

# Review Paper on Contextual Chatbot for Covid-19 Updates

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**Abstract**—Conversational AI considered as sub-domain of Artificial Intelligence that deals with speech-based or text-based AI agents to have interactions. Conversational AI Agents like chatbots and voice assistants are some helping tools which can perform this type of functionality. For Conversational AI, Machine Learning and Deep Learning are playing an important role. It has been a huge amount of advancement due to the increasing research interest in these fields. Complex hardware structures like GPUs and TPUs new advancement needs to be in existence. As NLP and its components are widely enhanced these type of chatbots are mostly used in healthcare, education systems, banking sector and ecommerce. Due to these fields today, Conversational AI is in high demand and is more preferable by organizations. More newer architectures can be seen in future having complex core components.

**Index terms** – AI, Chatbots, ML, Systems, Technologies

## 1. INTRODUCTION

Conversational AI is a type of artificial intelligence designed to interact with the people in a most efficient way – using natural language. It is mostly used in large businesses to deliver automated and personalized communication experiences using voice assistants, messaging apps and chatbots. When we interact with computers, we want it to act as human beings. It's no use trying to conform to how computers are scripted to speak – that only leads frustration, and often times, a lot of it. We want computers to act the way the human beings do. It is only possible through Conversational AI. AI technologies like chatbots that act the way like humans do. It makes the conversation easy and natural between computers and humans. But conversational AI isn't just one thing. It can recognize human interactions like what a person is trying to say, determine it, what language etc.

### 1.1 Conversational AI: An Overview of Methodologies, Applications & Future Scope

Chatbots or smart assistants with artificial intelligence are dramatically changing businesses Chatbots can reach out to a large audience on messaging apps and be more

effective than humans. They may develop into a capable information-gathering tool in the near future.

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### 1.2 A Study of Today's A.I. through Chatbots and Rediscovery of Machine Intelligence

Artificial intelligence has more to serve us as a technology. Chatbots keep entire record of chats with users so as to improve the user's experience. Also, it helps to understand the preferences and requirements of the user.

This paper gives some brief idea of how chatbots are efficiently used in improving the understanding of the customer.

### 1.3 Argumentation in Artificial Intelligence

Argumentation covers a wide range of approaches and concerns, and has drawn on influences from a number of sources. In this volume we have selected from the substantial number of good quality submissions a set of papers intended to reflect this diversity both of approach and concern. Several of the papers build on abstract argumentation frameworks as introduced by Dung, what has been proposed and the issues at stake. Argumentation is becoming one of the utmost importance in the field of Artificial Intelligence (AI). In recent years, there has been subsequent changes in argumentation of AI. Evolving and emerging technologies have lead this in broadening argumentation based methods and thus analyzing their structures, constituting of argumentation methods and its components. The development of these processes may increase timely in the near future. Many chatbots these days have the potential as being used as dialogical argumentation and can be used in further ways.

### 1.4 The Impact of Artificial Intelligence on Innovation

Our preliminary analysis highlights a few key ideas that have not been central to the economics and policy discussion so far. First, at least from the perspective

of innovation, it is useful to distinguish between the significant and important advances in fields such as robotics from the potential of a general-purpose method of invention based on application of multilayered neural networks to large amounts of digital data to be an “invention in the method of invention”. Both the existing qualitative evidence and our preliminary empirical analysis documents a striking shift since 2009 towards deep learning based application-oriented research that is consistent with this possibility. Second, and relatedly, the prospect of a change in the innovation process raises key issues for a range of policy and management areas, ranging from how to evaluate this new type of science to the potential for prediction methods to induce new barriers to entry across a wide range of industries. Proactive analysis of the appropriate private and public policy responses towards these breakthroughs seems like an extremely promising area for future research.

## 2. CONCLUSION

Conversational AI will help to save lot of time, money and work effectively and efficiently. Many organizations and businesses are using Conversational AI on large scale now just to increase productivity and meet the customer needs. It is considered better no company representative for solving simple queries of the customer. Many

new technologies regarding Conversational AI will be upcoming in the future giving more realistic experience to the users. These tools are an easy way to streamline the process of keeping up with your customers and leads evolving needs.

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