An E-business Chatbot using AIML and LSA

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E-business allows customers and sellers to buy and sell online at their convenient places. The author highlighted poor quality of customer service as a challenge that affect e-business. The customer services that are currently available are not as efficient for example live chat. The customers ended up waiting on a queue online to get their enquiries attended to. This paper introduces chatbot as a better solution to the problem mentioned above to handle general and specific questions that are posed by the customers

The technologies implemented include Artificial Mark Up Language with the aim of handling general questions and Latent Semantic Analysis to handle the Frequently Answered Questions. Using the Natural Processing Language methods, Porter Stemmer Algorithm is used to stem words that have been tokenized. The article describes the semantic similarity check for each word. To continue tracking conversation and training for better answer, all conversations are kept in the HBase. Some of the questions are rolled back to the user to gain more information so that the chatbot can be able to answer.

The results shows that the incorporation of LSA helped to get correct answers and AIML help to get a variety of answers for a same question.