Implementation of Virtual Doctor Chatbot

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Abstract

In the grand realm of medical innovation, our journey has culminated in the unveiling of a visionary functional architecture. Our endeavor delves into the enthralling realm where chatbots intersect with the noble pursuit of combating infectious diseases within the medical domain.

This treatise embarks on a concise exposition of the profound implications of integrating chatbots into the medical sphere, particularly in the context of addressing infectious diseases amidst health crises such as pandemics. We traverse the landscape of medical chatbots, delineating their inherent capabilities and envisaging their potential applications, all while navigating the labyrinth of challenges that accompany the adoption of these cutting-edge technologies during tumultuous periods of global health crises[5]. Harnessing the power of natural language processing, we imbue chatbots with the ability to decipher human behavior and characteristics. Enter the Virtual Doctor chatbot—a beacon of intelligence in the digital healthcare realm. This astute virtual assistant engages in conversational exchanges with patients, adeptly discerning their symptoms, guiding them towards suitable healthcare professionals, and diligently monitoring their treatment progress and health metrics. In essence, through the conduit of natural language interaction, this system empowers users to craft their health narratives, articulate their symptoms, seek medical counsel, or simply navigate the labyrinth of treatment regimens.

Our methodology stands as a testament to innovation, leveraging machine learning paradigms to distill users' symptoms into actionable insights and autonomously detect potential diseases. The crux of our discourse resides in a meticulous examination of contemporary literature, meticulously scrutinizing myriad publications on chatbots spanning the last quinquennium. We then elucidate the foundational principles of artificial intelligence requisite for the creation of sentient conversational agents, underscored by the bedrock of deep learning models, all while illuminating diverse endeavors aimed at fashioning intelligent chatbots tailored to bolster medical support.

In essence, our expedition through the realms of chatbot-assisted healthcare traverses the nexus of innovation and compassion, charting a course towards a future where intelligent digital companions augment our endeavors in safeguarding global health.

Keywords: Healthcare, Artificial Intelligence, Machine Learning, automated chatbot, Health crisis

1. Introduction

In the ever-evolving landscape of healthcare, a paradigm shift is palpable as individuals increasingly entrust their well-being to a symphony of health tracking devices, interconnected health gadgets, and bespoke, touchless healthcare solutions. Central to the genesis of these transformative technologies lies the cultivation of models fostering continuous interaction with patients—a cornerstone in our quest for innovation. These groundbreaking technologies serve as conduits, swiftly and efficaciously meeting patient needs, thereby facilitating expedited diagnosis and perpetual monitoring of clinical status, thereby mitigating the specter of grave complications.

43

Enter the chatbot—an enigmatic entity traversing the realms of auditory and textual dialogue, orchestrating conversations with a finesse born of artificial intelligence and deep learning methodologies. These digital avatars, enshrined with the capability to decipher user input and fashion coherent responses, ply their trade across diverse domains, from the hallowed halls of medical discourse to the bustling confines of call centers[8]. Within the milieu of healthcare, their utility knows no bounds—whether aiding physicians, nurses, patients, or their kin, these cybernetic aides offer a panacea of services. From streamlining patient data management to shepherding medication regimens, from offering succor in emergencies to proffering remedies for mundane maladies, chatbots emerge as stalwart allies, alleviating the burden borne by healthcare professionals.

Yet, beneath their veneer of technological sophistication lies a subtle artistry—an artistry honed to emulate the nuances of human communication, serving as conduits for dialogue in a realm where silicon meets synapse. The scourge of exorbitant healthcare costs finds a formidable adversary in the form of these digital emissaries, for studies aplenty attest to their prowess in delivering medical services at a fraction of traditional costs, while simultaneously enhancing treatment outcomes through sustained doctor-patient engagement beyond the confines of the consultation room.

Amidst the vast expanse of healthcare, however, chatbots remain a rarefied presence—a technological rarity in an ecosystem ripe for disruption. Yet, their nascent presence belies a potential of seismic proportions—a potential to redefine the contours of healthcare delivery, democratizing access to medical expertise and fostering a symbiotic relationship between man and machine[9].

