



chatBots

WHAT ARE THEY ?

Introduction

In today's AI-driven world, chatbots have become indispensable tools for businesses looking to enhance customer experiences and streamline operations. Leveraging natural language processing and machine learning, chatbots deliver instant, 24/7 support, automate repetitive tasks, and personalize interactions based on user data.



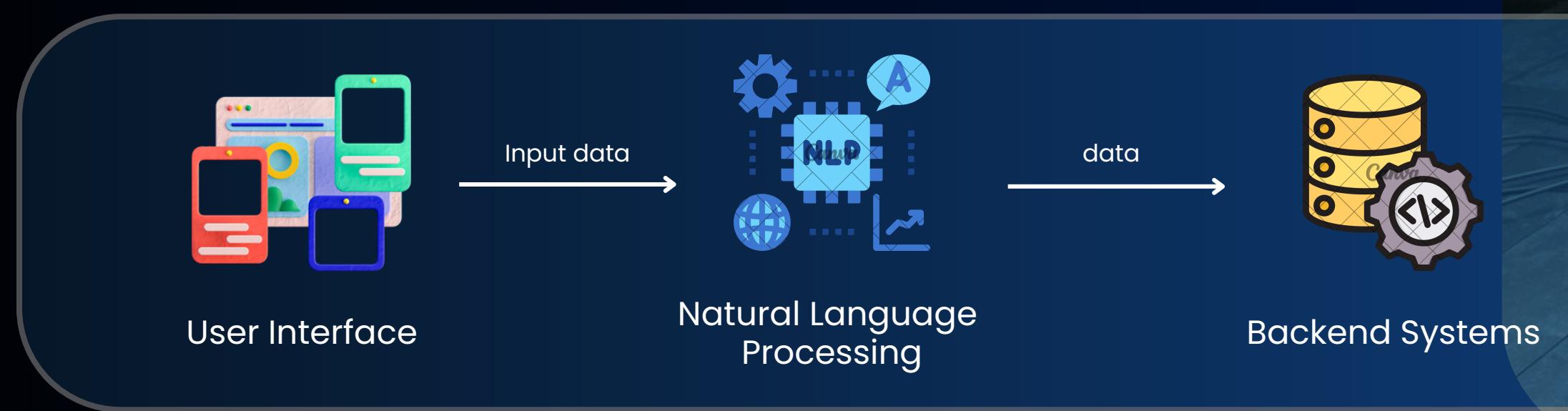
“Leveraging natural language processing and machine learning, chatbots deliver instant, 24/7 support, automate repetitive tasks, and personalize interactions based on user data.”

Architecture and Working



- **Tokens**
- **Tokenization**
- **intent**
- **response generation**

Methodology



Core Processes

Enabling chatbots to provide effective, responsive, and user-centered interactions that adapt to the needs of both businesses and customers



Natural Language Understanding (NLU)

NLU is how ChatBots understand what users mean. It recognizes key phrases and words to determine the user's intent.

