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# **Bachelor Thesis - Chatbots: Development and Application**

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#### **Preface**

#### **Definition of the Term "Chatbot"**

The term "chatbot" consists of two parts - "chat" and "bot". The meaning can be better understood after examining the two components separately.

#### **Definition of the Term "Chat"**

(Oxford)

#### **Definition of the Term "Bot"**

(Oxford)

#### **Combination and Applied Definition**

#### **Note on Spelling**

("chatbot" vs "chat bot")

# **About Conversational and Text-based Interfaces**

#### **History and Past Work**

From https://en.wikipedia.org/wiki/Chatbo://en.wikipedia.org/wiki/Chatbot

- 1950: Alan Turing "Computing Machinery and Intelligence" (Turing Test)
- 1966: Joseph Weizenbaum ELIZA
- 1994: The term "ChatterBot" was originally coined by Michael Mauldin (creator of the first Verbot, Julia) in 1994
- 1972: PARRY
- 1984: book "The Policeman's Beard is Half Constructed" written by the chatbot Racter
- A.L.I.C.E. and AIML
- 2009: Kyle as winner of the Leodis Al Award

# **Application**

## **Ecosystem**

## Companies

#### **Platforms**

#### **Products**

# **Usage of Chatbots**

## **Potentials and Promises**

## **Development**

## **Choosing a Practical Example**

# **Existing Solutions**

## **Definition of Use-Cases**

## **Platform Evaluation**

## **Feature Implementation**

# **Technical Details of Input Processing and Decision Making**

## **Obstacles and Limitations**

## **Conclusions**

#### **Outlook and Possibilities**