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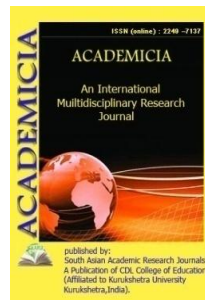
REAL-TIME ANALYZING OF CHATBOT DATA WITH DISTRIBUTED SYSTEMS

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ABSTRACT

Chatbots are one of the most widely used technologies to implement virtual assistance. Presently, chatbot based virtual assistants are being used by many web administrators to mediate access to data and to carry out generic conversations with the users. Such virtual assistants are getting a lot of attention from the business organizations, as it can help in improving customer care support; reduce the costs in customer service centers and can handle multiple clients at a time. Big data analytics is the process of collecting, organizing and analysing large data sets to discover patterns and unknown correlations hidden in the data, such as usage statistics and customer preferences, which can serve as valuable business information. This paper describes the implementation of a chatbot framework with an interface to big data. This implementation would provide mass knowledge analysis capability to chatbots from distributed environments, which can further the spectrum of usage of such intelligent agents.

KEYWORDS*: Chatbot, Play Framework, Akka, Cassandra, PostgreSQL, Elasticsearch.*

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