

# Implementation of Real-time Chat-Bot Hardware Detection for Visually Challenged People

**Maheswaran U<sup>1</sup>, Deepadharshini B<sup>2</sup>, Hemamalini K<sup>2</sup>, Arthi S<sup>2</sup>**

<sup>1</sup>Assistant Professor, Electronics & Communication Engineering, Rajalakshmi institute of technology, Chennai, Tamilnadu, India.

<sup>2</sup>Student, Electronics & Communication Engineering, Rajalakshmi institute of technology, Chennai, Tamilnadu, India.

Corresponding Author: maheswaran.u@ritchennai.edu.in

**Abstract:** - The work exhibited in the paper is to implement the adequacy of chat-bot equipment stretches out from novel human-machine communication ideal models. This paper proposes to supplant regular human-machine discussion utilizing web instruments and advantageously structure and prepared so as to act and interface pathway with individuals as a person. Besides, we have proposed association worldview in an ongoing setting, the chat-bot has been utilized inside a framework having the objective of giving valuable direction concerning pathways. More in subtleties, the chat-bot has been acknowledged to help clients in picking the most appropriate pathway by requesting diverse data (beginning from a general level up to explicit pathways questions) and to help the related inquiries and the conclusive outcomes.

**Key Words:** — Chat-bot, language understanding (LU), action execution & information retrieval (AEIR), dialog management (DM), response generation (RG).

## I. INTRODUCTION

Chat-bots are used as messaging service provider which provides instant messaging framework. Its goal is to provide conversational service to the people who interact with bots normally called as user in an efficient way. The fastest way and minimal confusing web application and mobile application which is easy for installation no need of any installation packages.

Chat-bots differ from other chatting application as they do not contain any online status or last seen and call with other user. Figure.1. Types of chat-bot to be used in web applications. In Figure 1 Open domain chat-bot is used to retrieve the all general information like general knowledge, weather forecast etc. For example, alexa bot, cortana bot form windows siri bot form apple or google assistant. The dream of a human-like highly intelligent computer assistant is not new. In scientification books and movies, from Hal in “2001: A space odyssey” (1968) to Jarvis in “Iron Man” (2013), personal assistants helped heroes in their life and to manage their work duties. In research, the first conversational agents appeared in the 60’s. They were explicitly programmed, using rule-based approaches.

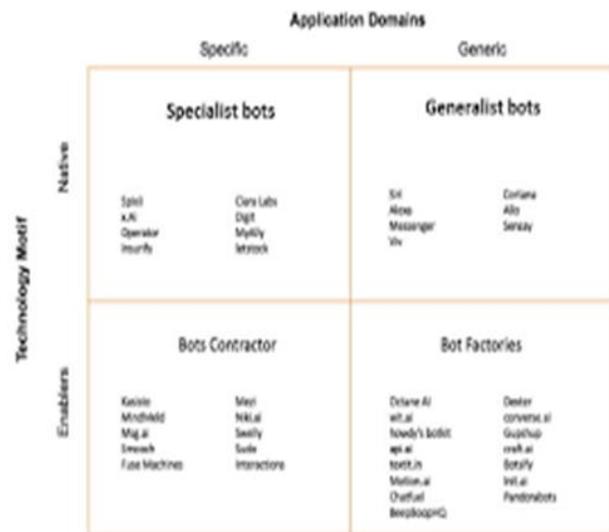


Fig.1. Types of chat-bot to be used in web applications

They have clear limitations based on performance and real world utility. Recent advances in parallel processing hardware, natural language understanding machine learning, and artificial intelligence enabled the creation of a new generation of personal assistants like Google Assistant, Siri and Alexa. Chat-bots are text based conversational agents, living in messenger applications (e.g. Facebook Messenger, Telegram, Whatsapp and We Chat), and copying a discussion with a human to give enlightening, value-based, or conversational administrations [5]. Given a client demand,

the language getting (LU) segment construe the client's expectation and the related data; the activity execution and data recovery (AEIR) part plays out the mentioned activities, or recovers the data of enthusiasm from its information source; the reaction age (RG) segment constructs a reaction to the client at long last, the discourse the executives (DM) segment existences and update the setting of a discussion to demand missing data, to process explanations by clients, and to ask follow-up inquiries.

State-of-the-art chat-bots are still far from being perfect, struggling to serve well user requests and to carry on a meaningful conversation. Each of the chat-bot's components suffer from a number of limitations when employed in real world scenarios. For instance, the LU might fail interpreting user requests, the DM might miss clarification requests for missing information, the AEIR might not find the requested information or not execute the correct requested action, and the RG might not provide a satisfactory response.

