**CHAT BOAT FOR HEALTH CARE**

END TERM REPORT

BY

Section – K18HV

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**BONAFIDE CERTIFICATE**

Certified that this project report “CHAT BOT FOR HEALTHCARE” is the

bonafide work of “Ayush Sindhwal” who carried out the project work under my supervision.

Signature of the Supervisor

Dipen Saini

Academic Designation

ID of Supervisor

Department of Supervisor

**1.1 Background of Chatbot:-**

A chatbot is a software application used to conduct an on-line chat conversation via text or text-to-speech, in lieu of providing direct contact with a live human agent. Designed to convincingly simulate the way a human would behave as a conversational partner, chatbot systems typically require continuous tuning and testing, and many in production remain unable to adequately converse or pass the industry standard Turing test. The term "ChatterBot" was originally coined by Michael Mauldin (creator of the first Verbot) in 1994 to describe these conversational programs.

Chatbots are typically used in dialog systems for various purposes including customer service, request routing, or for information gathering. While some chatbot applications use extensive word-classification processes, Natural Language processors, and sophisticated AI, others simply scan for general keywords and generate responses using common phrases obtained from an associated library or database.

**1.2 Objective of Chatbot**

- Guide the user through the conversation not to let him wonder what he should do or say

- Cover all possible answers and questions for core bot use cases

- Support various small talk intents, the more the better!

- Great opportunities present with artificial intelligence-based chatbots and you must identify opportunities

- To establish real-time engagement with your customers.

- 365X24X7 Support — Unlike your support staff, Chatbots don’t need any breaks, they happily

work and learn 24 hours a day. They have a robust cloud architecture.

- Reduce operational and service expense

- Get a new age platform to wow your customers

- Increase engagement with customers and touchpoints

- Eliminate mobile app-fatigue

- Multiply reach, increase breadth and depth of engagement

- Rich analytics and customer interaction

- Instantaneous response without the need for human response delays

**1.3 Introduction: -**

This System is a Chat bot which provides answer to the query of the patient. The query of the patient is generally a chat.

The chat is done in any manner, there is no particular format declared for chatting with the bot. The main goal is to reduce the effort of the patient to visit a doctor. The system provides information about medicine related queries. The system consists of graphical user -friendly interface. System uses A.I. and M.L. for solving the queries. The user can ask questions related to medical related questions such as name of the medicine, prescription, etc.

**2.1 Description: -**

This project is based on Chatbot which is eligible to handle most of the queries related to medicine.

In artificial intelligence ... machines are made to behave in wondrous ways, often sufficient to dazzle even the most experienced observer. But once a particular program is unmasked, once its inner workings are explained ... its magic crumbles away; it stands revealed as a mere collection of procedures ... The observer says to himself "I could have written that". With that thought, he moves the program in question from the shelf marked "intelligent", to that reserved for curios ... The object of this paper is to cause just such a re-evaluation of the program about to be "explained". Few programs ever needed it more.

Today, most chatbots are accessed on-line via website popups, or through virtual assistants such as Google Assistant, Amazon Alexa, or messaging apps such as Facebook Messenger or WeChat. Chatbots are typically classified into usage categories that include: commerce (e-commerce via chat), education, entertainment, finance, health, news, and productivity.

**2.2 System Overview**

In our Chatbot System, we have designed a Chatbot using Python programming. First bot analyses user’s queries and understand user’s message, based on bot knowledge bot provide answers to the queries of the patient. Patient will just have to ask the questions to the bot that will be used for chatting. Patient can query related to medicine, prescription, etc. Patients don't have to go to the hospital or contact the doctor to make the appointment. If any new Patient enquirers for checkup and the details about any medicinal issue, this bot will help to get the answer of query of the Patient and even while getting the answer the bot will read out the answer to the Patient.

**2.3 Packages Used**

Chatterbot for implementing machine learning in chatbot

ListTrainer for training the Chatbot

pyttsx3 for audio based output of the Chatbot

speech\_recognition for getting voice based input

tkinter for impleting GUI of Chatbot

threading for implementing multi threading