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01 ChatBot

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Mineria de textos

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1 Descripción general de la herramienta utilizada

Natural Language Toolkit es una libreria de python para el procesamiento de lenguaje natural. Fue diseñada para proporcionar herramientas que faciliten el analisis y la manipulacion del lenguaje humano, y es utilizada principalmente en el campo de la inteligencia artificial y el aprendizaje automatico

2 Preguntas y flujos de ejemplo

| Pregunta | Respuesta |
|--|---|
| hi hello hey good morning good evening | Hello! How can I help you with flight bookings today? |
| (buy book) a flight to (.*) | From where would you like to fly? |
| from (.*) | Got it! What dates are you planning to travel on? |
| my travel date is (.*) | Thank you! I can help with pricing. What is your preferred class (economy, business, or first)? |
| (economy business first) | Great! I'll check available flights in that class. |
| (how much what is the cost) for a flight to (.*) on (.*) | Let me check the prices for you. |
| (thank you thanks) | You're welcome! Let me know if you need further help. |
| (bye goodbye) | Goodbye! Have a great day and safe travels! |

Table 1: Flight Booking Chatbot Patterns

```
Hi! I'm here to help you with booking flights. Type 'quit' to end the chat.
You: hello
Bot: Hello! How can I help you with flight bookings today?
You: buy a flight to Austin Texas
Bot: From where would you like to fly?
You: from Guadalajara
Bot: Got it! What dates are you planning to travel on?
You: my travel date is april 3
Bot: Thank you! I can help with pricing. What is your preferred class (economy, business, or first)?
You: economy
Bot: Great! I'll check available flights in that class.
You: how much for a flight to Los Angeles on Volaris
Bot: Let me check the prices for you.
You: thanks
Bot: You're welcome! Let me know if you need further help.
You: create a python program
Bot: Sorry, I didn't quite understand that. Could you please clarify?
You: bye
Bot: Goodbye! Have a great day and safe travels!
You: quit
Goodbye!
```

Figure 1: Flujo de ejemplo

References

- [1] NLTK, "Natural Language Toolkit", *Available at:* <https://www.nltk.org/>,
accessed on: Jan. 25, 2025.