

The chatbot feels you - a counseling service using emotional response generation

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This article seeks to enhance psychiatric counselling by suggesting a novel chatbot that can recognize emotions and express them accordingly. The chatbot will have emotional intelligence and will take all the procedures taken by a human counsellor who deals with mental health care. The technologies proposed include Natural Processing Language methods with the capabilities of detecting emotions in a conversation and machine learning. The authors aim to create a chatbot that can extract emotions from the conversation and respond with sympathetic and helpful advice. The chatbot will be able to track its previous conversation with the patient and analyze it. Collection of biographical information helps to personalize the responses given by the chatbot. To achieve this, the novel system has an element of human moral judgement because its interaction with a patient can yield negative or positive impact.