

* Chatbot :

A computer program designed to have a conversation with human beings over the internet.

- Conversational agents communicate through text messaging.

Two types of chatbots →

- 1) uses Artificial Intelligence
- 2) Based on multiple choice scripts.

Why chatbots →

- ① Providing customer service
- ② Providing product recommendations
- ③ Engaging customers
- ④ Easy to use
- ⑤ Faster than calling on the phone

* Benefits →

- ① Available 24*7
- ② Handling Customers
- ③ Helps you Save money (as a business owner)
- ④ Personal Assistant
- ⑤ Cost effective
- ⑥ Consistent Replies
- ⑦ Data collection
- ⑧ Product Recommendation

* Disadvantages -

- ① Limited Understanding
- ② Lack of emotion
- ③ Maintenance Required
- ④ Security Risk
- ⑤ Can't handle Unpredictable Situations.

Applications -

- ① Customer Support
- ② Banking & Finance
- ③ Healthcare
- ④ E-commerce
- ⑤ Education
- ⑥ Travel & Tourism

* AI - making machines act intelligently, similar to human behaviour

Agent → Perceives environment & takes actions to maximize success.

Types -

- Simple - Reflex
- Model-based
- Goal-based
- Utility-based

* Rational Agent - Acts to achieve the best expected outcome

Environment -

Fully / Partially observable
Deterministic / Stochastic
Static / Dynamic
Discrete / Continuous

Heuristic Function - Estimates cost from current state to goal