Chatbot thesis notes - Ayush Jain

There are, in general, three kinds of chatbots:

1. Chitchat based: These are useful for counselling purposes.
2. Frame-Based Goal Oriented
3. Interactive Question Answering

CHITCHAT BASED:

Can be implemented in 3 ways:

1. **Rule-Based**: Searches for keywords in the user's text and applies transformations on these. Some might make use of global history too to make the transformations. The downside of such systems is that the number of rules might explode.
2. **IR based**: It has some replies stored inside its system, which it copies. The selection of the answer is based on ranking and nearest neighbour techniques. The idea is that the answer must be semantically similar to the query and should have a historical match with answers offered to related queries earlier. The good part is that the answers are grammatically sound(as they are copied), but the obvious downside is that it lacks diversity.
3. **Generation based System**: It generates the answer token by token.