Multi vernacular chatbot engine using Deep techniques

# Problem Statement

DBS bot should have an ability to converse in multiple Indic languages with customers.

# Solution

Our smart agent is designed in a way to detect the user native language and route it to respective class of intents hierarchy. In return customer will be whelmed with prompt response in their native language.

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# Pull off Metrics

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| **Use case** | **Model** | **Metrics** |
| Language Detection | LGBM | Accuracy : 90%  Percision:83%  F1-Score:87% |
| NER | Accuracy | 90% |
| Multilingual Similarity | Bert+LGBM | Percision:80%  Recall: 90% |

# Conclusion

As the model is comparing the vectors values for finding similarity, data gathering for other languages will be minimal. The model currently built for Hindi and Tamil, which can be easily extendable for other Indian languages.