Chapter 5

Conclusion and Future work

5.1 Conclusion

The main aim of the chat bot is to provide a basic idea of a technique which can be used to improve small scale businesses. With the implementation of the chat bot businesses can increase the customer satisfaction by providing information fast and accurately than the existing e-mailing options. This system is also used to provide 24 hour customer supports in a much cheaper way, which is a major requirement for global companies. With some more improvements we can make this chat bot successful as a commercial product.

5.2 Future Work

Although the system has the ability to handle some of the customer queries, there are many areas which can be further improved.

Currently, the system is using simple matching techniques and that can be improved to use much more complex methods and algorithms, which will provided a much more accurate understanding ability to the system.

Instead of using a predefined common probability, if we can achieve a much more suitable probability for each sample question through a survey, we can get much more accurate results from the beginning.

The initial knowledge base is relatively small and contains only the knowledge acquired by the knowledge engineer and its ability to improve the efficiency of the chat bot is limited. Adding more training data to the knowledge base of the chat bot will lead to more accurate question identifications.

Adding a knowledge capture mechanism of customer queries can add additional value to the chat bot. That is, with the ability to identify the customer inquires about certain goods can be combined with the time period (time and date) and stored in the company database. After a large amount of such data is collected, it can be used to forecasting customer trends/patterns. This can help the vendors in various ways, will save the time and money spent on various marked surveys and sharing those information with vendors can earn extra profits, and allows to be prepared well for future sales.

Further, including a mechanism to direct customer queries which fails to be identified by the system to an operator can be an added advantage.

5.3 Summary

In this chapter we have discussed about the limitations of the proposed Chat bot and the areas of improvement. With the introduction of these proposed new features we can expect to have a much more efficient and user-friendly Chat bot which can handle more complex dialogs.