What is a Chatbot?For example, if you've asked Amazon's Alexa, Apple Siri, or Microsoft's Cortana, "What's the weather?", it would respond according to the latest weather reports it has access to. The complexity of a chatbot is determined by the sophistication of its underlying software and the data it can access. Every enterprise has expanded IT infrastructure. From different fields, on-premise to cloud, companies with different supply providers, run on many different, internal and characterized-built applications, as well as ERP, encompass applications. There are other core applications like CRM and customer portals, which are the backbone of ERP. Currently, many e-commerce companies are looking at various ways to use chatbots to improve their customer experiences. Whether for shopping, booking tickets or simply for customer service. The next time you hear about a chatbot, especially in business and travel, remember to look beyond the fancy term. And ask about how it really adds value to your travel program. How are human languages processed by chatbots? A chatbot is like a normal application. There is an app layer, a database and APIs to call other external administrations. Users can easily access chatbots, it adds intricacy for the application to handle. However, there is a common problem that must be tackled. It can't comprehend the plan of the customer. At the moment, bots are trained according to the past information available to them. So, most organizations have a chatbot that maintains logs of discussions. Developers utilize these logs to analyze what clients are trying to ask. With a blend of machine learning tools and models, developers coordinate client inquiries and reply with the best appropriate answer. For example, if any customer is asking about payments and receipts, such as, "where is my product payment receipt?"By artificially replicating the patterns of human interactions in machine learning allows computers to learn by themselves without programming natural language processing.If the conversation introduces a concept it is not programmed to understand, it will either deflect the conversation or potentially pass the communication to a human operator.It provides responses based on a combination of predefined scripts and machine learning applications.Thus, the chatbot will gradually grow in scope and gain relevance.