

## Chatbots & Al

About and Beyond





## AGENDA

What a Chatbot is

History of Chatbots

Convention al Chatbots

AI Chatbots Examples & Usages

END?

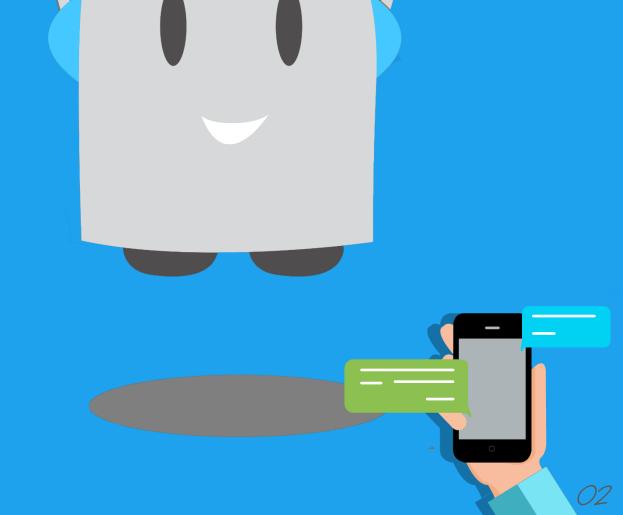


#### What is a Chatbot?

A chatbot is computer systems which simulate a conversation with a real human being.

They represent a text-based dialog system.

The chatbot reacts to the programmed commands with a predefined system that simulate a conversation.



#### Let's talk history

 Development started at 1966 at the MIT Artificial Intelligence Laboratory by Joseph Weizenbaum.

#### **ELIZA**

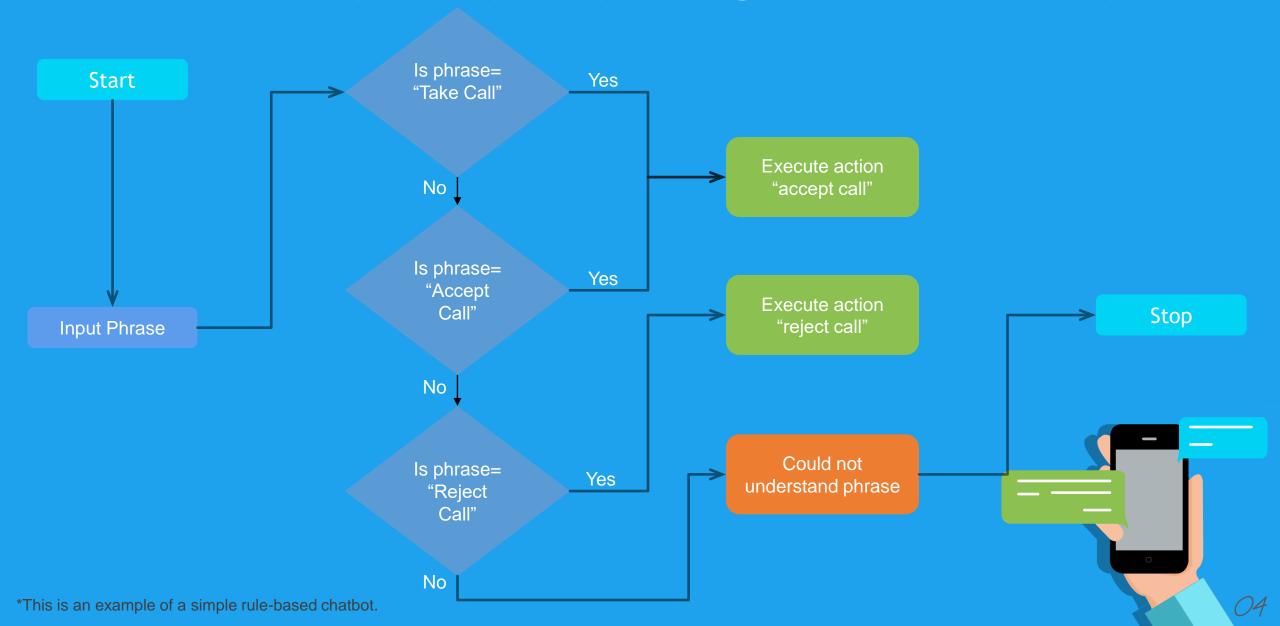
- Represents a Rogerian Psychotherapist.
- Was written in MAD-SLIP

