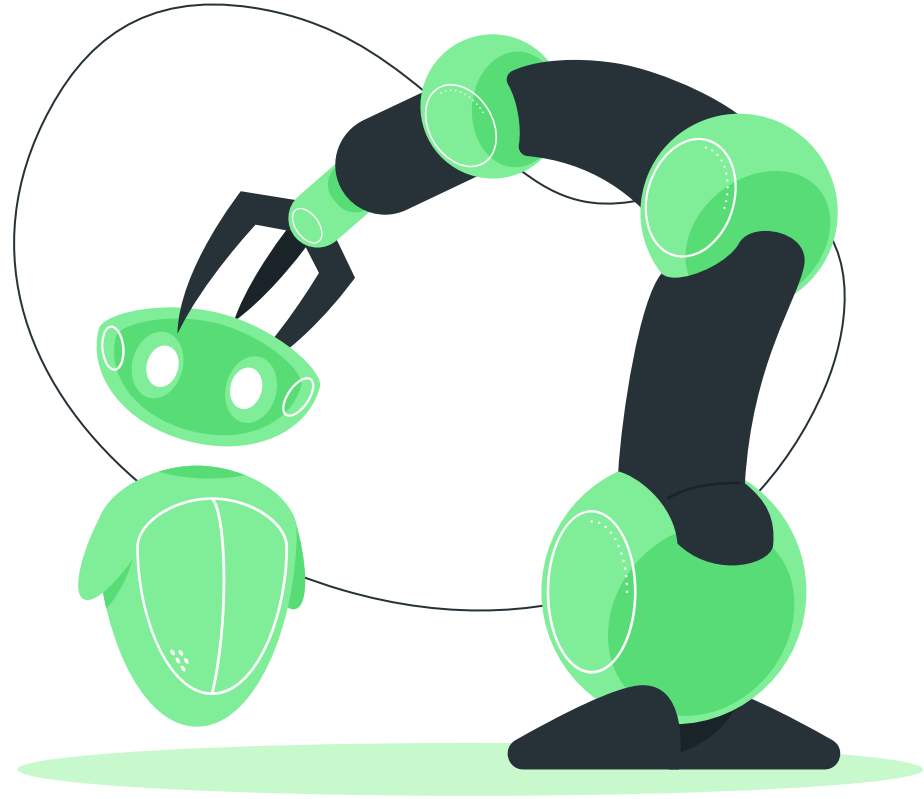


NLP

Chatbots

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Junior Data Scientist at BeCode Ghent



Overview

1

What are chatbots?

And why are they useful?

3

Why using NLP?

How does it help to improve chatbots?

