

INTP23-ML-01 Objectives

ChatBot For FSM

A chatbot is a computer program that uses artificial intelligence (AI) ,Machine Learning and natural language processing (NLP) to understand customer questions and automate responses to them, simulating human conversation.

There are various kind of chatbots like Rule-based chatbot, retrieval based chatbots, generative chatbot, virtual assistant, task-oriented chatbot, AI-enabled chatbot and many other types.

An AI-enabled chatbot that combines natural language processing and machine learning techniques and understands user intents, handle more complex queries, and learn from user interactions to improve its responses over time.

Essential tools and skills are learnt as per the chart shown in next slide.