HI USER, CAN YOU PLEASE TELL ME YOUR NAME? >my name is Gonzales. GLAD TO MEET YOU GONZALES. >ok Eliza! PLEASE BE MORE SPECIFIC. >what do you mean by that? SORRY I CAN'T PROVIDE MORE EXPLANATION ON THIS. >why not? WHY ARE YOU ASKING ME THIS? >i dont know. HOW COME YOU DON'T KNOW? >i'm just kidding. WHAT MAKES YOU THINK THAT YOU ARE JUST KIDDING? >well, because it is true. SO YOU ARE TELLING ME THE REASON. >yes, exactly.
YOU SOUND VERY OPTIMISTIC. >thank you for the compliment! DONT MENTION IT. >ok. PLEASE BE MORE SPECIFIC. >i will try to be more specific next time. DO YOU LIKÉ TALKING ABOUT YOURSELF? >so, you think that i was talking about myself. YOU ARE NOT REALLY TALKING ABOUT ME, ARE YOU? >well, not really.



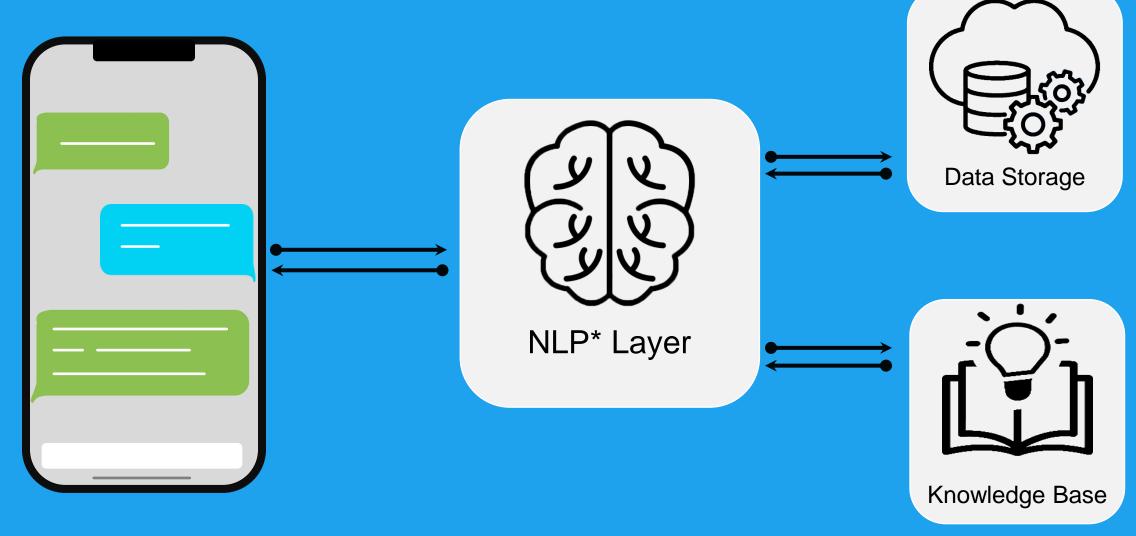


#### How a conventional Chatbot works





### How an Al Chatbot works



<sup>\*</sup> NLP stands for Natural Language Processing







Web/Online support

Product recommendation in Online Shopping Platforms

News and Information



In-app customer support

Collect customer feedback

Social media





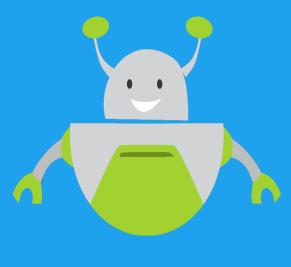
#### Sources we used

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# THE END

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