2

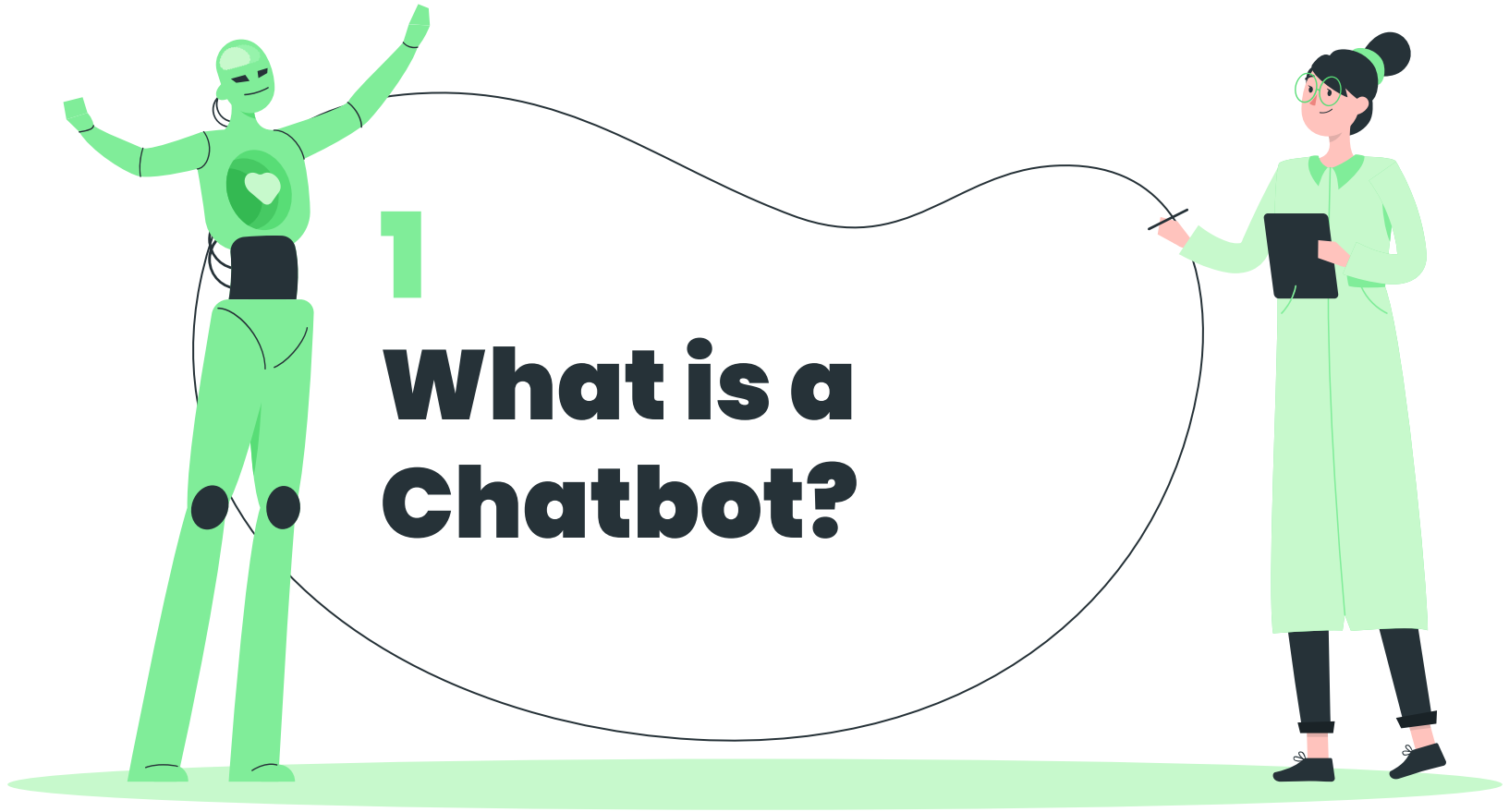
Types of chatbots

Chatbot with AI and without it

4

Example and demo

Development of an NLP chatbot



Chatbot

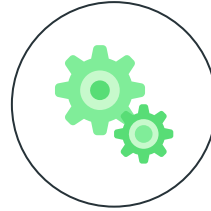


- Simulates human conversations
- Interaction human-machine
- Through messages or voice

Outcome



**Increased sales
and
productivity**



**Time savings
and efficiency**

Why are chatbots useful?

1

**Handle
repetitive
questions**

2

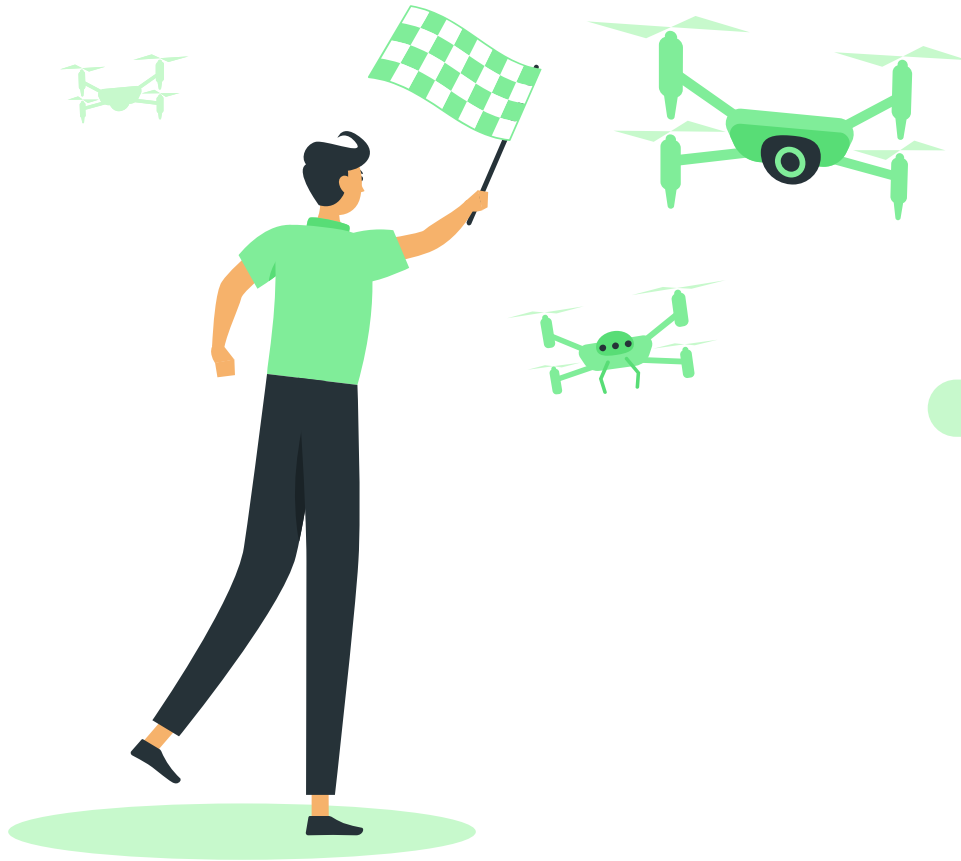
**Provide
additional
information to
customers**

