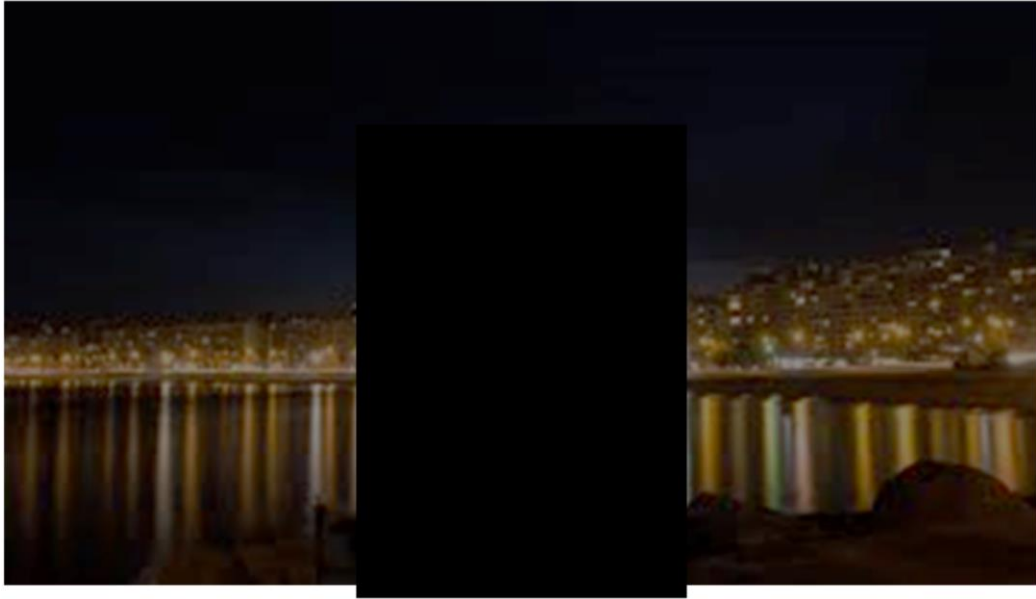


## Using a Chatbot in GeneXus

### Introduction

*GeneXus® 16*

Chatbots are programs that simulate having a conversation and can provide information or execute an action, in response to certain questions or "intentions" of the user. Usually the interaction occurs through text, but there can be a multimedia interface, from sound to text or vice versa, as in the case of Cortana, Siri or Google Assistant. Here is a small demo of a person's interaction with a text chatbot.

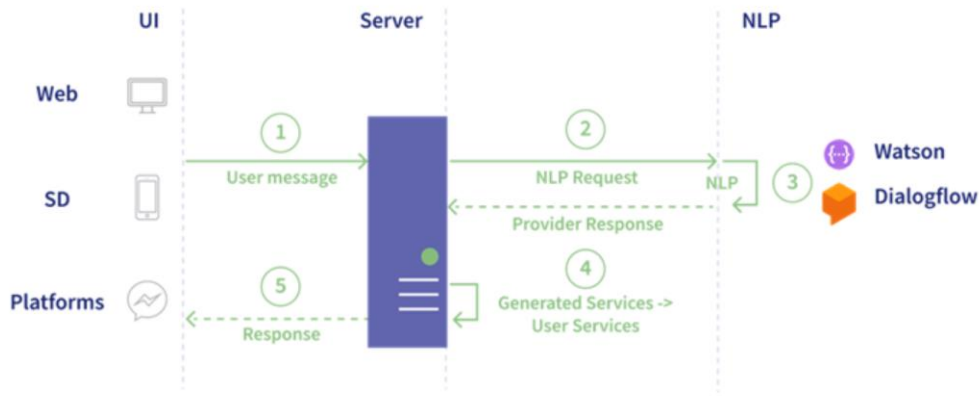


In the video we see in action a citizen information assistant.

The user enters a question, and the chatbot offers different options (information about activities or to carry out an administrative procedure).

The user chooses activities, again the bot gives the available options, and the user makes the request for information on outdoor activities. The chat displays panels with information from a botanical garden, marketplace or Japanese garden. Then we see how the user requests to schedule a visit and selects a date and time, and the chatbot schedules the visit.

## Chatbot generator architecture



How does it work?

Chatbots use vocabulary libraries and artificial intelligence algorithms to extract the keywords from the query and build the response.

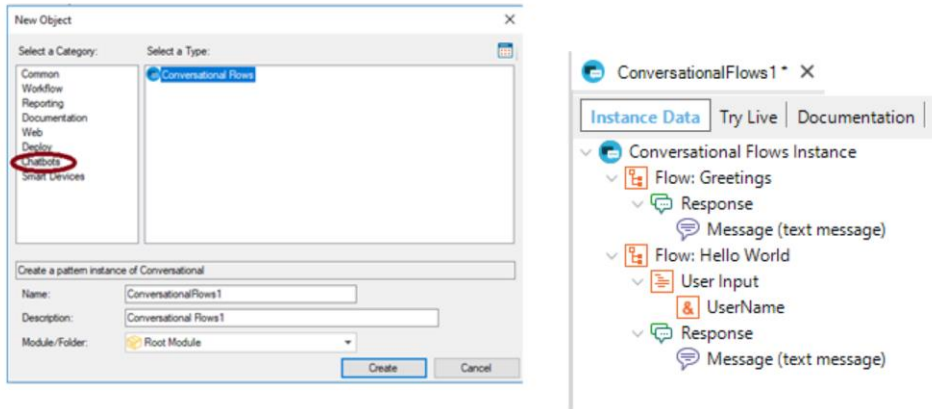
Here we see the basic architecture of how a chatbot works.

A web, SD or messaging client allows you to enter a message, which is sent to a web server that communicates with a Natural Language Processing-NLP service provider.

The servers we are currently using are IBM's Watson and Google's Dialogflow. As these servers use artificial intelligence, the results are improved the more these services are used.

The NLP provider sends a response that is interpreted by the web server, which formats the final response that is displayed to the user.

## Conversational Flow Object



For more information:

<https://wiki.genexus.com/commwiki/servlet/wiki?38520>

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In GeneXus, to build a chatbot we create an object of ConversationalFlow type.

Then we define the flows that are the types of conversation, with the messages, possible answers and other data.

For more information, read the following wiki link: <https://wiki.genexus.com/commwiki/servlet/wiki?38520>

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