

## Intelligent Travel Chatbot for Predictive Recommendation in Echo Platform

Argal, A., Gupta, S., Modi, A., Pandey, P., Shim, S., & Choo, C. (2018). Intelligent travel chatbot for predictive recommendation in echo platform - *IEEE Conference Publication*.

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This article seeks to give a better travelling agent that helps to book flights, cars, hotels and many other services travelers may need. The authors give a solution that involves building an intelligent voice chatbot which gives recommendation based on the travelling history of the traveler, likes and preferences. The chatbot will keep track of the user history and use to give wiser recommendations. The technologies implemented include Machine Learning tools, Natural Processing Language tools as well as Amazon Alexa Echo platform. The deep neural Network plays a vital role in giving back recommendations to a travelling agent.

The author's results show that there were able to implement a voice chatbot that acts as a personal travelling agent for travelers. Using AWS Lambda, the chatbot was able to generate speech output for every speech input given to it. The limitations of this chatbot include lack of visual interface and privacy. The gaps in the work include different accents people have might be interpreted differently.