Dialog Management

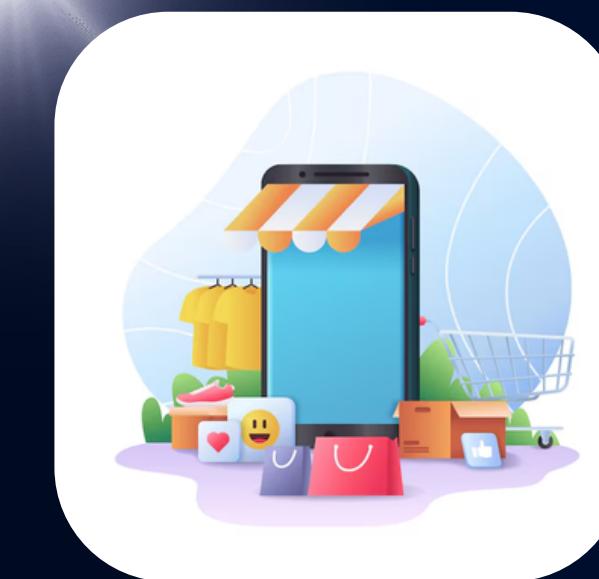
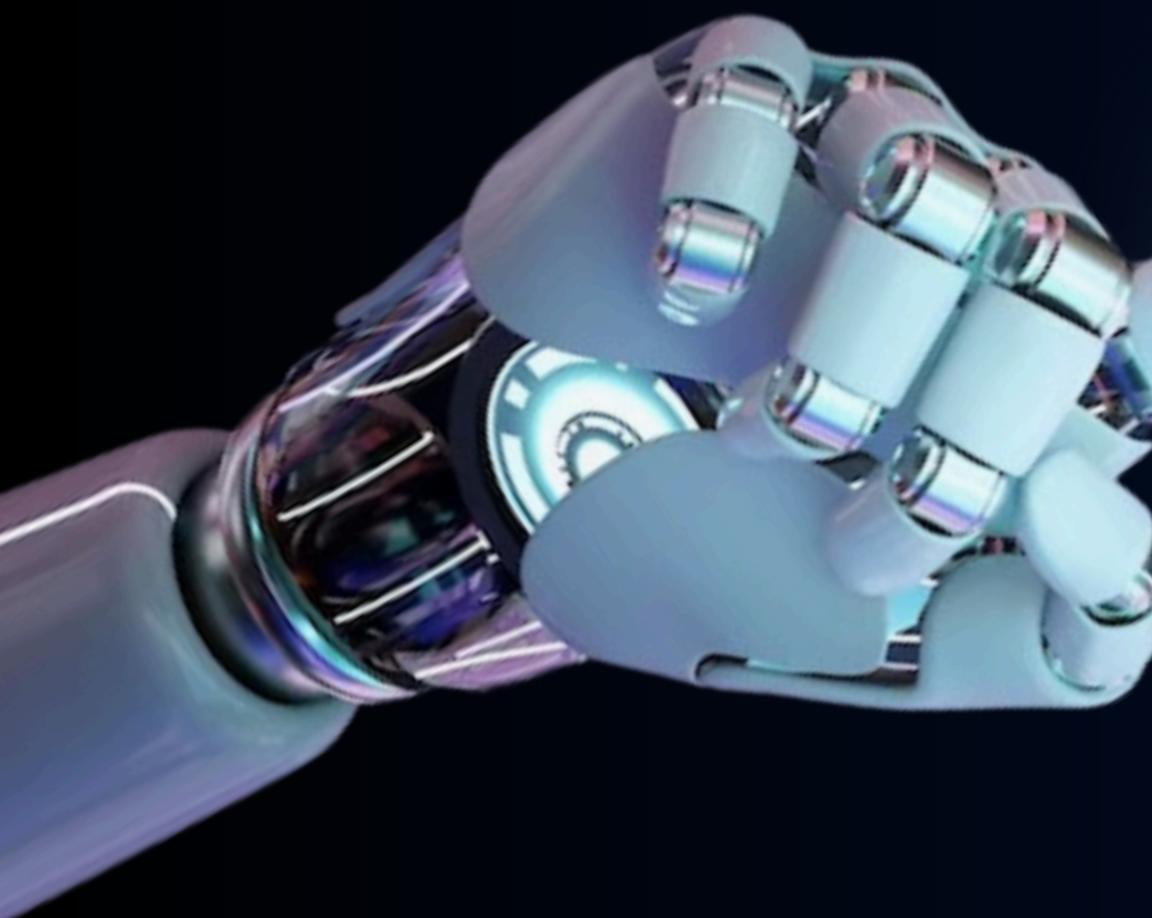
This helps the ChatBot manage the flow of conversation. It remembers what has been said to respond in context.

Response Generation

ChatBots use different techniques to create responses, either from pre-set scripts or by generating new ones based on what the user says.

Use Cases

Examples include Alexa by Amazon, which can answer questions and control smart devices, and Erica by Bank of America, which helps with banking tasks.



Resources

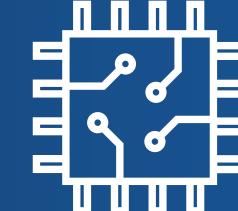


Platforms

Dialogflow (Google)

Microsoft Bot Framework

IBM Watson Assistant



Tools

TensorFlow

SpaCy & NLTK

Keras

Practical Session



Any
Queries?



Our Profile



Sibi Siddharth

AI/ML Developer



Praveenkumar

AI/ML Developer

Thank You

FOR YOUR VALUABLE TIME