In this cacophony of innovation, the chatbot stands as a sentinel, beckoning forth a future where the boundaries between human and artificial intelligence blur, ushering in an era where healthcare transcends its physical confines to embrace the digital frontier.

2. Literature Survey

In the ebullient discourse of medical innovation, Saurav Kumar Mishra emerges as a harbinger of transformative dialogue. His elucidation unveils the genesis of a medical chatbot—a virtual healer bestowed with the mantle of a doctor, poised to commune with patients in the digital expanse. Crafted from the sinews of Python's syntax, embellished with the finesse of pattern matching algorithms and the wizardry of Natural Language Processing, this digital savant strides forth into the fray. A survey, an augury of its prowess, reveals a tableau where 80% of answers gleam with the luminescence of correctness, while the shadows of ambiguity cloak a modest 20%. Within these findings lies the rubric for its vocation—a virtual doctor, a beacon illuminating the realms of healthcare and enlightenment, a maestro guiding the hands of aspiring healers[6].

Divya Madhu's voice echoes with the whispers of prophecy, heralding the dawn of AI as the harbinger of diagnostic divination. Within its crucible lies the alchemy to prognosticate maladies, to unfurl the scroll of treatments based on the mere whispers of symptoms. Yet, the path is fraught with tribulations—ensnared in the labyrinth of research and development costs, beseeching the benevolence of governmental patronage for its fruition.

Amidst the tapestry, Hameedullah Kazi's vision unfurls—a medical chatbot tailored for the tender minds of medical acolytes. Forged from the crucible of open-source AIML, its cognitive sinews honed to transmute human queries into the lingua franca of SQL. A trove of questions, meticulously cataloged and ranked, unveil a mosaic of pedagogical discourse. Yet, its gaze is steadfast, unyielding—a sentinel not for dialogue but for the dissemination of knowledge, a beacon guiding the seekers of medical enlightenment.

In this pantheon of luminaries, echoes reverberate—a clarion call to embrace the future, where the tendrils of technology entwine with the fabric of healing, forging a tapestry where humanity and innovation converge in a dance eternal.

3. Similar Virtual Chatbots

3.1 Babylon Health Chatbot

In the sprawling landscape where healthcare converges with the digital ether, the Babylon Health chatbot emerges as a beacon of innovation. Crafted by the visionary minds at Babylon Health, this digital emissary heralds a new era in healthcare delivery, offering an expansive repertoire of functionalities encompassing symptom checking, medical counsel, and appointment coordination. Its genesis mirrors the relentless march of technological progress, harnessing the arcane arts of natural language processing and artificial intelligence to empower users with seamless access to medical assistance. Yet, amidst the promise lies a labyrinth of challenges—navigating the shoals of accuracy and clinical validity, and fortifying the ramparts of data privacy and security stand as sentinels against the tide of progress. Nevertheless, the Babylon Health chatbot's potential to democratize healthcare access and galvanize patient engagement beckons towards a future where wellness knows no bounds[11].

3.2 Youper Health Chatbot

In the realm of mental health, the Youper chatbot emerges as a luminary, a bastion of solace amidst the tumult of emotional tumult. Forged by the synergy of diverse minds, it wields the twin swords of AI and natural language processing to sculpt personalized dialogues, guiding users on the labyrinthine journey of emotional well-being. With an interface as intuitive as the sigh of a breeze and a design as empathetic as a gentle caress, Youper offers sanctuary for the disquieted soul. Yet, lingering in the shadows are doubts—whispers of clinical efficacy and murmurs of data privacy that shroud its luminance. Integration into the mental health tapestry holds promise, yet the quest for validation and privacy safeguards must march hand in hand[11].

