**Problem 1:** It is giving answer in its own way presuming some answers from my end. If I ask something which is out of context, the chatbot is unable to reply. It’s giving answer according to its own flow. That means it doesn’t understand the sentiment and meaning of the statement.

**Sol:** To the best of my knowledge, usage of BERT can solve the problem. It can preserve the semantic information instead of automated question answering.

**Problem 2:** Sometimes the chatbot is not giving any option to reply manually. It is suggesting customized answers.

**Sol:** I guess this is a technical problem. Instead of pre-defined answers the chatbot should allow the participant to answer always.

**Problem 3:** It can’t understand any language other than English. That is if anyone writes some sentence in any language other than English, then it is unable to understand.

**Sol:** This can be solved by incorporating a translator in the chatbot which will allow the participants to write their issues in some other language. This again can be solved using BERT.