CHATBOT FOR A HOSPITAL MANAGEMENT WEBSITE

Abstract:

A chatterbot or chatbot aims to make a conversation between both human and machine. The machine has been embedded knowledge to identify the sentences and making a decision itself as response to answer a question. The response principle is matching the input sentence from user. From input sentence, it will be scored to get the similarity of sentences, the higher score obtained the more similar of reference sentences.

Traditionally, to get a question answered by a software program involved using a search engine, or filling out a form. A chatbot allows a user to simply ask questions in the same manner that they would address a human. The most well-known chatbots currently are voice chatbots: Alexa and Siri. However, chatbots are currently being adopted at a high rate on computer chat platforms.

The technology at the core of the rise of the chatbot is natural language processing (“NLP”). Recent advances in machine learning have greatly improved the accuracy and effectiveness of natural language processing, making chatbots a viable option for many organizations.

The goal of this project is to develop a chatbot for the official website of a hospital which manages to book the appointment of the patients with the doctors regarding the available timings without wasting time in waiting. This chatbot also uses the audio for convenient of the users to provide the scenario of the booking the appointment similar as person-in and for making it easier and simpler to understand.

Chatbots come in two kinds:

• Limited set of rules

• Machine learning

Chatbot that uses limited set of rules. This kind of bots are very limited to set of texts or commands. They have ability to respond onlyto those texts or commands.