Chatbots

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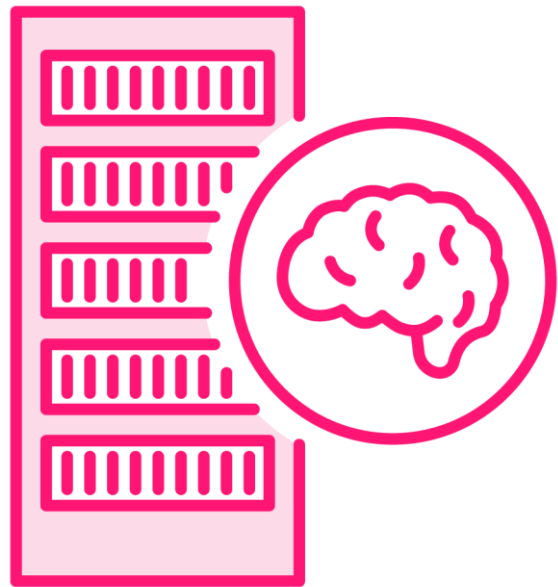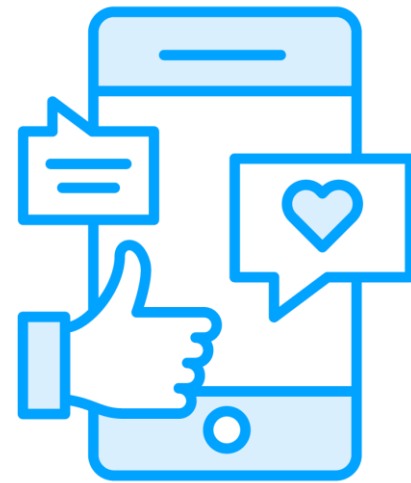
Overview

Chatbot:

- Generative AI chatbot
- Architecture
- Components required
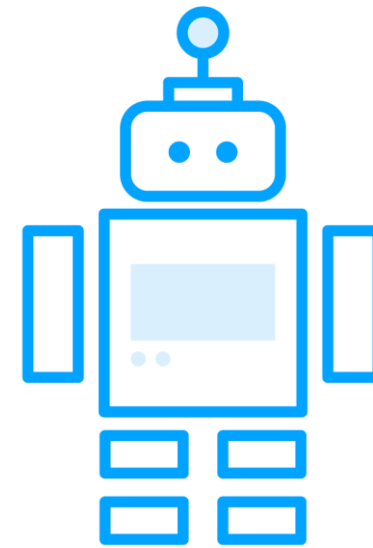- Design and develop chatbots
- Effective and engaging

Chatbots

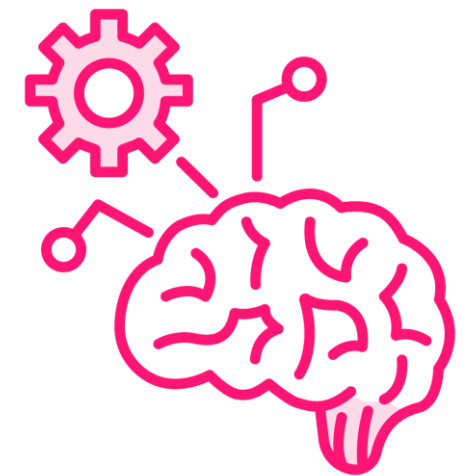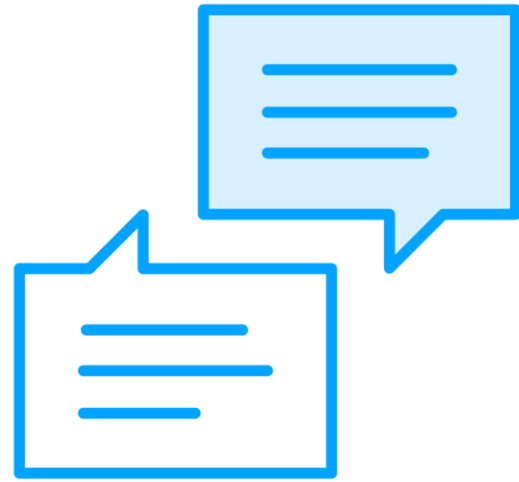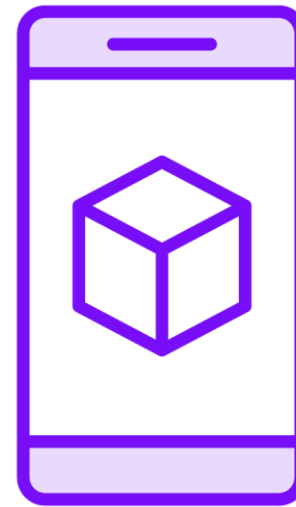**AI-powered programs**

