

Project Chatbot Using Python

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Abstract – ChatBot can be described as software that can chat with people using artificial intelligence. This software is used to perform tasks such as quickly responding to users, informing them, helping to purchase products and providing better service to customers.

We are going to present the general working principle and the basic concepts of artificial intelligence based chatbots and related concepts as well as their applications in various sectors such as telecommunication, banking, health, customer call centers and e-commerce. Additionally, the results of an example chatbot for donation service developed for telecommunication service provider are presented using the proposed architecture.

Key Words: telecommunication, intelligence.

1. INTRODUCTION

Chatbots, also known as conversational agents, are designed with the help of AI (Artificial Intelligence) software. They simulate a conversation (or a chat) with users in a natural language via messaging applications, websites, mobile apps, or phone.

There are two primary ways chatbots are offered to visitors:

Web-based applications, Standalone applications

Chatbots represent a potential shift in how people interact with data and services online. While there is currently a surge of interest in chatbot design and development, we lack knowledge about why people use chatbots.

2. Body of Paper

This chatbot system is used to reduce the time and effort of human. Also in this system chatbot is used to chat with user and predefined Q & A are defined. Human efforts are reduced in due to this bot.

- 24-7 availability – Unlike humans, chatbots once installed can attend queries at any time of the day.
- Learning and Updating – AI-based chatbots are capable of learning from interactions and updating themselves on their own.
- Multiple Customer Handling – They can handle as many queries as required at once, this is a major benefit of using chatbots

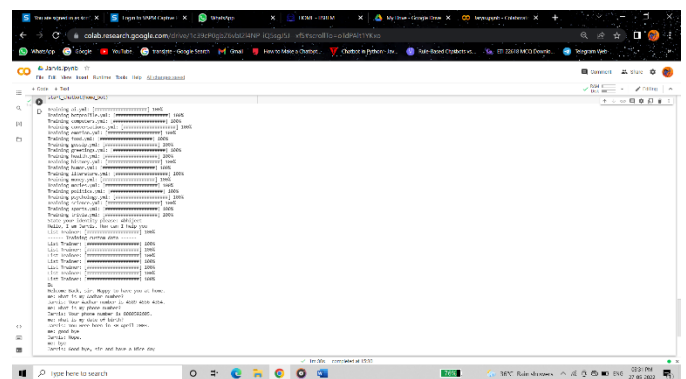


Fig -1: Figure

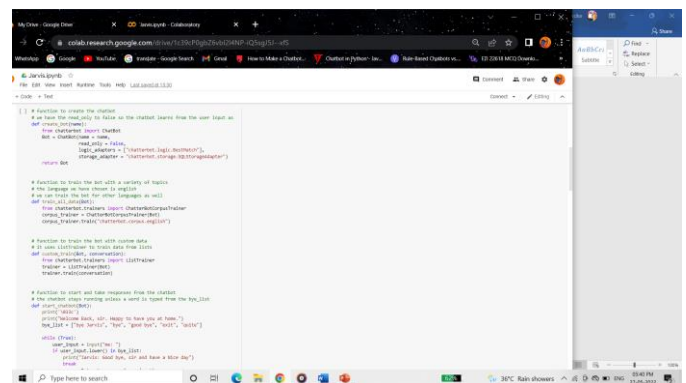


Fig -2: Figure

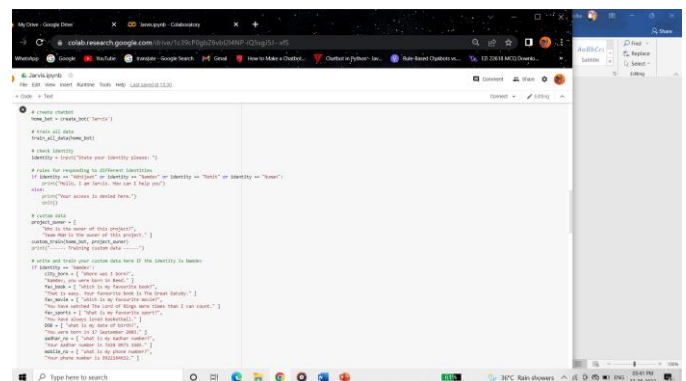


Fig -3: Figure



Fig -4: Figure

3. CONCLUSIONS

With a chatbot, your organization can easily offer high-quality support and conflict resolution any time of day, and for a large quantity of customers simultaneously. Chatbots boost operational efficiency and bring cost savings to businesses while offering convenience and added services to internal employees and external customers. They allow companies to easily resolve many types of customer queries and issues while reducing the need for human interaction.

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5.ADVANTAGES

- Less cost
- 24/7 Availability
- Learning and updating
- It manages multiple clients
- It is easy to use
- Human effort is less

6.ADVANTAGES

- It takes more time for installing the app
- Security is less

7.FUTURE SCOPE OF PROJECT

By making the some upgradation in it will be very inficent to handle the data. with the help of our software it will be easy for

the user and companies to main their data with the help of intelligent assistance.

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