

# An Effective Query Response using Chatbot

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**Abstract:** *A Chatbot is an artificial intelligence computer program which performs communication using audio and video system. A person can ask any questions and chatbot will answer accordingly. Nowadays a chatbot is highly popular and takes speed as a computer communication application. Chatbot system is in trend, thus it is being used on many websites. With the chatbot, one doesn't have to wait to talk to the customer helpline, they don't even have to search for shopping through Websites. A chatbot is used in many areas like order food, product suggestions, customer support, weather, personal finance assistance, scheduled a meeting, search and track flights, send money, and many more. The main objective that we will discuss in this paper is about creating a web API, and also about sample web and text messaging interfaces that demonstrate the use of API. A bot is trained on and according to the training, based on some rules on which it is trained, it answers questions. It is called ruled based approach. Using these ruled based approach, creation of these bots becomes relatively straight forward. But it is not sufficient for the bot to answer questions whose pattern does not match with the rules on which it is trained. The language by which these bots can be created are Artificial Intelligence Markup Language (AIML). It is a language based on XML which allows the developer to write the rules which bot will follow. In this Project we learn about the working of these chatbots and their outputs.*

**Keywords:** Chatbot, API, AIML

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