3

**Virtual
assistance**

Where are they used:

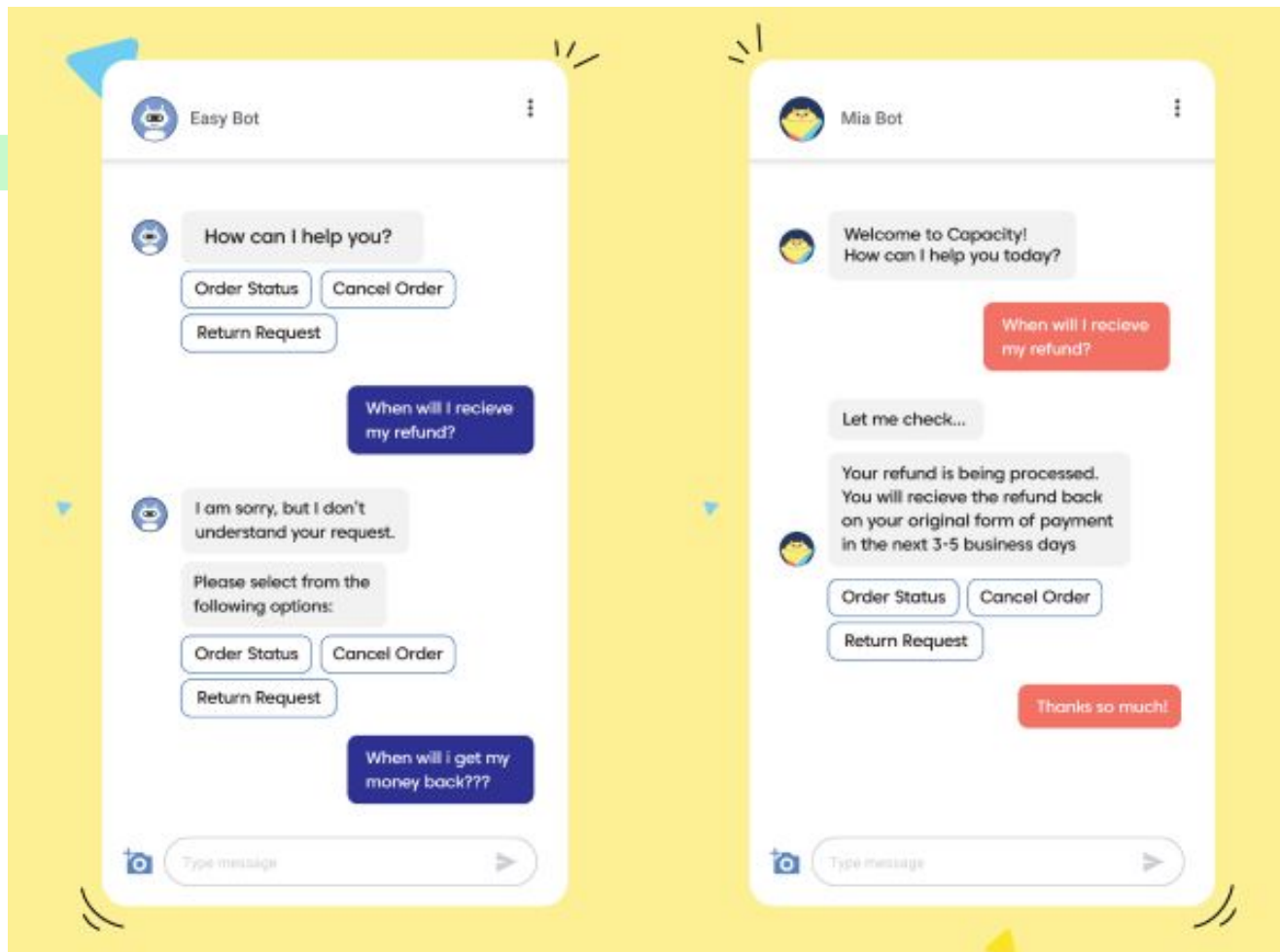
- Retail
- E-commerce
- Healthcare
- Banking & Insurance