All the issues above are accountable to limitations with rule based algorithms, or with machine learning models trained with incomplete or biased datasets. Human intelligence could be used to address the limitations of fully-automated solutions. Naturally, a person capable with the language utilized in the discussion, and approaching the Web, could without much of a stretch defeat such issues; a human can adjust and perform well in any event, when information or directions themselves change.

Crowd Computing [3, 4] is a computational worldview that backers the utilization of human preparing capacity to take care of issues that PCs can't yet illuminate.

## II. RELATED WORK

### A. Task-Based Interaction Chatbot

In this technology world, a recent technology called chat-bot which have been in demand and usage for every business purpose and have hit the market.[1] Chat-bots is an interaction between person and bot which gives us an efficient service and it also gives the way to develop customer engagement and efficiency by reduction of cost by using these services .Chat-bots can be accessible at any time, which can handle capacity that is chat-bot can chat with thousands of people at a time, It has a flexible attribute as well as customer satisfaction.

A chat-bot is constructed using NLP with the help of machine learning algorithm for training the bot and to make up the bot to perform in a right way and so training and testing is done using ML. This paper gives an overview of chat bot

and challenges we faced behind the chat-bot with extra features of images [1].

*Applying Chat-Bots to The Internet of Things: Opportunities and Architectural Elements:*

Internet of Things (IoT) being ascending as a basic development in embellishment the future by partner the physical devices or by interfacing the things to web. It additionally incorporates different open doors for blending other mechanical patterns which let it to perform significantly increasingly astute and productive. Right now, concentrate on the reconciliation of Intelligent Conversational Software Agents or Chat-bots utilizing IoT. On the opposite Side, Chat-bots are being acknowledged in more prominent numbers because of its significant walks being developed of sheets and diagrams.

We inspected the deficiencies of existing IoT frameworks and this pays far to handle them by consolidating the chat-bots [2].

### B. Chat-Bots: Development and Applications

Chat-bots get expanding consideration from media and industry, and yet it isn't yet notable what chat- bots truly are, what they can be utilized for and how to make them. The objective of this work is to address these three inquiries by investigating existing stages, items and innovations, and furthermore building up an excellent chat- bot [6]. Explaining what chat- bots are, demystifying what to utilize them for and telling the best way to make them will assist more with peopling to have the option to utilize and make chat-bots and in this manner quicken the improvement of the chat-bot biological system. Beginning by characterizing basic terms, the primary portion of the work centers around indicating accessible stages, items and advances, while the subsequent half aides through the improvement of an excellent visit bot, including client collaboration plan and programming design.

### C. Execution of IoT Using Raspberry Pi

Any individual "thing" or specialized gadget, when associated with different gadgets that are equipped for sending and accepting data to/from each other, structure an extraordinary gathering of gadgets that can play out numerous devoted assignments and increment their productivity simultaneously by continually passing data to one another. The gadget used to speak to this is a basic and incredible innovation in the field of savvy electronic-gadgets, the Raspberry Pi.

Comprising of modules as straightforward as a processor joined with RAM and outer stockpiling to a design as unpredictable as that of a total motherboard containing Wi-Fi, Bluetooth, USB ports and Ethernet ports, the RPi goes about

as a savvy convenient PC on its own [9]. At the point when incorporated with an Operating framework (like the authority Raspbian, Windows-10 IoT Core or Linux) and a programming interface, for example, Python, alongside other programming fragments like a Web-page, Mobile Application and a web-server, the RPi is completely fit for making a minimal effort answer for robotization of a whole house, an inn or even a little scale industry, which is actually what has been proposed right now.

This will prompt a framework that can be controlled from anyplace on any system.

#### D. Interactive Bot

The world is advancing to become more intelligent step by step. As the business for keen gadgets are developing, individuals have felt that imagine a scenario in which we have a robot which can go about as an individual assistant [7]. So, we acquaint you with our reacting robot Yam which can exhibit to be an ideal accomplice.

Utilizing a Raspberry pi board and screen, Yam can do errands like discourse acknowledgment, human like discussions, face acknowledgment, show feelings are utilizing a Raspberry pi board and screen and utilize the APIs implanted in its program to look through the web, sending and indicating sends, discovering patterns on twitter and give live channel, current climate and so forth. With more prominent endeavors, we can improve its capacities much further.

