

Ranoliya, B. R., Raghunwanshi, N., & Singh, S. (2017). Chatbot for university related FAQs - *IEEE Conference Publication*. Retrieved September 16, 2018, from

<https://ieeexplore.ieee.org/document/8126057/>

The article outlines how chatbots have been used in different sectors as ultimate virtual assistants. This paper seeks to unleash the power of AIML and LSA in the education sector by developing a chatbot that can answer FAQ related questions of a university.

The author stated that application of new technology such as AIML and LSA can improve the quality of chatbots implemented in terms of efficiency. The article states that these 2 technologies make it possible to build chatbots that handle general queries. The articles states that any chatbot takes either one of the 2 ways the first chatbots were implemented. These chatbot are Eliza and Alice. The Alice chatbot depends on Artificial intelligence Mark UP Language whereas Eliza depends on the key word to keep the conversation going. The author describes the properties of AIML, topics and categories and their practical functionality. AMIL categories have input and answers to the questions a chatbot can use to answer. Just like XML, AIML has different tags for different purposes as stated by the author.

As a result, a chatbot for Municipal University was created using AIML to handle university's frequently asked questions. The authors were not able to incorporate LSA in their chatbot despite of its great relevance of providing answers that satisfy the user of a chatbot.