Web link:<https://research.aimultiple.com/chatbot-architecture/#:~:text=%20What%20are%20the%20components%20of%20a%20chatbot%3F,information%20that%20the%20chatbot%20relies%20on...%20More%20>

There are 7 components of a chatbot:

1. Natural language processing
2. Natural language understanding
3. Knowledge base
4. Data storage
5. Dialog manager
6. Natural language generation
7. User interfaces
8. Natural language processing: NLP converts uses’ text into data understood by a machine
9. Natural language understanding: NLU is subfield of NLP also help machine understand the meaning
10. Knowledge base: a libraray of information
11. Data storage: conversations can be stored in SQL form either on-premise or on a cloud.
12. Dialog manager: keep the flow of the conversation. (Ex: if the user says “I want to order strawberry ice cream” and then within the conversation says “change my order to chocolate ice cream”, the dialog manager will enable the bot to detect the change from “strawberry” to “chocolate” and change the order accordingly.)
13. Natural language generation: NLG is the process of transforming machine-produced structured data into human-readable text.
14. User interfaces: front-end of the chatbot.

Architecture：

