Team 3: Final Project

Cesar Lucero Ortiz, Akram Mahmoud & Jeremy Cryer

Department of Applied Artificial Intelligence, University of San Diego

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Dr. Roozbeh Sadeghian

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Abstract

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Introduction

What is a chatbot? As stated in this article, a chatbot is at states, “At a technical level, a chatbot is a computer program that simulates human conversation to solve customer queries. When a customer or a lead reaches out via any channel, the chatbot is there to welcome them and solve their problems. They can also help the customers lodge a service request, send an email or connect to human agents if need be” (Shweta, 2023). Now, with this understanding, the goal for the chatbot being designed and discussed in this technical report is to be capable of comprehending the Cornell Movie-Dialog Corpus data that was obtained using Kaggle[[1]](#footnote-1). Now during this report, the methodology for designing the chatbot will be discussed, with evaluation results, along with challenges faced and future improvements recommended to be added in an additional iteration.

Methodology

In this part of this technical report, the methodology of this chatbot will be discussed. The architecture of the model and how it came to proceed in that direction will all be discussed. How the model was trained, and the evaluation results of the model will also be explored. These are critical to go into detail with, as understanding this will help anyone proceeding with a second iteration, fully understand how to go about creating the model and might give insight on where to adapt and adjust if needed.

Pre-Processing

Model Architecture

Training & Evaluation

Learnings and Recommendations

Challenges

Improvements on Future Iterations

Conclusion

References

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Shweta, K. (2023, July 28). What is a chatbot? everything you need to know. Forbes. https://www.forbes.com/advisor/business/software/what-is-a-chatbot/

1. https://kaggle.com/ [↑](#footnote-ref-1)