

Interview Preparation by Chatbots

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Abstract

To develop chatbots that mimic human conversation using Artificial Intelligence (AI) for more effective human-computer interaction to provide satisfactory answer to the user. ChatBot can be described as software that can chat with people using artificial intelligence. Now a day Chatbot has become more popular in business groups as they can reduce customer expenses and handles multiple users at a time. So there is a need to make chatbots as efficient as possible. To address this problem, we need the design of a chatbot, which provides an efficient and right answer for any question based on the dataset of FAQs using Artificial Intelligence Markup Language (AIML) and Latent Semantic Analysis (LSA). This chatbot can be used by any University to answer FAQs to students which are curious with an interactive fashion.

Keywords - Artificial Intelligence Markup Language(AIML), Latent Semantic Analysis(LSA), Chatbots

I. INTRODUCTION

In Today's world, many web based services like E-business, Virtual Assistance and many more. Web based services are very user friendly and it avail everything to door step. There are various types of customer service available like live chat support service, phone services and many. But for all such support services provided by human to human takes time to answer customer query i.e., its time consuming which increases waiting time of client and turn towards poor customer satisfaction. Human computer interaction is one of the important goals which gives expand of normal and instinctive connection modalities. Computer based chatbots are getting to be vaguely famous as an obtuse and more successful open framework between human and machines. Chatbot technology will be very useful to us, and creating personal chatbots will be very easy as changing the settings on your Social account, or adding section filter to your email. It will become very efficient that we cannot yet imagine.

II. LITERATURE SURVEY

In [1] this paper presents the development of a machine which is able to provide practice on English-based interviews, specifically on job interviews. Interviewer machine (interviewer bot) is expected to help students practice speaking English appropriately for job interview Naïve Bayes algorithm is used to

classify the interview results into three categories: POTENTIAL, TALENT and INTEREST students.

In [2], the main aim of chatbots creation was to resemble a human being in the way they perform said interaction, trying to make user think that they are writing to a human. In this paper, we analyze some existing chatbot systems namely ELIZA and ALICE. This paper concludes that, it is easier to build bots using ALICE because of its simple pattern matching techniques

In [3], gives an overview of cloud-based chatbots technologies along with programming of chatbots and challenges of programming in current and future Era of chatbot. In the modern Era of technology, Chatbots is the next big thing in the era of conversational services. Due to dynamic nature of chatbot, there is a drawback in the design and development of these chatbots as they have built-in AI, NLP, programming and conversion services.

In [4], work, we describe the evolution of chatbots from a rudimentary model to an advanced intelligent system. Chatbots are currently gaining a lot of popularity especially in business sector as they have the potential to automate customer service and reduce human efforts.

In [5] we propose a chatbot which automatically gives immediate responses to the users based on the data set of Frequently Answered Questions(FAQs), using Artificial Intelligence Markup Language (AIML) and Latent Semantic Analysis (LSA). Template based questions like greetings and general questions will be answered using AIML and other service related questions use LSA to give responses.

In [6], the response principle is matching the input sentence from user. From input sentence, it will be scored to get the similarity of sentences; the higher score obtained the more similar of reference sentences. The sentence similarity calculation, in this paper using bigram divides input sentence as two letters of input sentence. The knowledge of chatbot are stored in the database. The chatbot consists of core and interface that is accessing that core in relational database management systems (RDBMS). The Database has been employed as knowledge storage and interpreter has been employed as stored programs of function and procedure sets for pattern-matching requirement.

In [7], paper presents the design and development of an intelligent voice recognition chat bot. The paper presents a technology demonstrator to verify a proposed framework required to support such a bot (a web service)

III. PROPOSED SYSTEM

In this work we have developed an interactive chatbot for student of University related Frequently Asked Questions (FAQ).

User inquiries are first taken care by AIML check piece to check whether entered inquiry is AIML script or not. AIML is characterized with general inquiries and welcome which is replied by utilizing AIML formats. This operation is divided into three parts:

- _ User Write the query on chatbot.
 - _ Processing is done on the users query to match the predefined format.
 - _ Pattern matching is performed between user entered query and knowledge (pattern).
- Finally pattern based answer is presented to the user to answer their query.

IV. CONCLUSION AND FUTURE SCOPE

In this paper, we presented different kind of variations in recommended systems proposed in various reference papers we explained the system architecture of various papers. We investigated the different types of techniques which are used for developing Chatbots for interview preparation. The main aim of Chatbots using AI is to provide an efficient and accurate answer for any query based on the dataset of FAQs.

For future work, we will try to implement more facilities regarding too chatbots and also overcome the drawbacks of current system.

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