#### E. Chatbot in Python

A chat-bots is a PC program that can speak with people utilizing computerized reasoning in informing stages. The objective of this to include a visit bot highlights and API for Yioop conversation gatherings, web journals, wikis and so forth. Yioop supply all the fundamental highlights of web search entry. It has its own record the board framework with the capacity to structure bunches that have conversations sheets.

Gatherings are bundles of clients that approach a gathering feed. The client who makes a gathering is set as the underlying gathering proprietor. Posts are gathered by string in a gathering containing the latest movement at the top. The talk bots API for Yioop will permit engineers to make new visit bots, fueled by rules or man-made consciousness, that can interface like a human with clients in a gatherings feed page. Model chat-bots that can be created with this API is climate chat-bots or book flight chat-bots.

Over the most recent couple of years, news applications have gotten more mainstream than long range interpersonal communication destinations. Individuals are utilizing informing applications nowadays, for example, Facebook Messenger, Skype, Viber, Telegram, Slack and so forth. This

is making different business accessible on informing stages lead to proactive association with clients about their products [10]. To collaborate on such informing stages with numerous clients, the business can compose a PC program that can talk like human which is known as some visit bots.

### III. PROPOSED SYSTEM

Chat-Bot is the agent designed to make user feel more comfortable, by interacting with it by a voice. Based on machine learning, it is designed in order to understand and adapt to particular places infrastructure. It is interacting with the user to let her/him choose the required pathways in a particular place. It is also intended to kindly ask the user for required information just as a guidance or security would behave.

#### A. Block Diagram

In Our proposed system we are implementing the chat-bot as hardware, here we are using raspberry pi, USB Microphone and speaker.

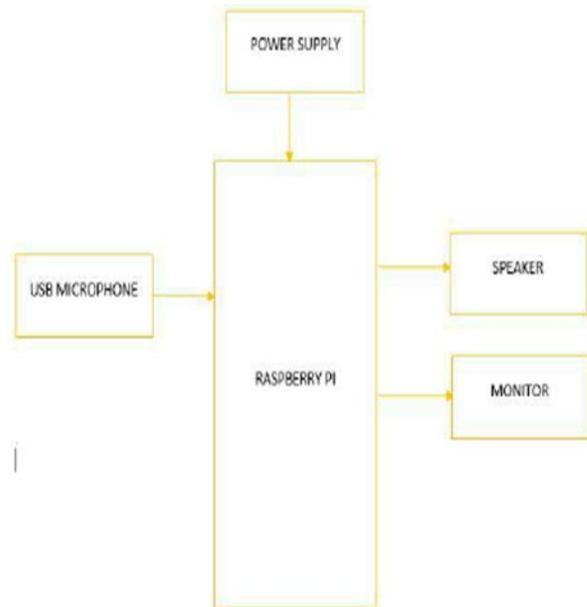


Fig.2. Block Diagram of proposed system

#### B. Modulus Description

##### USB Microphone:

Microphone is used to get the audio input from the user voice.



Fig.3. USB Microphone

#### Raspberry PI:

The Raspberry Pi integrated environment or Raspberry Pi 3 software (IDE)-contains a text editor for writing code, a message area, a text console, a toolbar with button for common functions and a series of menus. It connects to the Raspberry Pi hardware to upload programs and communicate with them.



Fig.4. Raspberry PI

#### Speaker:

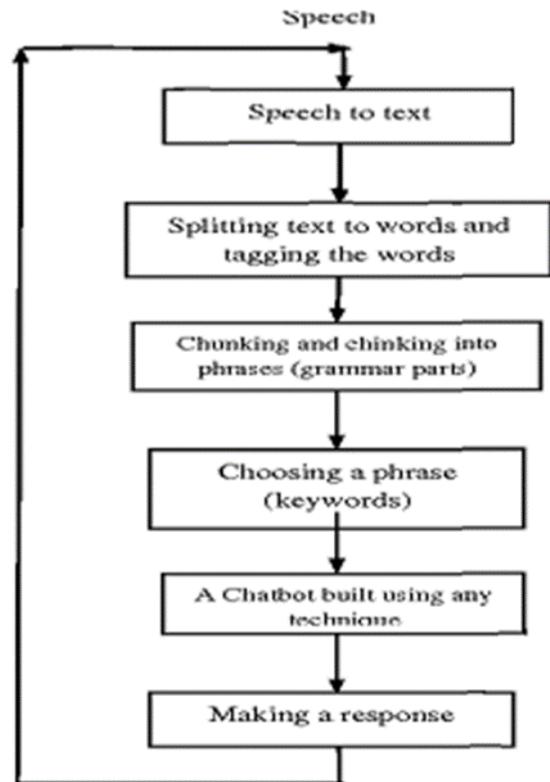
It is used to deliver the output in the form of audio.

