Conversational AI – Multilingual Chatbot for Ecommerce

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Abstract: *Chatbots can swiftly react to basic questions and make recommendations depending on the user's preferences. These intelligent conversational applications have become an important part of the digital world, and they help businesses provide better customer service. Chatbots, in many circumstances, outperform human representatives in terms of speed and reliability. Early chatbots only worked in English and could only deliver pre-programmed replies to specific topics, but they've come a long way since then and can now respond to requests more "intelligently." With the development of artificial intelligence (AI), machine learning (ML), and natural language processing (NLP), the multilingual chatbot emerged, capable of conversing with users in their native languages.*

Keywords: Chatbot, Multilingual, Conversational Agent

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