3.3 Infermedica Chatbot

Behold, the Infermedica chatbot—a titan striding amidst the pantheon of digital healthcare deities. Conceived by the marriage of medical acumen and technological prowess, it unfurls its wings to offer succor to the ailing masses. With algorithms as intricate as the dance of celestial bodies and knowledge bases as vast as the oceans, it conducts symphonies of intelligence with users, illuminating the murky waters of symptomatology. Yet, within its hallowed halls, shadows lurk—specters of accuracy and reliability cast a pall, while the specter of data privacy looms large. Yet, the prospect of integration with healthcare systems ignites hope—a torchbearer illuminating the path towards a future where healthcare is not a privilege but a birthright[11].

4. Proposed Methodology

In the ethereal realm of system design, the proposed architecture emerges as a veritable tapestry of linear progression—a journey akin to the unfurling of a scroll, each step a testament to the meticulous craftsmanship of its creators. Here, within the crucible of dialogue, the user's narrative unfurls in a linear cascade, a dance of words that traverses the realms of symptom extraction to the cartography of affliction.

As the dialogue unfolds, the system becomes a cartographer of maladies, deftly mapping the labyrinth of symptoms to their corresponding manifestations. With each utterance, the user's plight is scrutinized through the lens of clinical discernment, a delicate dance where the minutiae of symptoms are weighed and measured against the vast canvas of medical knowledge[7].

In the crucible of analysis, the system becomes a beacon of diagnostic acumen—a sentinel standing watch over the threshold between minor afflictions and major maladies. Here, the patient's fate hangs in

the balance, as the system discerns the gravity of their condition and charts a course towards healing.

In the event of a major affliction, the system becomes a herald of hope—a harbinger of solace in the storm of uncertainty. With a flourish, it recommends a suitable healer, drawing from the annals of its database to unveil the savior who will guide the patient towards diagnosis and treatment.

Amidst this symphony of interaction, the user is not a mere passerby but a protagonist in their own narrative, their identity enshrined within the sanctum of login credentials stored in the database—a key to unlock the door to personalized care and attention.

In this realm of linear design, each step is a revelation, each interaction a testament to the symbiotic dance between man and machine—a journey where dialogue becomes destiny, and the unfolding narrative of healing knows no bounds.
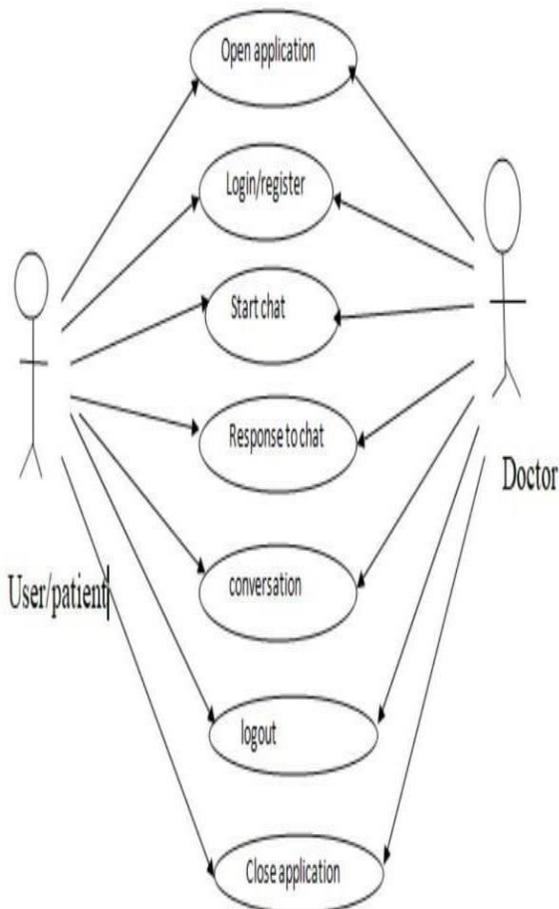
In the intricate ballet of healthcare access, the user embarks upon a pilgrimage into the realm of the Virtual Doctor chatbot application—a digital sanctum where healing and technology converge in a symphony of care. Here, the user is beckoned to register their presence, offering up the sacred scrolls of personal details to be enshrined within the annals of the database. With each keystroke, a tapestry of identity is woven, and a unique id is bestowed upon the supplicant—a token of belonging in this digital sanctuary.

