

M/13898

CHATBOTS

Unit 1

Types of chatbots in the market - Voice Vs Text Bots - Business Bots Vs Consumer Bots - Conversational Commerce - Consumer Service and FAQ Bots - Third Party Integration Bots

Unit 2

BOT deployment process - challenges in BOT deployment process - Post Deployment solutions - Branding - Personality - Human Intervention - BOTS leaning from human feedback

Unit 3

Artificial Intelligence - Natural language understanding - conversation management - image recognition - computer vision - Deep dive in all plugins - No coding required chatbots - Exercise to develop and plug in chatbot with existing methodology

Unit 4

Building a BOT from scratch - Training the bot - Deployment - Design process overview - steps - tools

Unit 5

Analytics and Continuous improvement - How do Bot Analytics work - Looking at logs - Insights from Analytics Solutions - Continuous improvement - Research areas in the BOTS - Advancements & next steps

References

Text Books

Designing Bots: Creating Conversational Experiences Amir Shevat

Conversational Interfaces: Principles of Successful Bots, Chatbots & Messaging Apps - Mariya Yao


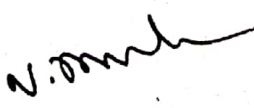
Online Articles

<https://www.codeproject.com/Articles/36106/Chatbot-Tutorial>

<https://www.codementor.io/garethdwyer/building-a-telegram-bot-using-python-part-1-goi5fncay>

<https://www.touchdevelop.com/imkfa>

<https://apps.worldwritable.com/tutorials/chatbot/>

97

Department of Management Studies
National Institute of Technology
Tiruchirappalli - 620 015

senate

RVR