CHATBOT USING PYTHON

PHASE 3 – DEVELOPMENT PART 1

Introduction

 Bots

Bots are specially built software that interacts with internet users automatically. Bots are made up of algorithms that assist them in completing jobs. By auto-designed, we mean that they run on their own, following instructions, and therefore begin the conservation process without the need for human intervention.

Bots are responsible for the majority of internet traffic. For e-commerce sites, traffic can be significantly higher, accounting for up to 90% of total traffic. They can communicate with people and on social media accounts, as well as on websites.

Type of Bots

***1. ChatBot — An Artificial Intelligence (AI) programme that communicates with users through app, message, or phone. It is most commonly utilised by Twitter.***

2. Social Media Bot- Created for social media sites to answer automatically all at once.

3. Google Bot is commonly used for indexing and crawling. Spider Bots—Developed for retrieving data from websites, the Google Bot is widely used for indexing and crawling.

4. Spam Bots are programmed that automatically send spam emails to a list of addresses.

5. Transnational Bots are bots that are designed to be used in transactions.

6. Monitoring Bots – Creating bots to keep track of the system’s or website’s health.

import warnings

warnings.filterwarnings('ignore')

import numpy as np

import pandas as pd

import matplotlib.pyplot as plt

import tensorflow as tf

import keras

from tqdm import tqdm

from keras.layers import Dense

import json

import re

import string

from sklearn.feature\_extraction.text import TfidfVectorizer

import unicodedata

from sklearn.model\_selection import train\_test\_split

In [2]:question =[]

answer = []

with open("../input/simple-dialogs-for-chatbot/dialogs.txt",'r') as f :

for line **in** f :

line = line.split('**\t**')

question.append(line[0])

answer.append(line[1])

print(len(question) == len(answer))

True

In [3]:question[:5]

Out[3]:

['hi, how are you doing?',

"i'm fine. how about yourself?",

"i'm pretty good. thanks for asking.",

'no problem. so how have you been?',

"i've been great. what about you?"]

In [4]:

answer[:5]Out[4]:

["i'm fine. how about yourself?\n",

"i'm pretty good. thanks for asking.\n",

'no problem. so how have you been?\n',

"i've been great. what about you?\n",

"i've been good. i'm in school right now.\n"]

In [5]:

answer = [ i.replace("**\n**","") for i **in** answer]

In [6]:

answer[:5]

Out[6]:

["i'm fine. how about yourself?",

"i'm pretty good. thanks for asking.",

'no problem. so how have you been?',

"i've been great. what about you?",

"i've been good. i'm in school right now."]

In [7]:

data = pd.DataFrame({"question" : question ,"answer":answer})

data.head()

Out[7]:

|  | question | answer |
| --- | --- | --- |
| 0 | hi, how are you doing? | i'm fine. how about yourself? |
| 1 | i'm fine. how about yourself? | i'm pretty good. thanks for asking. |
| 2 | i'm pretty good. thanks for asking. | no problem. so how have you been? |
| 3 | no problem. so how have you been? | i've been great. what about you? |
| 4 | i've been great. what about you? | i've been good. i'm in school right now. |

In [8]:

def unicode\_to\_ascii(s):

return ''.join(c for c **in** unicodedata.normalize('NFD', s)

if unicodedata.category(c) != 'Mn')

In [9]:

linkcode

def clean\_text(text):

text = unicode\_to\_ascii(text.lower().strip())

text = re.sub(r"i'm", "i am", text)

text = re.sub(r"\r", "", text)

text = re.sub(r"he's", "he is", text)

text = re.sub(r"she's", "she is", text)

text = re.sub(r"it's", "it is", text)

text = re.sub(r"that's", "that is", text)

text = re.sub(r"what's", "that is", text)

text = re.sub(r"where's", "where is", text)

text = re.sub(r"how's", "how is", text)

text = re.sub(r"\'ll", " will", text)

text = re.sub(r"\'ve", " have", text)

text = re.sub(r"\'re", " are", text)

text = re.sub(r"\'d", " would", text)

text = re.sub(r"\'re", " are", text)

text = re.sub(r"won't", "will not", text)

text = re.sub(r"can't", "cannot", text)

text = re.sub(r"n't", " not", text)

text = re.sub(r"n'", "ng", text)

text = re.sub(r"'bout", "about", text)

text = re.sub(r"'til", "until", text)

text = re.sub(r"[-()**\"**#/@;:<>**{}**`+=~|.!?,]", "", text)

text = text.translate(str.maketrans('', '', string.punctuation))

text = re.sub("(**\\**W)"," ",text)

text = re.sub('\S\*\d\S\*\s\*','', text)

text = "<sos> " + text + " <eos>"

return text

In [10]:

data["question"][0]

Out[10]:

'hi, how are you doing?'

