

Survey Paper on Inter-BOT

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Abstract: - Inter-bot stands for interaction bot. Inter-bot is a website which is used to communicate with each individual client within 24hrs-48hrs. It uses bots which is an intelligence system which interacts with the registered users by using messenger. Interaction Bot provides business communication and also makes it easier to build a bot, thus making it possible way to produce bots for various uses and applications. Interaction bots are computer automated programs that simulate intelligent human conversation.

I. INTRODUCTION

Nowadays most businesses are ranging from small independent industries to large multinational companies and have their own social media website page or account like on facebook, twitter etc. To keep in touch with their customer and keep them updated on the latest things happenings in an organization. However this sort of interaction is mostly one sided since such pages and accounts unable to reply their customer's query every time instantly and follow up with every individual or customer who enquire on such platforms via the messenger provided by that platform. Therefore to make customer support and customer interaction more convenient, we plan to introduce Interaction BOT for interactive session with clients. We are developing Php-based website which will handle multiple bot's that are associated with facebook page to solve the issues. The main objective of this project is to reduce time and eliminate man power. Interaction bot will be a modern means of assistance to user provided by the businesses and organization to help and improve the customer support and customer relations II.

II. LITERATURE SURVEY

In "Chatterbots : Crash Test Dummies of Communication written by Leena and Saarinen in the year of 2001", represents research on graphical multiple user communication environments based on the intelligent system. We have studied the interactive session between humans and chatbots. It describe the emotional and behavioural impacts that chatbot can provoke in users as individual and as a members of group. Sometimes it is not able to recognize that who in the chat room, who is bot and who is human.[1] In "The unfriendly user: exploring social reactions to chatterbots written by Antonella De Angeli, Graham I. Johnson and Lynne Coventry in the year of 2001", describes a prior evaluation of Alice, a chatterbot which is designed in order to elicit anthropomorphic attributes and emotional reactions from those who chat with

'her'. The analysis is based on both transcripts of the communication and user comments collected in a group. Results suggest that the introduction of explicit anthropomorphism in Human-Computer Interaction (HCI) is a complex phenomenon, which will generate negative reactions from the user side.[2] In "Evolutionary Sentence Combination for Chatterbots was written by Dana Vrajitoru and Jacob Ratkiewicz in the year of 2004", explains that Chatter bots are computer automated program that simulate intelligent conversation. They make use of various techniques such as pattern matching, indexing, sentence reconstruction, and natural language processing. This paper represent an approach to chatter bots that mixes pattern matching with indexing and query matching methods inspired by information retrieval.[3] In "Chatterbots with Emotional Response written by Dana Vrajitoru in the year of 2006", explains that Chatbots are computer automated program that simulate intelligent conversation with human. They are placed between games and toys, as their goal is mostly to be entertaining, but the user doesn't have to follow up defined rules when playing with the program. Currently business & educational applications have started to originate as a further development idea of intelligent dialog.[4] In "An Intelligent Behaviour Shown by Chatbot System written by Vibhor Sharma, Monika Goyal and Drishti Malik in the year of 2017", describes chatbot propose a system which will work as an application software and provides information about different types of queries related to university. This application works using a pattern matching algorithm using depth first search (DFS). In this project, chatbot reads the user inputs and then respond to the query, while trying to keep the conversation related to University environment.[5]

III. HARDWARE AND SOFTWARE ANALYSIS

1. Software Requirements

- Microsoft Windows XP/2000 or higher
- PHP 5.5

- MySQL 5.x
- Laravel framework

2. Hardware Requirements

- Intel Pentium 4 Processor or higher
- CPU minimum 1GHZ
- Minimum 256 MB of RAM

IV. PROJECT METHODOLOGY

The Interaction Bot for Business communication provides ability to have conversations with users on facebook’s Messenger. Interaction Bot can be used to create an automated program which will work as customer service agent without using the expensive resources. The Interaction bot system takes textual input from users through the Facebook’s messenger and then generates relevant response according to the customer’s query. A PHP website will be used for the purpose of interacting with client pages and altering them and develop a Interaction Bot tailored to their needs. This will be done by using Laravel 5.2 framework and integrating Facebook API with MySql Database.

Since Facebook APIs are open source and now it is available for development purpose, it is now possible to fetch the messages from Facebook’s messenger platform which is asked by customers. This fetched message will then be analyzed for keywords and then it would either be searched for a valid response in the database for custom variables or the user statements may be answered by the variables available in Facebook’s API itself depending on the statement. The website would consist of a GUI that would let clients/vendors/users request for Interaction Bot for their particular page on the facebook. The account generated pin (known as developer id) for that particular page is obtained after that modifications are possible. The user (i.e the facebook page holder) can opt for custom variables in addition to the numerous variables provided by Facebook.

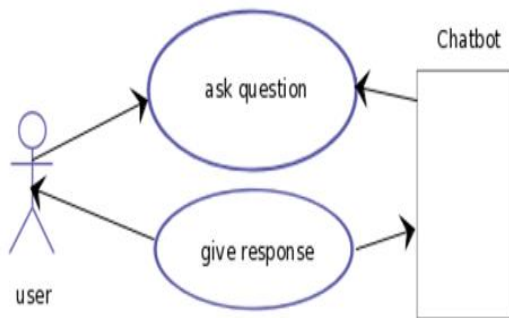


Fig.1 Use case diagram

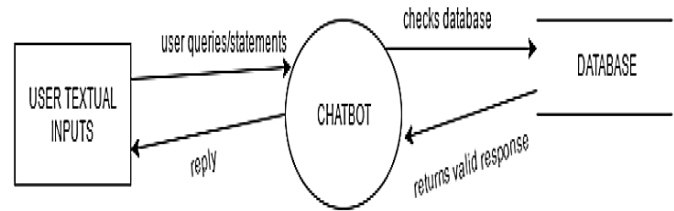


Fig.2 Data flow diagram

V. CONCLUSION

Thus, Interaction bot for Business communication with their customers addresses the growing industries need of automated chatting bots and also explores social media websites and messaging platforms as potential implementation fields. Interaction Bot can be implemented in a wide variety of fields. Interaction Bots allows users to communicate or interact with services as if they're sending a message to another person. There's a smaller learning curve for the user, bots are simple to connect to, and they are implemented right where 100's of millions of users already spend a lot of their time - inside facebook’s messaging app. Its application can range from customer service to selective marketing area.

REFERENCES

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5. Vibhor Sharma, Monika Goyal and Drishti Malik, “An Intelligent Behaviour Shown by Chatbot System”. International Journal of New Technology and Research(IJNTR). Vol-3, Issue- 4, April 2017. Page no- 52-54.