1. **How does Rasa decipher what the customer is attempting to say?**

**Based on the rasa nlu and the domain file is try to attempt the predict what’s the user going to say next.**

**2. Is it possible to control the Rasa bot once it has gone live? How?**

**Yes, I don't how but it's possible.**

**3. What are the main advantages of implementing Rasa in any commercial**

**application?**

**It’s accuracy .**

**4. Do you believe Rasa or any other chatbot will be able to replace mobile apps in**

**the future? Explain How?**

**No**

**5. Could you give a quick overview of the Rasa chatbot architecture?**

user message will first divide into the token and then according to the confidence score of each message rasa will predict which intent to trigger and it will Take only those intent for which the confidence score is greater than the threshold given.