Upon the hallowed grounds of registration, the user is anointed with the mantle of access, armed with credentials to traverse the threshold of login at will. Here, within the inner sanctum of the application, the user's gaze alights upon the pantheon of healers, seeking solace in the visage of an available doctor. Should fortune favor their quest, a direct communion with the healer ensues—a dialogue steeped in the elixir of trust, wherein treatment is dispensed and ailments assuaged[3].

Yet, in the labyrinth of fate, the specter of unavailability looms—a shadow cast upon the path of healing. Here, the user's gaze turns to the ever-vigilant chatbot—a custodian of wisdom, tirelessly trained and nurtured by the corpus of conversations between patient and doctor. With each query, the chatbot becomes a beacon of guidance, probing the depths of symptoms to unveil the path towards relief. Should the miasma of affliction reveal itself as a tempest of magnitude, the chatbot extends its hand towards the realm of specialists, guiding the patient towards the oasis of specialized care.

In this saga of care, the user is not a mere spectator but an active participant—a pilgrim in search of solace, guided by the steady hand of technology towards the shores of healing. And thus, within the confines of the Virtual Doctor chatbot application, the dance of healing unfolds—a testament to the marriage of human need and technological innovation, where the quest for wellness knows no bounds[2].
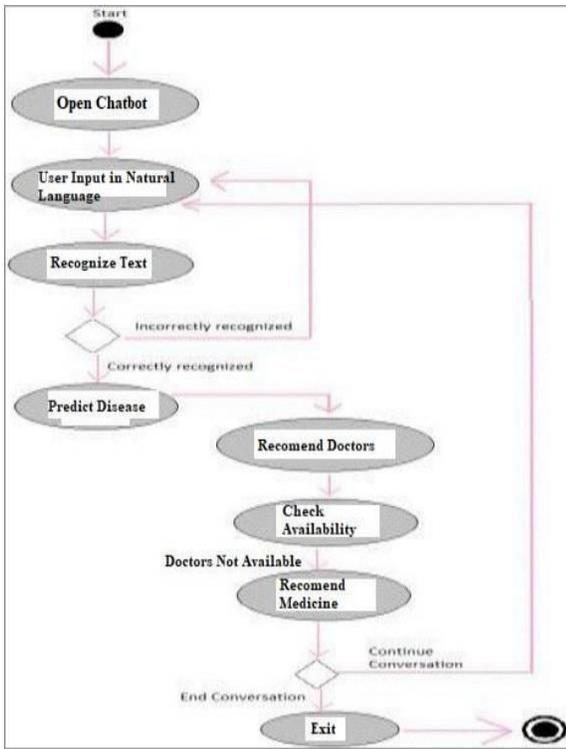

Fig 4.1 Use case diagram of Virtual Doctor Chatbot   46

Fig 4.2 Activity diagram

In the grand orchestration of crafting a virtual doctor chatbot, a symphony of meticulous steps coalesces to weave a tapestry of efficacy, accuracy, and user-centricity. At the inception of this odyssey, lies the bedrock of comprehensive research—a quest to unearth the gems of medical knowledge buried within the annals of databases, literature, and guidelines. Here, each nugget of information becomes a cornerstone in the edifice of the chatbot's knowledge base, a repository of wisdom upon which users shall lean in times of need.

As the architecture of the chatbot takes shape, the chorus of natural language understanding (NLU) and generation (NLG) reverberates—a harmonious dance of algorithms and semantics, choreographed to ensure seamless interaction with users. Amidst this symphony, the specter of machine learning algorithms emerges as a potent ally, poised to imbue the chatbot with the gift of learning from user interactions, evolving with each dialogue to refine its acumen.

