# Literature Review

In the past decade, conversational chatbots have seen a surge in popularity. The virtual assistant, such as offerings from Google Assistant and Amazon’s Alexa, are now entering our homes with Internet of Things devices. In 2017, Google Assistant was installed on over 400 million devices [1]. Furthermore, specialized chatbots have seen an influx within banking, retail, and healthcare. This literature review will explore how chatbots work, their benefits, and how my project can innovate within the chatbot space.

## Chatbots

## Natural Language Processing

## Machine Learning

## Datasets

## Programming Languages

## Existing Solutions

# References

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| [1] | R. Chandra, “How Google Home and the Google Assistant helped you get more done in 2017,” 5 Jan 2018. [Online]. Available: https://blog.google/products/assistant/how-google-home-and-google-assistant-helped-you-get-more-done-in-2017/. [Accessed 5 Nov 2019]. |