#### Monitor:

Monitor helps to display the output in the form text and image format.

#### Speech to Text:

The scope of this module is initiated with the conclusion of the preceding module of Character Recognition. The module performs the task of conversion of the transformed audio to text form.



## IV. RESULT AND DISCUSSION

### A. Fast Customer Service

A chat-bot allows businesses to automate **customer service** live chat conversations. According to IBM, up to 80% of routine **customer service** questions could be answered by a chat-bot. Chat-bot can be trained to respond **customer service** questions and provide **fast** solutions,24/7.

### B. Increased Customer Satisfaction

Implement automated **Customer service**, ASAP. The easier you make it to interact with your company, the more likely you are to earn **customer** loyalty. And the first step for doing that is to give people the option to get instant (or almost-instant) answer to their most basic question.

### C. Won't Replace People or Services

The biggest misconception about chat-bots is that they'll take over service and automate everything, leaving businesses with no need of human employees. A chat-bot is at its most helpful when customers ask simple, common questions, because the information required to respond has already been gathered.

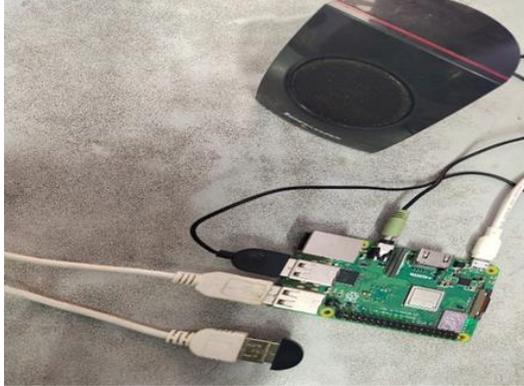


Fig.6. Overall setup

## V. CONCLUSION

This paper discusses about the implementation of real time chat-bot hardware. Existing chat-bots have been sent on the web with the end goal of amusement, client assistance webpage, instruction and direction. Though it helps in guiding purpose, it can only express the overview of our needs. In this paper, it uses to give a detailed view of our particular needs without internet. It based on training the bot by the concept of constructed using machine learning algorithm. Hence this type chat-bot fulfil the user needs and valid interaction with the user questions.

*“A sale is not something you pursue; it’s what happens to you while you are immersed in serving your customers.”*

## REFERENCES

- [1]. Shafquat Hussian, Omid Ameri sianaki, and Nedal Ababneh (2019) IEEE. A survey on conventional Agents/ chat-bots classification and design techniques.
- [2]. Rohan Kar, Rishin Haldar (2019) IEEE. Applying Chat-bots to the Internet of Things: Opportunities and Architectural Elements.
- [3]. Alessandro Bozzon (2018) Enterprise Crowd Computing for Human Aided Chat-bot. ACM/IEEE 1st International Workshop on Software Engineering for Cognitive Services. Human Bot Interactions Detection, Estimation and Characterization.
- [4]. Ramya Ravi (2018) IEEE Intelligent chatbot for easy Web-Analytics Insights.
- [5]. Gayathri Nair, Soumya Johnson, Sathya(Guide) (2018) Chatbot as a Personal Assistant. International Journal of Applied Engineering Research.
- [6]. Albayrak.N, Ozdemir.A, Zeydan.E (2018). An Overview of Artificial intelligence based chatbots and an example chatbot application 2018 26th signal processing and application conference.
- [7]. Onur Varol, Emilio Ferrara Clayton, Davis, Flippo Menczer, Alessandro (2017) IEEE.
- [8]. Tarun Lalwani, Shashank Bhalstia, Ashish Pal, Shreya Bisen, Vasundara Rathod (2018) Implementation of a Chatbot System using Alband NLP. International Journal of Innovative Research in Computer Science & Technology [SJIPCST].
- [9]. Vamsikrishna Patchava, Hari Babu Kandala, Ravi Babu (2015) IEEE. A Smart Home Automation Technique with Raspberry using IOT.
- [10]. Bhaumik Kohli Janupriya Choudry, Shilpi Sharma, Praveen Kumar (2018) IEEE. A Platform for Human Chat-bot Interaction using Python. IEEE.