Yet, amidst the crescendo of creation, lies the crucible of testing and validation—a crucible where the chatbot's mettle is tested against the fires of

accuracy, appropriateness, and user satisfaction. Here, user feedback becomes the north star guiding iterative refinement—a compass pointing towards the shores of optimization and alignment with user expectations.

In the tapestry of development, compliance with healthcare regulations and standards stands as a sentinel—a guardian of ethics and integrity, ensuring that the chatbot treads the path of righteousness in its quest to serve humanity. And amidst the tumult of creation, the refrain of security measures resonates—a fortress erected to safeguard user privacy and the sanctity of sensitive medical data.

In summation, the journey towards a virtual doctor chatbot is a saga of systematic iteration—a voyage encompassing research, design, development, testing, and refinement. Through this crucible, emerges a digital healer—a beacon of reliability and value, poised to deliver unparalleled medical assistance to those in need.

5. Natural Language Processing(NLP)

In the intricate tapestry of handling text emanating from the ethereal realms of speech, specialized toolkits emerge as the guiding stars, illuminating the path towards coherence and semantic understanding. Among these luminaries, NLTK stands as a towering colossus—a bastion of prowess and versatility in the realm of Natural Language Processing.

Born of the fertile minds at the University of Pennsylvania in the bygone era of 2001, NLTK—short for Natural Language Toolkit—exudes an aura of erudition and accessibility. Its hallowed halls are adorned with modules, tutorials, and exercises, offering a cornucopia of resources freely available to all seekers of linguistic enlightenment. Whether traversing the realms of symbolic or statistical approaches, NLTK beckons with open arms, catering to the needs of computational linguistics in realms ranging from academia to industry.

Within the labyrinthine corridors of NLTK lies the promise of segmentation—a dance where words within a text string are ensnared and categorized,

their grammatical roles unveiled through the mystic art of part-of-speech tagging. Like a master artisan sculpting clay into form, NLTK bestows upon each word its rightful place within the pantheon of sentences, facilitating subsequent analyses with an air of elegance and precision[1].

Yet, amidst the symphony of linguistic parsing, NLTK is more than a mere conduit—it is a beacon of enlightenment, guiding the weary traveler through the tumultuous seas of textual data. With each invocation, NLTK unlocks the gates to semantic understanding, unveiling hidden truths and insights concealed within the labyrinth of words.

In summation, NLTK stands as a testament to the power of human ingenuity—a tool forged in the crucible of academia, yet poised to shape the landscape of industry and beyond. Through its tutelage, the manipulation and analysis of text data become not mere tasks, but voyages of discovery— a testament to the boundless potential of the human intellect.

5.1 Natural Language Understanding

In the intricate ballet of language comprehension, NLU emerges as the maestro, orchestrating a symphony of transformation wherein unstructured data metamorphoses into a tapestry of effortless comprehension. Within the hallowed halls of NLP, a saga unfolds—a saga of lexical dissection, syntactic scrutiny, semantic coherence, and pragmatic interpretation.

At the genesis of this odyssey lies lexical analysis— a voyage into the labyrinth of text, where chapters, sentences, phrases, and words are meticulously dissected and cataloged. Like a skilled anatomist, NLU unfurls the scrolls of language, discerning the structural elements that underpin the narrative.

From lexical dissection, the journey progresses to syntactic analysis—a dance of grammar and word arrangement, where the bonds between words are forged and the cacophony of nonsensical constructs is banished. Here, parsing becomes the clarion call,

unraveling the mysteries of syntax to unveil the coherence hidden within.

As the narrative unfolds, semantic analysis emerges as the arbiter of meaning—a sentinel guarding against the intrusion of logical fallacies and semantic incongruities. Like a guardian of truth, NLU sifts through the sands of text, rejecting phrases that defy the laws of logic and coherence.

Yet, beyond the realm of semantics lies the domain of pragmatic analysis and discourse integration—a realm where context reigns supreme. Here, the overarching narrative is considered, and the true essence of phrases and sentences is unveiled through the lens of contextual interpretation.