In [11]:

data["question"] = data.question.apply(clean\_text)

In [12]:

data["question"][0]

Out[12]:

'<sos> hi how are you doing <eos>'

In [13]:

data["answer"] = data.answer.apply(clean\_text)

In [14]:

question = data.question.values.tolist()

answer = data.answer.values.tolist()

In [15]:

def tokenize(lang):

lang\_tokenizer = tf.keras.preprocessing.text.Tokenizer(

filters='')

lang\_tokenizer.fit\_on\_texts(lang)

tensor = lang\_tokenizer.texts\_to\_sequences(lang)

tensor = tf.keras.preprocessing.sequence.pad\_sequences(tensor,

padding='post')

return tensor, lang\_tokenizer

In [16]:

input\_tensor , inp\_lang = tokenize(question)

In [17]:

target\_tensor , targ\_lang = tokenize(answer)

In [18]:

*#len(inp\_question) == len(inp\_answer)*

In [19]:

def remove\_tags(sentence):

return sentence.split("<start>")[-1].split("<end>")[0]

In [20]:

max\_length\_targ, max\_length\_inp = target\_tensor.shape[1], input\_tensor.shape[1]

In [21]:

*# Creating training and validation sets using an 80-20 split*

input\_tensor\_train, input\_tensor\_val, target\_tensor\_train, target\_tensor\_val = train\_test\_split(input\_tensor, target\_tensor, test\_size=0.2)

In [22]:

*#print(len(train\_inp) , len(val\_inp) , len(train\_target) , len(val\_target))*

In [23]:

BUFFER\_SIZE = len(input\_tensor\_train)

BATCH\_SIZE = 64

steps\_per\_epoch = len(input\_tensor\_train)//BATCH\_SIZE

embedding\_dim = 256

units = 1024

vocab\_inp\_size = len(inp\_lang.word\_index)+1

vocab\_tar\_size = len(targ\_lang.word\_index)+1

dataset = tf.data.Dataset.from\_tensor\_slices((input\_tensor\_train, target\_tensor\_train)).shuffle(BUFFER\_SIZE)

dataset = dataset.batch(BATCH\_SIZE, drop\_remainder=True)

example\_input\_batch, example\_target\_batch = next(iter(dataset))

example\_input\_batch.shape, example\_target\_batch.shape

Out[23]:

(TensorShape([64, 22]), TensorShape([64, 22]))

In [24]:

class **Encoder**(tf.keras.Model):

def \_\_init\_\_(self, vocab\_size, embedding\_dim, enc\_units, batch\_sz):

super(Encoder, self).\_\_init\_\_()

self.batch\_sz = batch\_sz

self.enc\_units = enc\_units

self.embedding = tf.keras.layers.Embedding(vocab\_size, embedding\_dim)

self.gru = tf.keras.layers.GRU(self.enc\_units,

return\_sequences=True,

return\_state=True,

recurrent\_initializer='glorot\_uniform')

def call(self, x,hidden):

x = self.embedding(x)

output, state = self.gru(x, initial\_state = hidden)

return output, state

def initialize\_hidden\_state(self):

return tf.zeros((self.batch\_sz, self.enc\_units))

In [25]:

encoder = Encoder(vocab\_inp\_size, embedding\_dim, units, BATCH\_SIZE)

*# sample input*

sample\_hidden = encoder.initialize\_hidden\_state()

sample\_output, sample\_hidden = encoder(example\_input\_batch, sample\_hidden)

print ('Encoder output shape: (batch size, sequence length, units) **{}**'.format(sample\_output.shape))

print ('Encoder Hidden state shape: (batch size, units) **{}**'.format(sample\_hidden.shape))

Encoder output shape: (batch size, sequence length, units) (64, 22, 1024)

Encoder Hidden state shape: (batch size, units) (64, 1024)

In [26]:

class **BahdanauAttention**(tf.keras.layers.Layer):

def \_\_init\_\_(self, units):

super(BahdanauAttention, self).\_\_init\_\_()

self.W1 = tf.keras.layers.Dense(units)

self.W2 = tf.keras.layers.Dense(units)

self.V = tf.keras.layers.Dense(1)

def call(self, query, values):

*# query hidden state shape == (batch\_size, hidden size)*

*# query\_with\_time\_axis shape == (batch\_size, 1, hidden size)*

*# values shape == (batch\_size, max\_len, hidden size)*

*# we are doing this to broadcast addition along the time axis to calculate the score*

query\_with\_time\_axis = tf.expand\_dims(query, 1)

