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A Complete Analysis of Chatbot using AI Intelligence

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ABSTRACT: Chatbot AI where it handles local conversations, rather than providing direct contact with a real person, Chat-bot is a software program that drives online chat using text or text to speech. Designed to look like a real person. we can serve as a chat partner We have introduced a chatbot in a suggested system that provides flexible answers to online customer questions. The proposed system is based on a chatbot that is enabled for performance intelligence. A web-based forum has a large database of ingenuity that can be used to replicate and solve people's problems. This suggested chatbot detects a user context that informs a specific response objectively. Because it is a flexible response, the user will get the required response. The proposed system has learned Chatbot by looking at the various user responses and requests using machine learning methods. Our research has found that Chatbot capabilities can be used in a variety of areas in our daily lives, based on research papers. Today, chatbots have grown exponentially as Artificial Intelligence facilitates personal touch in all conversations, allowing chatbots to understand the user's question and provide the right answer. The aim of this project is to show how chatbots can help an organization reduce its dependence on people while also reducing the need for a few different operating systems.

KEYWORDS: Web-based chatbot, artificial intelligence, deep learning

I. INTRODUCTION

Artificial intelligence (A.I.) has become very popular for imitating bot-human conversations, especially on social media. The skills of these chatbots range from reality to entertainment, but their value is unclear. The purpose and need for these chatbots are often unclear. While curiosity and interest may lead to an initial engagement with a chatbot, we should develop a generally accepted role with a clear goal of bringing additional benefits to the ongoing engagement. What a chatbot is and how to use it effectively are new ideas for many people. Chatbot experiences are possible through text or voice interaction and can be very valuable depending on the context. Determining the preferred input method means understanding the whole context of the person involved, the end-user goal, and the biodiversity. Instead of defining a purpose based on the perception of a chatbot creator, we are taking a user-centered approach to understand how chatbots are perceived and experienced by people in their daily lives. By understanding how chatbot sensitivity meets expectations and how chatbot services compare to others, we can begin to evaluate their performance and purpose. Now that chatbots are available on mobile devices, we can expect greater access to this technology. The number of chatbot apps on mobile phones has grown steadily, as we have done with the number of chatbot activities that live on social media platforms such as Facebook Messenger, Slack, Telegram, and Skype.

II. LITERATURE SURVEY

Chatbots, also known as chat links, is a new way for people to communicate with computers. To query, it is customary in a software program that requires a form to complete a search or use a search engine Chatbot allows a user to interact with another user. Just ask them the same questions they would ask. contact person Popular chatbots Alexa and Siri are two voice chatbots currently available. However, Chatbots are becoming increasingly popular on social media. online chat forums technology at the heart of the rise of chat bot NLP stands for natural language processing. Recent advances in accuracy and precision of machine learning have greatly improved. The efficiency of natural language processing, Talking Boots is a viable option for many businesses. This is the development of NLP leading to the flood of new

ideas. research that should lead to further improvements in the effectiveness of Chatbots in the coming years Chatbot has a bright future as, in recent years, we have seen it thrive as a website. And it's not very expensive, so anyone with a website can afford it. The public has received a new high value for the presence of chatbots. Most chatbot research focuses on various algorithms and how to build a high-quality chatbot. The results of professional people and any software or programs depend largely on this study. Chatbots are more effective than people in reaching large audiences through messaging apps. They have the potential to be a useful tool for gathering information in the near future.

III. PROBLEM STATEMENT

All businesses want their customers to know about them in order to get more projects or sell more products. In the advanced world of digital marketing, the basic way to do this is to have a strong collaborative website. However, having a website is not enough in today's developed world because it does not cover all the facts and cannot answer customer questions. Maybe the comment area is the answer, but it is a tedious task, and since "time is money," your client will not be patient. And you can't expect people to respond to everyone at the same time, twenty-four hours a day, seven days a week. So you will need a chatbot, not just anyone. "Intelligent ChatBot" is powered by Artificial Intelligence.

"Artificial intelligence chatbot is a system that allows people and devices to communicate using natural language. In the current context of chat, chatbot can respond differently to the same inputs provided by the user." You can solve all the problems listed above by using our "Intelligent ChatBot". You will not need people to do the craft, and your customers will be happy. A chatbot is a type of traditional agent who can communicate with people using a native language. Although there are various forums available, there are still some challenges in developing data-driven systems because they require large amounts of data.

IV. EXISTING SYSTEM

If possible, many organizations use chatbots instead of people. Most of the time, such programs are based on the way ELIZA or ALICE communicate.