In summation, NLU stands as the guiding light in the labyrinthine journey of language comprehension—a beacon of clarity amidst the mists of linguistic ambiguity. Through its tutelage, unstructured data finds voice, and the symphony of communication resonates with the harmonious cadence of understanding[1].

5.2 Natural Language Generation

In the intricate web of linguistic craftsmanship, the realization and planning of text stand as the crucible wherein linguistically correct responses are forged—a testament to the delicate dance of comprehension and articulation. Here, within the sanctum of NLP, a symphony of understanding unfolds, each note a carefully crafted melody resonating with clarity and coherence.

Yet, amidst the expanse of linguistic endeavor, NLP grapples with the formidable specter of complexity—an ever-present challenge in deciphering the enigmatic tapestry of natural human language. Within this labyrinth, syntax, vocabulary, and the nebulous realms of similes and metaphors conspire to confound the unwary traveler. A single word may don the garb of multiple parts of speech, a sentence may unveil myriad meanings, and a solitary input may unfurl a kaleidoscope of interpretations—each layer adding to the labyrinthine depths of NLP's trials.

In this saga of linguistic convolution, the path to comprehension is fraught with ambiguity and nuance. Language, with its mercurial essence, defies the confines of structure and convention, dancing upon the precipice of semantic ambiguity. Yet, within the crucible of challenge lies the crucible of opportunity—a realm where the boundaries of linguistic understanding are tested and transcended[8].

And thus, within the tapestry of linguistic inquiry, NLP stands as a sentinel—a guardian of comprehension amidst the tempest of linguistic ambiguity. Through its endeavors, the boundaries of linguistic understanding are pushed ever further, illuminating the path towards a future where the intricacies of human expression are met with the clarity of computational insight.

6. Naïve Bayes Algorithm

In the ever-evolving landscape of chatbot technology, Naïve Bayes emerges as a beacon of classification prowess—a veritable maestro orchestrating the symphony of automatic responses to patient queries with speed and precision. Rooted in the hallowed principles of Bayesian probability, this algorithm navigates the labyrinth of linguistic complexity with the naiveté of a novice, assuming that the features within a query are conditionally independent given the response.

Within the crucible of Naïve Bayes, the algorithm sifts through the tapestry of queries, analyzing the probability of each response against the backdrop of features present within the query. Like a sage pondering the threads of fate, it selects the response with the highest probability as the oracle of truth— a predicted response poised to guide the seeker towards enlightenment.

Through the crucible of training on labeled datasets, Naïve Bayes learns the intricate dance between classes and features, discerning the subtle patterns and relationships that underpin human dialogue. Its computational efficiency renders it a stalwart companion in the face of vast oceans of data, 49

capable of traversing the expanse of information with alacrity and grace.

In the realm of chatbots, Naïve Bayes becomes the architect of human-like conversations—a virtuoso weaving threads of dialogue into a tapestry of seamless interaction. Through its alchemy, chatbots transcend mere automation, offering users a glimpse into the realm of intuitive and engaging discourse— a testament to the boundless potential of computational intelligence in the service of human experience[10].

7. Limitations

1. Lack of Contextual Understanding: Chatbots often struggle to understand context of a conversation, leading to misinterpretation of user queries or providing irrelevant responses.
2. Limited Scope of Knowledge: Chatbots rely on pre-programmed responses and may not possess the breadth of knowledge required to address complex or specialized queries beyond their training data.
3. Inability to Handle Ambiguity: Chatbots may struggle with ambiguous or vague language, leading to misunderstandingsand inaccurate responses.
4. Difficulty Handling Complex Queries: Chatbots may struggle with complex queries that require nuancedunderstanding or domain-specific expertise, leading to frustration for users seeking detailed or personalized assistance.
5. Lack of Emotional Intelligence: Chatbotslack emotional intelligence and empathy, making them ill-equipped to handle emotionally sensitive conversations or provide appropriate emotional support.
6. Over-reliance on Text-based Communication: Chatbots primarily rely on text-based communication, which might not be suitable for all the users, especially for who prefer or require alternative modes of communication such as voice or visuals.
7. Maintenance and Updates: Chatbots require

regular maintenance and updates to keep up with changing user needs, technological advancements, and updates in the underlying platforms or frameworks.