2 Types of chatbots

Rule-based

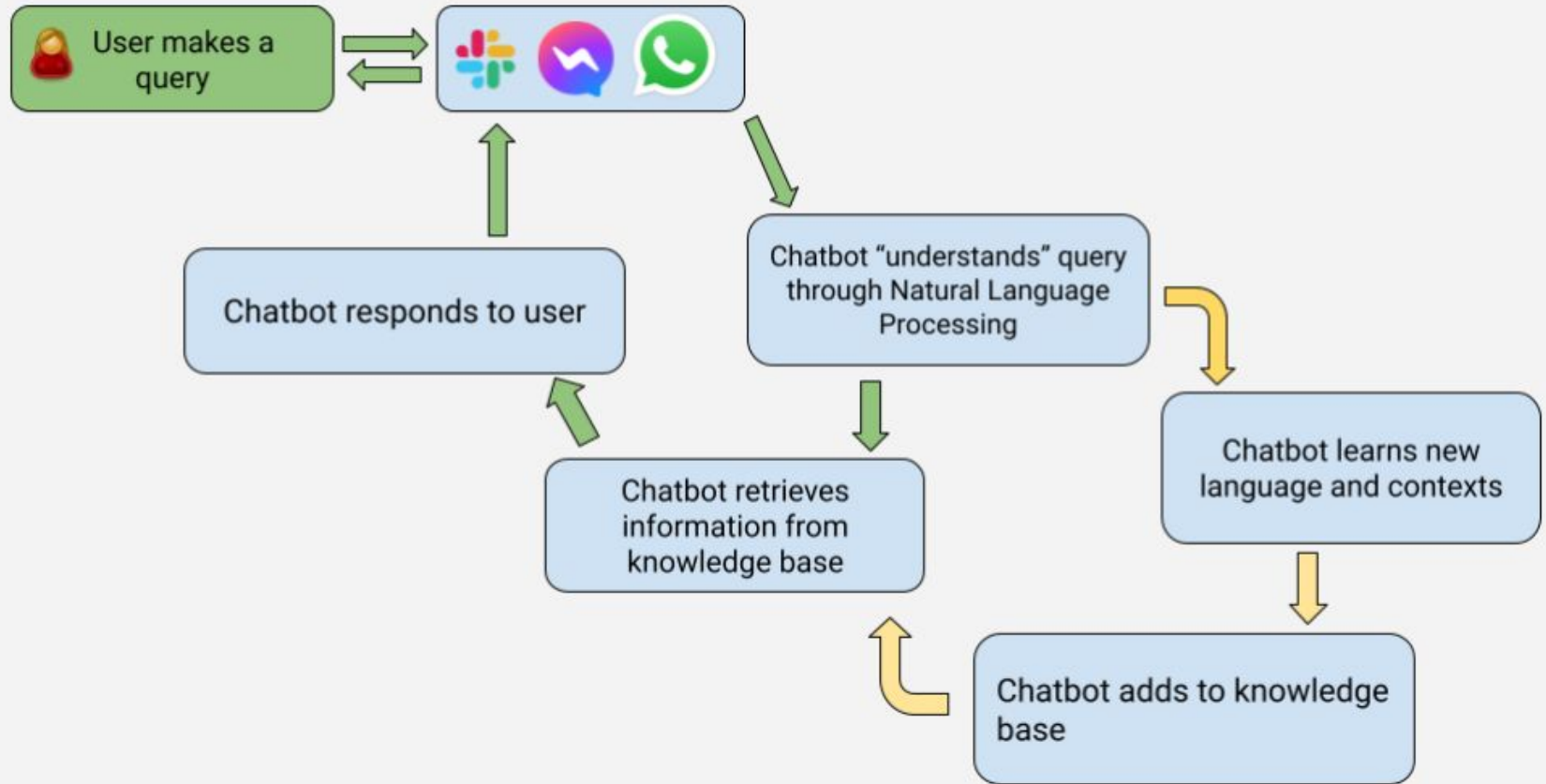
- Follows a diagram of mapped out conversations to resolve problems.
- Can replace FAQs
- Cheaper and faster to build.
- Cannot answer questions that are outside the decision tree.