1. ELIZA:

ELIZA became the first chatbot to be created. "Joseph Weizenbaum" used a keyword matching method to create it. The purpose was to read user input and look for specific keywords; if the person is identified, the solution will be downloaded. If the keyword was missing, ELIZA would try again, following the instructions. To keep the conversation going, follow the rules to collect additional information from the user. Consider the following scenario to see how this might work.

User: What is the best way to get in touch with my mom?

The chatbot will then detect the keyword mother, find the link between mother and family, and answer the question.

ELIZA: Can you tell me about your family?

```
User: Hello ALICE
Alice: Hi there!
User: How old are you?
Alice: I am eighteen in computer years
User: Who is your father?
Alice: I was programmed by Dr.Richard S. Wallace
User: so you are a software program?
ALICE: Interesting deduction. Thanks and you are a
delightful person too. Am I a software program? Let
me put it this way, unknown person:the ALICE series
is the most reliable computer software ever made. We
are for all practical purposes foolproof and
incapable of error.
User: Wonderful! So what's your favourite food ALICE?
Alice: Yeah that's right! I require only electricity
```



2. A.L.I.C.E:

Richard Wallace used ALICE in 1995. It works with matching patterns and saves results in AIML files (Language in Intelligent Marking Language). AIML file is compared to an XML file, created to contain chatbot pattern information. The AIML categories are divided into three categories: atomic phases, automated phases, and repetitive phases, as described below.

Atomic Categories: AIML class that contains exactly the same.

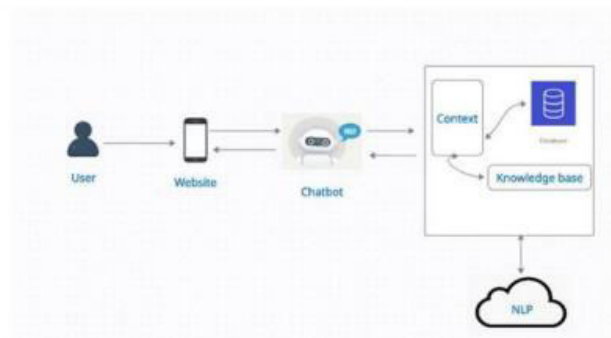
If ALICE is unable to solve the problem using the first phase, it will move on to the second. In this case, if the user typed "What is a name," ALICE will search until they find a wild char, and if it does, it will return a reply.

Duplicate categories: These are AIML sections that use special tags to duplicate to persuade the user to be more specific.

V. PROPOSED SYSTEM

Our project is built on the Chatbot powered by Artificial Intelligence. Python is a programming language that provides an easy-to-use interface for connecting to the Internet and providing legitimate and reliable web services. We have created a chat sample that uses twitch as an online forum that provides a chat forum for online customers. A web-based forum has a large, intelligent website that can be used repeatedly to solve people's problems. If the user has a question or wants to ask something, we can help. Our approach includes a chatbot API to be developed with Cascading Style Sheet that will incorporate all style features, as well as Javascript in chatbot functionality at the end.

depicts how a chatbot in a business platform answers customer questions. The functionality of a conversation bot can be understood using the block diagram below. The full Block Diagram is shown in the diagram below:



VI. CONCLUSIONS

Chatbots are available to assist consumers 24 hours a day, seven days a week. Furthermore, they answer promptly to all inquiries. This ensures that your consumers can always address their difficulties, regardless of the time of day. Engage prospective clients. Modern chatbots make it possible to interact with website users in a pleasant and innovative way. You can keep users on your page longer and ensure that they have positive associations with your brand thanks to them. Keep in mind that chatbots don't always have to seem serious and professional. Chatbots, for example, have paved the way for speedier Customer Service Solutions. Chatbots have a bright future in many facets of the customer experience. It provides customer support, makes product suggestions, and uses targeted marketing campaigns to engage customers. Chatbots can help automate marketing communications and provide customers with immediate and timely responses. Your organisation can also push customers smoothly through the sales funnel and improve conversions by including conversational AI chatbots into marketing activities. Chatbots can improve engagement by 90 percent and sales by 67 percent when used as a focused tool. Conversational bots will generate significant ROI for low effort, according to 57 percent of firms by 2020.

ACKNOWLEDGMENT

Chatbots are more effective than traditional lead acquisition methods in part because they appear to be more human. Customers feel as if they are having a personal consultation with someone from your firm when they talk to your chatbot, rather than filling out a monotonous form to indicate interest in your product. That personal touch provides a degree of customer service that no form or landing page can match, and the ultimate consequence is that visitors are more likely to stay on the page until they convert.

Put yourself in your chatbot's shoes and consider what you would say if you were in its place.

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