8. Privacy and Security Concerns: Chatbots may raise concerns regarding data privacy and security, particularly when handling sensitive information such as personal or medical data.

9. Integration Challenges: Integrating chatbots into existing systems or workflows can be challenging, particularly in complex or regulated environments such as healthcare or finance.

10. User Frustration: Users may experience frustration or dissatisfaction with chatbots, particularly when encountering limitations in functionality or receiving inaccurate or irrelevant responses.

8. Result

At the forefront of this project lies the visage of the initial screen—a gateway to the digital realm, where users are greeted with a tableau of options. Here, amidst the digital tableau, options abound: "Doctor," "User," and "About" beckon, each offering a portal to a distinct realm of experience. For the user, the path unfolds with the "User" section—a realm of interaction and engagement. Meanwhile, for the doctor, the journey leads to the "Doctor" section—a realm of professional inquiry and expertise. And for the curious wanderer, the "About" section stands as a repository of enlightenment—an oasis of knowledge amidst the digital expanse.

In the realm of doctors, a path diverges—a path that leads to the hallowed halls of authentication. Here, amidst the digital labyrinth, lies the login page—a threshold guarded by the vigilant sentinels of validation. The doctor, armed with username and password, ventures forth into the depths of authentication, their credentials scrutinized by the omniscient gaze of the backend database. Should they pass this trial, the gates of access swing open, granting entry to the realm beyond.

Yet, for those without an account, a different path awaits—a path of creation and genesis. Here, amidst the digital canvas, lies the portal of creation—a realm where usernames and passwords are forged amidst the crucible of data entry. For the doctor, a symphony of details unfolds: username, email, password, gender, specialist, and address converge, each detail a brushstroke upon the canvas of identity. With each submission, a new account is born, its details etched into the annals of the database, ready to be wielded in the pursuit of professional endeavor.

Similarly, for the patient/user, a parallel journey unfolds—a journey of creation and emergence. Here, amidst the digital tapestry, lies the portal of genesis—a realm where usernames and passwords take form amidst the ether of data entry. For the patient/user, a symphony of details emerges: username, email, password, gender, and age intertwine, each detail a strand in the tapestry of identity. With each submission, a new account is born, its details enshrined within the sanctum of the database, awaiting the touch of its creator.
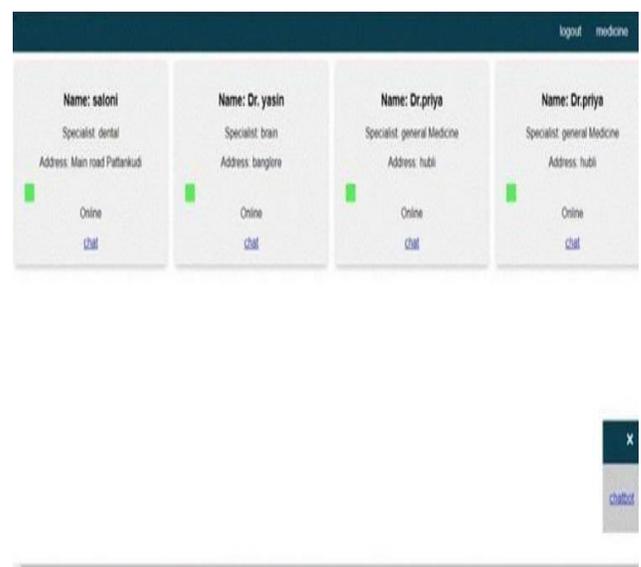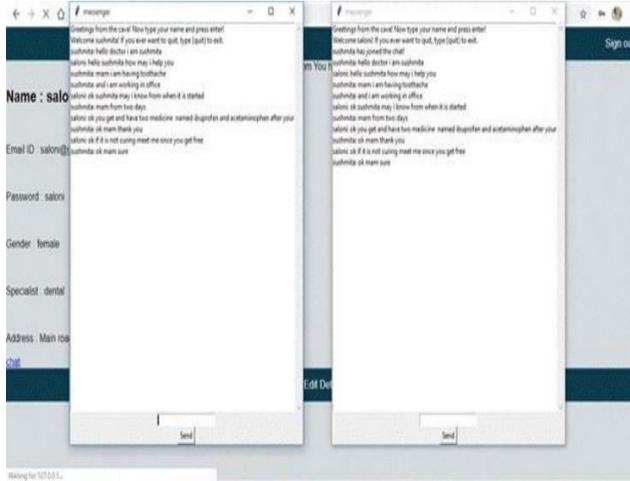