Interact with users

Powered by AI

Robust with generative AI

Google Chatbot

Conversational AI

Gen App Builder

AI-powered chatbots

Amazon Connect Chatbot

Popular AI chatbot

Uses Amazon Lex, Polly, Rekognition

Provides natural language experience

Chatbot Architecture

Chatbot Architecture

Natural Language Processing (NLP)

Breaks down user input

Identifies the user's intent
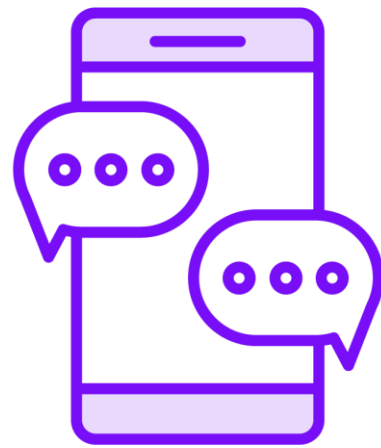
Chatbot Architecture - Knowledge Base
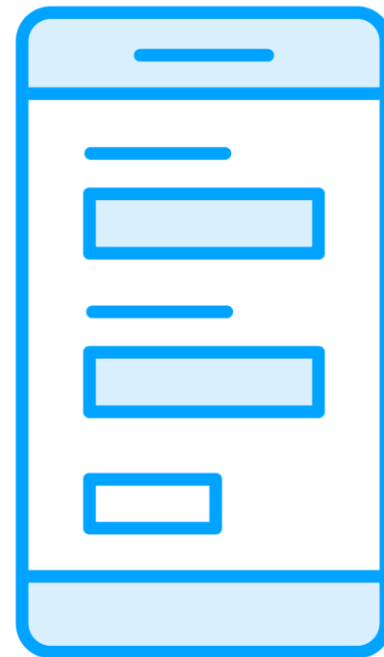
Repository of Information
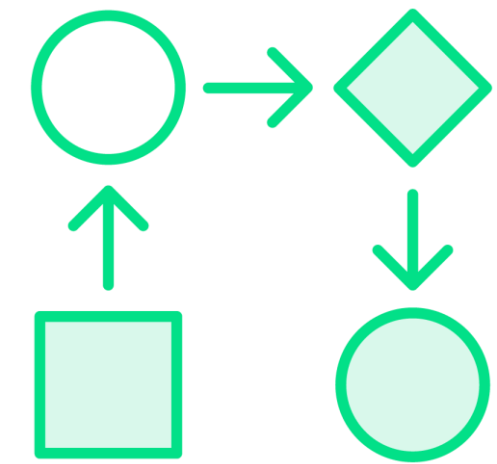
Answers User Questions

Chatbot Architecture - Dialog Management

Manages chat conversations
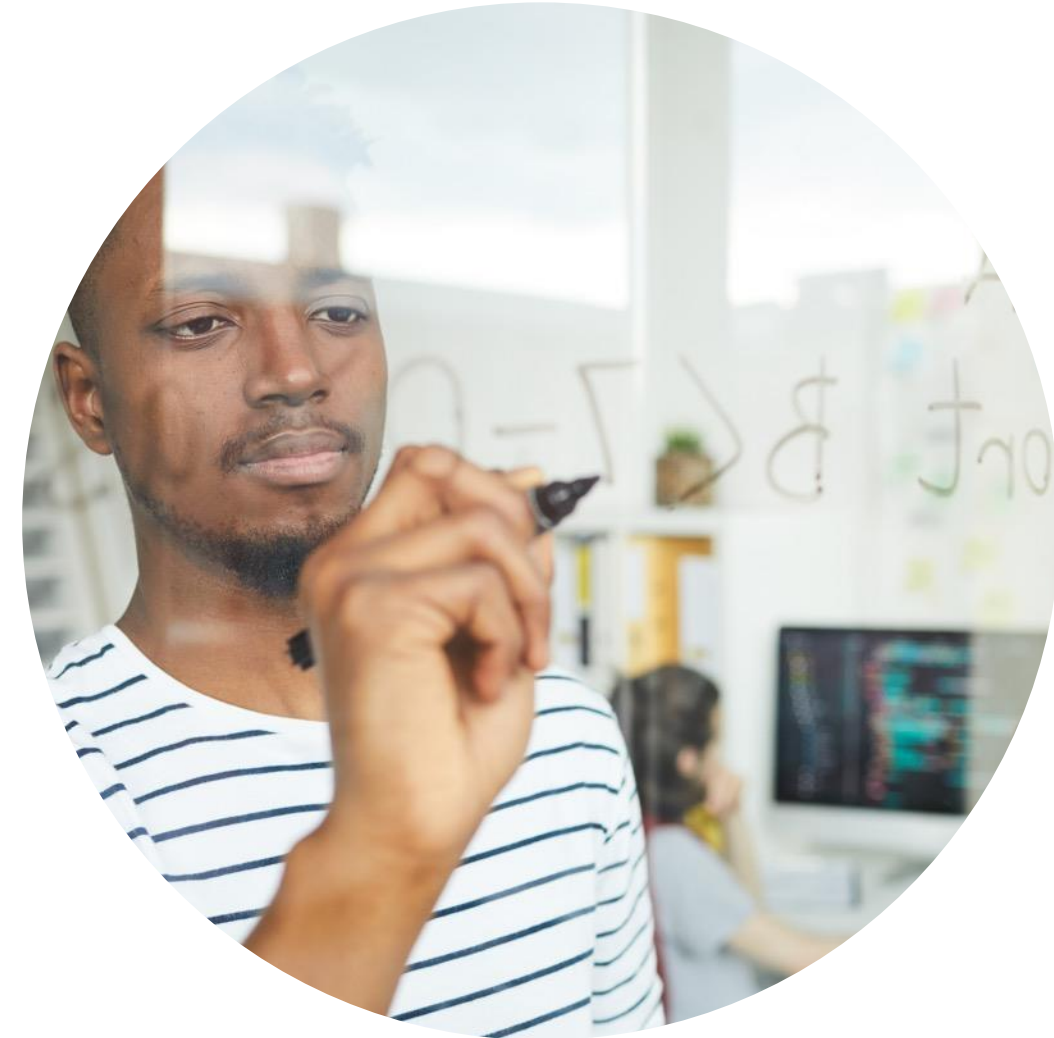
Generates responses

