AI based Chatbot to Answer FAQ

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Abstract: *The modern era of technology has had a tremendous impact on society. With the creation of the ultimate virtual assistants, chatbots have become a popular entity in conversational services. Chatbots are software programs that use natural language understanding and processing. Chatbots are not just restricted to helping the user to complete his tasks such as booking a movie ticket or finding the nearest restaurant, but they also provide a source of entertainment, play a major role in home automation projects, give business strategy tips and help in other ways. In this paper, we will provide insight into what a chatbot is and the types of chatbots. We also propose a classification based on the current market trends, ease of usability, and requirements.*

Keywords: Virtual, Chatbots, classification, automation

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