Fig 8.1 Availability of doctors for chatting

If the doctor is online a green dot with an online message will be displayed by whichthe patient can know if the doctor is online or offline and accordingly the patient can have a live chat with the doctor.

Fig 8.2 live chatting between doctor and patient

If the doctors are online then both the patient and doctor can live chatting with the doctor can be connected virtually.
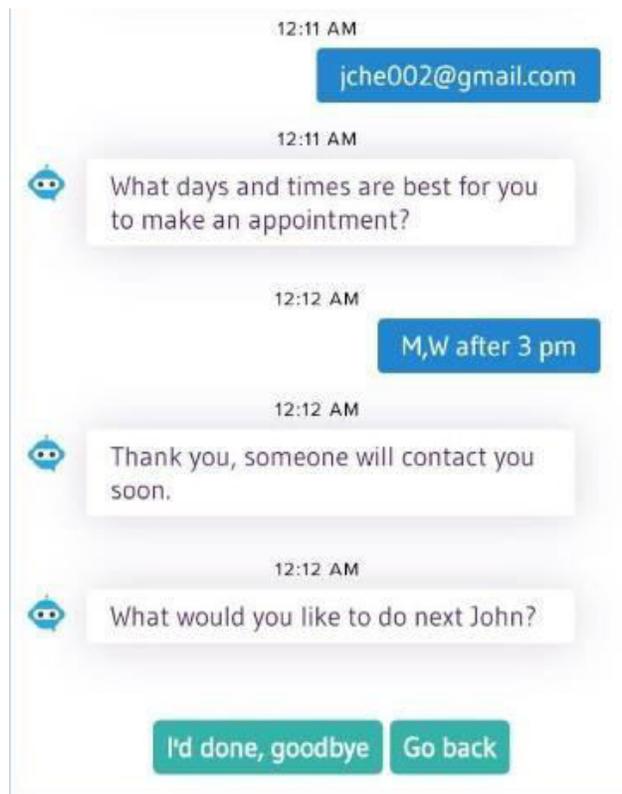
Fig 8.3 automated chatbot reply

In this snapshot, both the chatbot and patient/user are interacting with each other based on the symptoms the Chabot will predict the disease and suggest precaution.

9. Conclusion

This endeavor epitomizes the essence of innovation—a web-based "Chatbot" application poised at the intersection of technological prowess and medical expertise. Here, within the digital tapestry, each doctor emerges as a beacon of specialization, a guardian of medical knowledge, poised to address the myriad concerns that plague patients in the wake of COVID19's relentless spread. No one wants to go to the hospital for minor problems, nor does it want to goto the hospital often. Conclusion Back to the goal of this work. The development and implementation of experimental and participatory research in this context a crucial need and saves time at most of the Time. Development of this web is a cross- cutting function and cannot be successfully implemented without collaboration between a variety of social users and Doctors it can also be made specifically belonging to one Hospital by restricting Registration of doctors. To improve public awareness of the potential of busy people andless resources.

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