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Building Intent Recognition Engine for Conversational Artificial Intelligence

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ABSTRACT

Artificial Intelligence (AI) systems have made a lot of breakthroughs in the last few years, and have found applications in many areas such as Robotics, Biotechnology, Information Systems etc. An interesting problem in the field today, is the development of Conversational Agents or chatbots, which are primarily used by businesses to automate customer acquisition and support. One of the core components of a conversational AI, is the Natural Language Understanding (NLU) module, which tries to understand user queries in order to generate a personalized response and provide a smooth user experience. The aim of this project is to create a high performance intent recognition engine for various business verticals, which can be integrated into the NLU module, enabling more accurate and human-like responses by the chatbot.

[**Computing Methodologies**]: Artificial Intelligence—Natural language processing; Machine Learning—Learning paradigms, Learning settings, Machine learning approaches, Machine learning algorithms

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