Routes users to agents

Chatbot Architecture - User Interface (UI)

User interaction

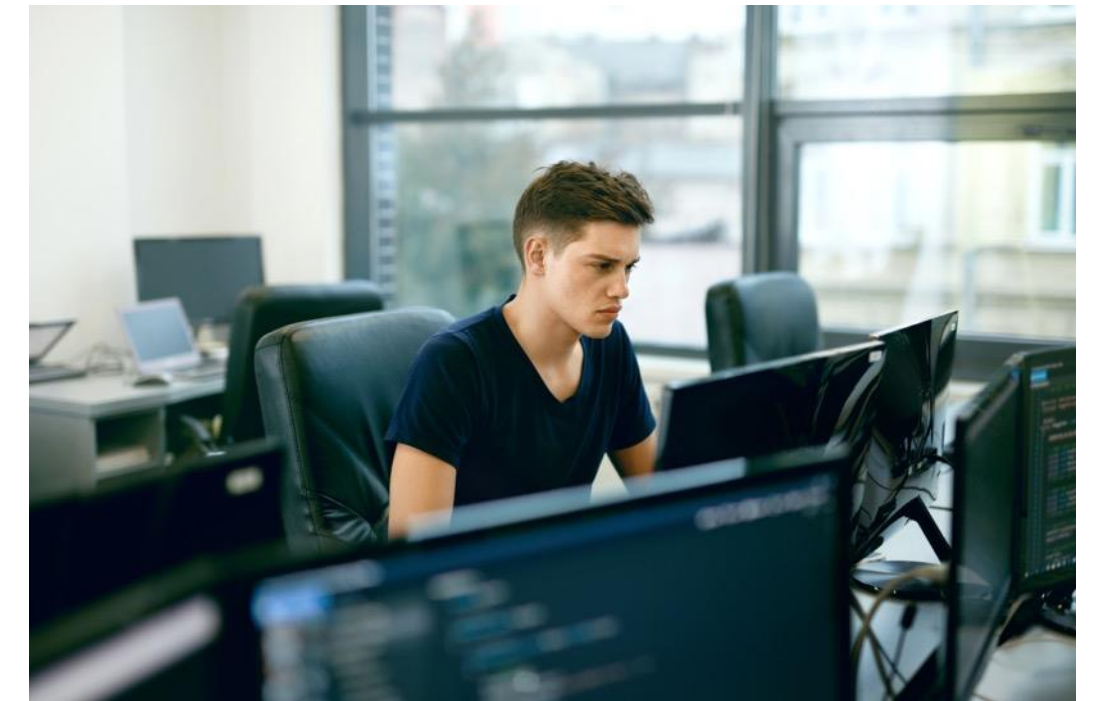**Text-based or graphical interface**

Chatbot Architecture - Additional Features

Machine learning (ML)

Sentiment analysis

Data analytics

Demo

Review of successful chatbot use cases:
- Generative AI chatbots

Summary

Chatbots

Architecture:
- Core elements
- Understanding of the architecture
- Generative AI chatbots
- Powerful and robust