*# score shape == (batch\_size, max\_length, 1)*

*# we get 1 at the last axis because we are applying score to self.V*

*# the shape of the tensor before applying self.V is (batch\_size, max\_length, units)*

score = self.V(tf.nn.tanh(

self.W1(query\_with\_time\_axis) + self.W2(values)))

*# attention\_weights shape == (batch\_size, max\_length, 1)*

attention\_weights = tf.nn.softmax(score, axis=1)

*# context\_vector shape after sum == (batch\_size, hidden\_size)*

context\_vector = attention\_weights \* values

context\_vector = tf.reduce\_sum(context\_vector, axis=1)

return context\_vector, attention\_weights

In [27]:

attention\_layer = BahdanauAttention(10)

attention\_result, attention\_weights = attention\_layer(sample\_hidden, sample\_output)

print("Attention result shape: (batch size, units) **{}**".format(attention\_result.shape))

print("Attention weights shape: (batch\_size, sequence\_length, 1) **{}**".format(attention\_weights.shape))

Attention result shape: (batch size, units) (64, 1024)

Attention weights shape: (batch\_size, sequence\_length, 1) (64, 22, 1)

In [28]:

class **Decoder**(tf.keras.Model):

def \_\_init\_\_(self, vocab\_size, embedding\_dim, dec\_units, batch\_sz):

super(Decoder, self).\_\_init\_\_()

self.batch\_sz = batch\_sz

self.dec\_units = dec\_units

self.embedding = tf.keras.layers.Embedding(vocab\_size, embedding\_dim)

self.gru = tf.keras.layers.GRU(self.dec\_units,

return\_sequences=True,

return\_state=True,

recurrent\_initializer='glorot\_uniform')

self.fc = tf.keras.layers.Dense(vocab\_size)

*# used for attention*

self.attention = BahdanauAttention(self.dec\_units)

def call(self, x, hidden, enc\_output):

*# enc\_output shape == (batch\_size, max\_length, hidden\_size)*

context\_vector, attention\_weights = self.attention(hidden, enc\_output)

*# x shape after passing through embedding == (batch\_size, 1, embedding\_dim)*

x = self.embedding(x)

*# x shape after concatenation == (batch\_size, 1, embedding\_dim + hidden\_size)*

x = tf.concat([tf.expand\_dims(context\_vector, 1), x], axis=-1)

*# passing the concatenated vector to the GRU*

output, state = self.gru(x)

*# output shape == (batch\_size \* 1, hidden\_size)*

output = tf.reshape(output, (-1, output.shape[2]))

*# output shape == (batch\_size, vocab)*

x = self.fc(output)

return x, state, attention\_weights

In [29]:

decoder = Decoder(vocab\_tar\_size, embedding\_dim, units, BATCH\_SIZE)

sample\_decoder\_output, \_, \_ = decoder(tf.random.uniform((BATCH\_SIZE, 1)),

sample\_hidden, sample\_output)

print ('Decoder output shape: (batch\_size, vocab size) **{}**'.format(sample\_decoder\_output.shape))

Decoder output shape: (batch\_size, vocab size) (64, 2347)

In [30]:

optimizer = tf.keras.optimizers.Adam()

loss\_object = tf.keras.losses.SparseCategoricalCrossentropy(

from\_logits=True, reduction='none')

def loss\_function(real, pred):

mask = tf.math.logical\_not(tf.math.equal(real, 0))

loss\_ = loss\_object(real, pred)

mask = tf.cast(mask, dtype=loss\_.dtype)

loss\_ \*= mask

return tf.reduce\_mean(loss\_)

In [31]:

@tf.function

def train\_step(inp, targ, enc\_hidden):

loss = 0

with tf.GradientTape() as tape:

enc\_output, enc\_hidden = encoder(inp, enc\_hidden)

dec\_hidden = enc\_hidden

dec\_input = tf.expand\_dims([targ\_lang.word\_index['<sos>']] \* BATCH\_SIZE, 1)

*# Teacher forcing - feeding the target as the next input*

for t **in** range(1, targ.shape[1]):

*# passing enc\_output to the decoder*

predictions, dec\_hidden, \_ = decoder(dec\_input, dec\_hidden, enc\_output)

loss += loss\_function(targ[:, t], predictions)

*# using teacher forcing*

dec\_input = tf.expand\_dims(targ[:, t], 1)

batch\_loss = (loss / int(targ.shape[1]))

variables = encoder.trainable\_variables + decoder.trainable\_variables

gradients = tape.gradient(loss, variables)

optimizer.apply\_gradients(zip(gradients, variables))

return batch\_loss

**Conclusion**

This article is the base of knowledge of the definition of ChatBot, its importance in the Business, and how we can build a simple Chatbot by using Python and Library Chatterbot.