AI chatbots

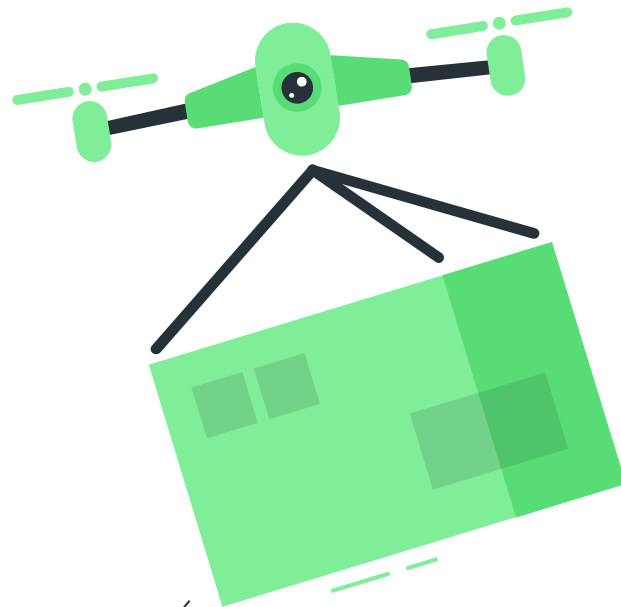
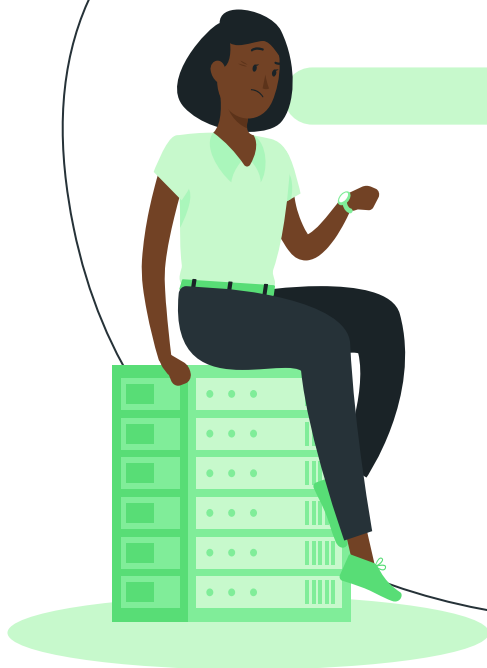
- Uses natural language processing (NLP) to understand the various ways that a person might ask the same question. I
- Can identify user intent, not restricted by what is contained in a decision tree.
- Deliver better end-user experience
- Need to be trained

