 0s 5ms/step - loss: 0.4341 - accuracy: 0.8947 Epoch 35/200 Epoch 36/200 Epoch 37/200 Epoch 38/200 Epoch 39/200 Epoch 41/200 4/4 [=========== ] - Os 8ms/step - loss: 0.1990 - accuracy: 0.9474 Epoch 42/200 Epoch 43/200 Epoch 44/200 Epoch 45/200 Epoch 46/200 Epoch 47/200 Epoch 48/200 Epoch 49/200 Epoch 50/200 Epoch 51/200 Epoch 52/200 Epoch 53/200 Epoch 54/200 Epoch 55/200 Epoch 56/200 Epoch 57/200 4/4 [=========== ] - 0s 5ms/step - loss: 0.1405 - accuracy: 0.9474 Epoch 58/200 Epoch 59/200 Epoch 60/200 Epoch 61/200 Epoch 63/200 Epoch 64/200 Epoch 65/200 Epoch 66/200 Epoch 67/200 Epoch 68/200 Epoch 69/200 Epoch 70/200 Epoch 71/200 Epoch 72/200 Epoch 73/200 Epoch 74/200 Epoch 75/200 Epoch 76/200 Epoch 77/200 Epoch 78/200 Epoch 79/200 Epoch 80/200 Epoch 81/200 Epoch 82/200 4/4 [============== - - 0s 5ms/step - loss: 0.1413 - accuracy: 0.9474 Epoch 83/200 Epoch 84/200 Epoch 85/200 Epoch 86/200 Epoch 87/200 Epoch 88/200 Epoch 89/200 Epoch 90/200 Epoch 91/200 Epoch 92/200 Epoch 93/200 Epoch 94/200 Epoch 95/200 Epoch 96/200 Epoch 97/200 Epoch 98/200 Epoch 99/200 Epoch 100/200 Epoch 101/200 Epoch 102/200 Epoch 103/200 Epoch 104/200 Epoch 105/200 Epoch 106/200 Epoch 107/200 Epoch 108/200 Epoch 109/200 Epoch 110/200 Epoch 111/200 Epoch 112/200 Epoch 113/200 Epoch 114/200 Epoch 115/200 Epoch 116/200 Epoch 117/200 Epoch 118/200 Epoch 119/200 Epoch 120/200 Epoch 121/200 Epoch 122/200 Epoch 123/200 Epoch 124/200 Epoch 125/200 Epoch 126/200 Epoch 127/200 Epoch 128/200 Epoch 129/200 Epoch 130/200 Epoch 131/200 Epoch 132/200 Epoch 133/200 Epoch 134/200 Epoch 135/200 Epoch 136/200 Epoch 137/200 Epoch 138/200 Epoch 139/200 Epoch 140/200 Epoch 141/200 Epoch 142/200 Epoch 143/200 Epoch 144/200 Epoch 145/200 Epoch 146/200 Epoch 147/200 Epoch 148/200 Epoch 149/200 Epoch 151/200 Epoch 152/200 Epoch 153/200 Epoch 154/200 Epoch 155/200 Epoch 156/200 Epoch 157/200 Epoch 158/200 Epoch 159/200 Epoch 160/200 Epoch 161/200 Epoch 162/200 Epoch 163/200 Epoch 164/200 Epoch 165/200 Epoch 166/200 Epoch 167/200 Epoch 168/200 Epoch 169/200 Epoch 170/200 Epoch 171/200 Epoch 172/200 Epoch 173/200 Epoch 174/200 Epoch 175/200 Epoch 176/200 Epoch 177/200 Epoch 178/200 Epoch 179/200 Epoch 180/200 Epoch 181/200 Epoch 182/200 Epoch 183/200 Epoch 184/200 Epoch 185/200 Epoch 186/200 Epoch 187/200 Epoch 188/200 Epoch 189/200 Epoch 190/200 Epoch 191/200 Epoch 192/200 Epoch 193/200 Epoch 194/200 Epoch 195/200 Epoch 196/200 Epoch 197/200 Epoch 198/200 Epoch 199/200 Epoch 200/200 model created In [8]: import nltk from nltk.stem import WordNetLemmatizer lemmatizer = WordNetLemmatizer() import pickle import numpy as np from keras.models import load\_model model = load\_model('chatbot\_model.h5') import json import random words = pickle.load(open('words.pkl', 'rb')) classes = pickle.load(open('classes.pkl','rb')) In [18]: def clean\_up\_sentence(sentence): # tokenize the pattern - split words into array sentence\_words = nltk.word\_tokenize(sentence) # stem each word - create short form for word sentence\_words = [lemmatizer.lemmatize(word.lower()) for word in sentence\_words] return sentence\_words # return bag of words array: 0 or 1 for each word in the bag that exists in the sentence def bow(sentence, words, show\_details=True): # tokenize the pattern sentence\_words = clean\_up\_sentence(sentence) # bag of words - matrix of N words, vocabulary matrix bag = [0]\*len(words)for s in sentence\_words: for i,w in enumerate(words): **if** w == s: # assign 1 if current word is in the vocabulary position bag[i] = 1if show\_details: print ("found in bag: %s" % w) return(np.array(bag)) def predict\_class(sentence, model): # filter out predictions below a threshold p = bow(sentence, words, show\_details=False) res = model.predict(np.array([p]))[0]  $ERROR\_THRESHOLD = 0.25$ results = [[i,r] for i,r in enumerate(res) if r>ERROR\_THRESHOLD] # sort by strength of probability results.sort(key=lambda x: x[1], reverse=True) return\_list = [] for r in results: return\_list.append({"data": classes[r[0]], "probability": str(r[1])}) return return\_list In [25]: def getResponse(ints, intents\_json): tag = ints[0]['data'] list\_of\_intents = intents\_json['intents'] for i in list\_of\_intents: **if**(i['tag']== tag): result = random.choice(i['responses']) break return result def chatbot\_response(text): ints = predict\_class(text, model) res = getResponse(ints, data) return res #Creating GUI with tkinter import tkinter from tkinter import \* def send(): msg = EntryBox.get("1.0", 'end-1c').strip() EntryBox.delete("0.0", END) **if** msg != '': ChatLog.config(state=NORMAL) ChatLog.insert(END, "You: " + msg + '\n\n') ChatLog.config(foreground="#442265", font=("Verdana", 12 )) res = chatbot response(msq) ChatLog.insert(END, "Bot: " + res + '\n\n') ChatLog.config(state=DISABLED) ChatLog.yview(END) base = Tk() base.title("Hello") base.geometry("400x500") base.resizable(width=FALSE, height=FALSE) #Create Chat window ChatLog = Text(base, bd=0, bg="white", height="8", width="50", font="Arial",) ChatLog.config(state=DISABLED) #Bind scrollbar to Chat window scrollbar = Scrollbar(base, command=ChatLog.yview, cursor="heart") ChatLog['yscrollcommand'] = scrollbar.set #Create Button to send message SendButton = Button(base, font=("Verdana", 12, 'bold'), text="Send", width="12", height=5, bd=0, bg="#32de97", activebackground="#3c9d9b", fg='#ffffff', command= send ) #Create the box to enter message EntryBox = Text(base, bd=0, bg="white", width="29", height="5", font="Arial") #EntryBox.bind("<Return>", send) #Place all components on the screen scrollbar.place(x=376,y=6, height=386) ChatLog.place(x=6, y=6, height=386, width=370) EntryBox.place(x=128, y=401, height=90, width=265) SendButton.place(x=6, y=401, height=90) base.mainloop() In [ ]: