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*Original Article*

# Online Chat bot for Car Dealership

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***Abstract*** **-** *Chatbots are also known as conversational interfaces. It presents a new way for individuals to interact with a computer system. Chatbots are commonly focused on the needs of a human. Chatbots particularly gives you the data regarding a particular website. Natural Language Processing(NLP) technique used for Python can be applied to find an intelligent response by the Chatbot, which is similar to the Human response. This program which response like a human is called a Chatbot. In This paper, we present you with a Chatbot that is more interactive, and we will train him according to our data. It will be focused on the Car selling website and give the appropriate data to the visitor.*

***Keywords*** **-** *Chatbot, AI, Machine Learning, Car Dealership.*

## I. INTRODUCTION

A CHATBOT is an artificial person, animal or other creature which holds conversations with humans. This could be a text-based (typed) conversation, a spoken conversation or even a non-verbal conversation. Chat bots can run on local computers and phones, though most of the time, it is accessed through the internet. A chatbot is typically perceived as an engaging software entity to which humans can talk. It can be interesting, inspiring and intriguing. It appears everywhere, from old HTML pages to modern advanced social networking websites. A chatbot is a computer program that mimics human conversations in its natural format, including text or spoken language using artificial intelligence techniques such as Natural Language Processing (NLP), image and video processing, and audio analysis.Size 10 & Normal)This document is a template.

## II. REVIEW OF LITERATURE

### *A. Programming Challenges of Chatbot Current and Future Prospective*

Many applications incorporate a human appearance and intend to simulate human dialogue. Still, in most cases, the knowledge of the conversational bot is stored in a database created by human experts. However, very few researchers have investigated the idea of creating a chatbot with an artificial character and personality starting from web pages or plain text about a specific person. This paper describes an approach to the idea of identifying the most critical facts in texts depicting the life (including the personality) of a historical figure for building a conversational agent that could be used in middle-school CSCL scenarios.

### *B. A Platform for Human-Chatbot Interaction Using Python*

This paper describes a flexible method of teaching introductory artificial intelligence (AI) using a novel, Java-implemented, simple agent framework explicitly developed for this course. Although numerous agent frameworks have been proposed in the vast body of literature, none of these available frameworks proved to be simple enough to be used by first-year computer science students. Hence, the authors set out to create a novel framework that would be suitable for the aims of the course, for the level of computing skills of the intended group of students and the size of this group of students.

## III. PROPOSED MODEL

It is a tedious and time-consuming task to master a web analytics tool. To get the optimal report, we need to understand the terminologies and the tool functionalities. In this paper, I propose a Chatbot that will help the bot-user understand the website, which allows the user to sell and buy cars in just seconds. The user can understand the website performance by just typing the query. The bot-user will be notified of the pattern by which the query has to be ordered. The data analytics will be fed to the Chatbot by downloading the same from the tool's server.

A chatbot can connect to various rooms at the same time. Both the client and the Chatbot will be added to the room soon as a user selects the Chatbot. Further, this room will be closed, and conversation with the client will be recorded in the programmer's database once Chatbot or user leaves the Chat Room.

**Table 1.**

| Chatbot Agents | Description |
|---|---|
| Sarthak V. Dothi and his team | Had proposed an android application that uses an AIML interpreter to interact with users using texts and voice response |
| Rinkal D Dharani and Dr A. C. Suthar | Had proposed a model in which AIML based chatterbot is integrated with Whatsapp to receive news updates. |
| E-business chatbot | It was developed by Thomas NT uses AIML and Latent Semantic Analytics(LSA) to respond to the users for their e-commerce based queries. The data set used here is the FAQs. |
| Charlie | It is an AIML based chatterbot used in the field of education. Charlie connects students to Intelligent Educational System(INES). It is programmed to maintain a general conversation with the students about the learning materials. |
| Ramya Ravi | Had compared two widely used analytics tools based on their ease of use by using AIML driven Chatbot. |

We implemented the following 5 chatbots based on regular expressions to gather chatbot-human annotations and offer developers quick wrapper instances for connection of their present chatbots with an online platform for annotation and data collection. Providing a brief description of the personality traits of these 5 agents.

### *A. Evaluating the Chatbot*

For testing how well the bot identifies questions, we applied 100 interactions mined for testing the domain and then ran the agent with identifiable questions in the chatroom via the agent and analyzed if the Chatbot answered the user desirably or surprisingly or not. To note the same during the evaluation process, we assumed the identification of questions or non-question that match with the positive or negative and correct or incorrect value of the same classification equivalent to true or false values. The observations from the conducted survey are provided in Table1

| Identified as Questions | | Identified as Non-questions | |
|---|---|---|---|
| Correct | Incorrect | Correct | Incorrect |
| 54 | 11 | 34 | 1 |
| Total: 65 | | Total: 35 | |

According to the tabled observations, it is feasible to see all questions were identified as such, but 11 were wrongly assumed as questions. This results in what we wished: we favour having more clauses being recognized as a question, even wrongly, and then missing questions. This leads to a precision of 88%. Thus, this precision is better than ALICE or ELIZA.To end this testing, to improve the score, instead of presented answers, they were swapped with “Sorry I didn’t understand!”. Although some answers won’t be so good, it is required to have this message to be outputted than accepting ignorance before receiving input.

| Question Types | ELIZA | ALICE | Sample Bot |
|---|---|---|---|
| Basic Conversation | Respond with questions | 70% | 75% |
| Asking Opinion | Respond with questions | 60% | 88% |

## IV. CONCLUSION

In this paper, we’ve introduced the analysis of different chatbots and created our own client using Python and web-based applications, up to the best of our knowledge, an initiative to observe and a not a tech at bot-human interactions. From our perspective, chatbots or smart assistants with artificial intelligence are dramatically changing businesses. There is a wide range of chatbot building platforms that are available for various enterprises, such as e-commerce, retail, banking, leisure, travel, healthcare, and so on. 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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