**NLP Project Literature Survey:**

1.

https://typeset.io/papers/application-of-chatbot-for-consumer-perspective-using-1ks4if25te

**Year:**

2021

**Title:**

Application of Chatbot for consumer perspective using Artificial Intelligence

**Author:**

Abhishek Savanur, M. Niranjanamurthy, Amulya M P, P. Dayananda

**Methodologies/ Algorithms used:**

Dialogflow engine and Facebook Messenger are used for implementing the chatbot for online food ordering system. These platforms provide tools and frameworks for developing conversational agents and natural language processing capabilities, which could be utilized in the creation of the chatbot.

**Drawback:**

Limited ability to handle complex or ambiguous queries, resulting in frustration for users.

Lack of human-like understanding and empathy.

**Future Work:**

Enhancing natural language processing capabilities to improve the understanding and response accuracy of chatbot

Incorporating machine learning algorithms to enable chatbots to learn from user interactions and improve their performance over time

2.

https://typeset.io/papers/pizza-ordering-chatbot-using-amazon-lex-rgughy1f

**Year:**

2022

**Title:**

Pizza Ordering Chatbot Using Amazon Lex

**Author:**

Amey Thakur, M. Satish

**Methodologies/ Algorithms used:**

Natural language processing algorithms are employed to enable chatbots to understand and interpret user input in a conversational manner.

Machine learning and deep learning techniques are used to train chatbots

**Drawback:**

Chatbots may lack the ability to provide personalized recommendations

Chatbots may have limitations in handling multiple customer queries simultaneously, leading to delays in response time and potential customer frustration.

**Future Work:**

Improving the scalability and efficiency of chatbots to handle multiple customer queries simultaneously

There is a need to develop chatbots that can provide personalized recommendations and understand nuanced customer preferences to enhance the user experience.