How an AI Chatbot Learns

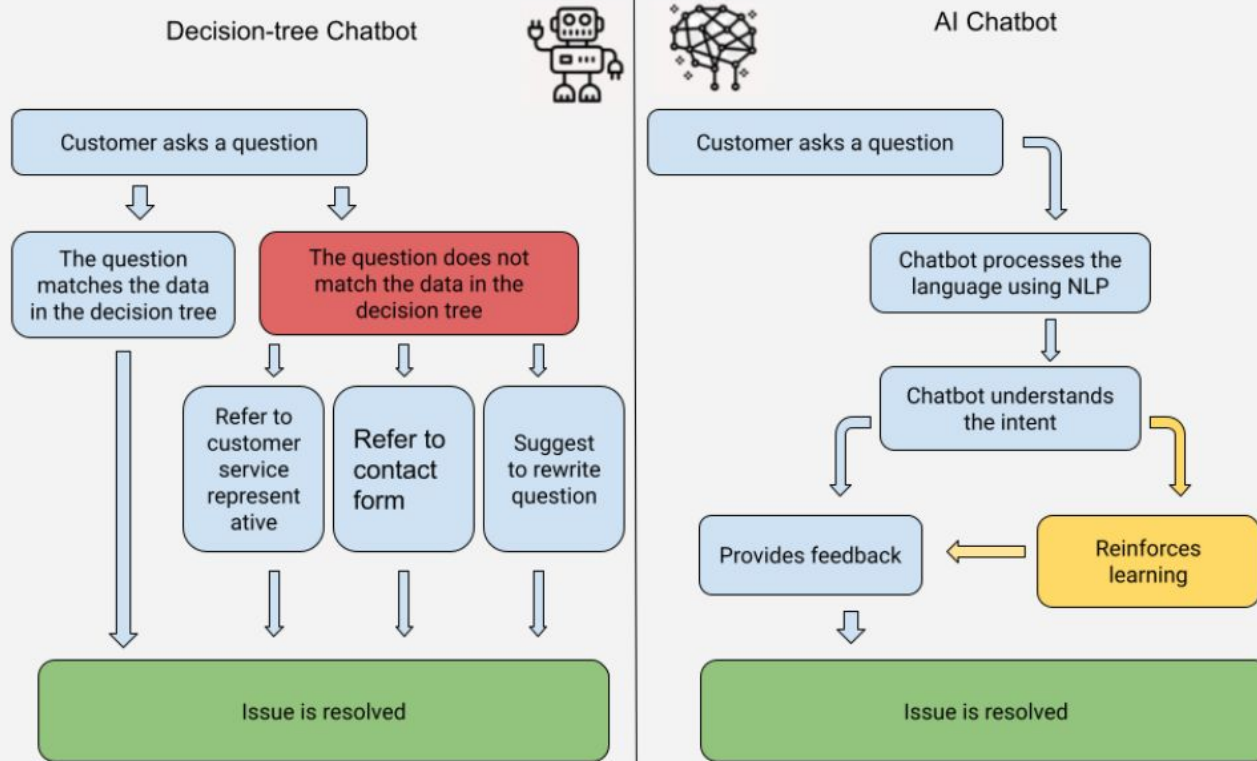


3

Why NLP?



How a Chatbot Makes Decisions



Challenges using chatbots





4 Example and Demo

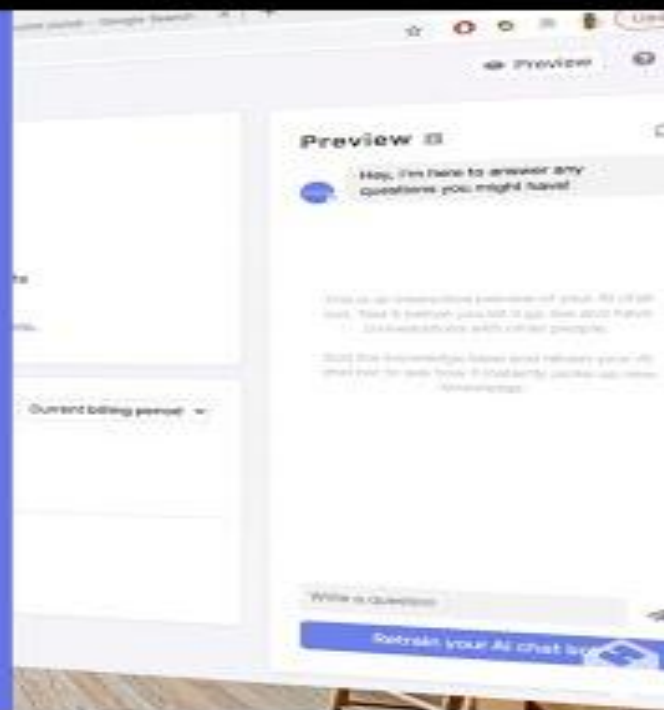
Quickchat

- GPT-3 chatbot
- Multilingual
- Customer support
- No code, only custom knowledge base

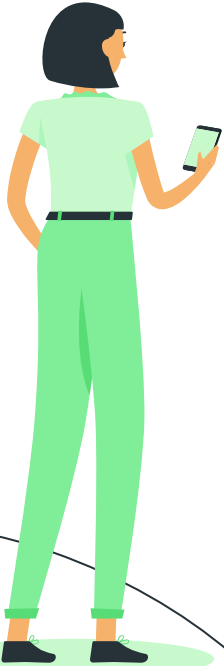


How to build an AI Assistant in 10 minutes

by Quickchat



Demo – AI chatbot



NLP

**Sequential
Model**

**Json with
Intents**

Flask

Bootstrap

Heroku



AI Chatbot: Barrilete

The chatbot that tells you
all the interesting facts
about Colombia

Thanks for your attention!

Do you have any questions?

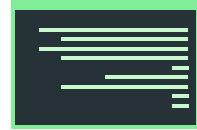


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Thanks!

Do you have any questions?
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