# Chatbot Development Through the Ages : A Survey

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## ABSTRACT

A chatbot is a computer program that aims to make a conversation between both humans and machines. The chatbot can be utilized in a variety of platforms, including messaging apps and virtual assistants. The chatbot has evolved a lot in decades starting from amusement usage to performing serious tasks. While designing a chatbot, design considerations like purpose, audience, channels, conversational flow, testing and iterations must be taken into account in order to ensure that it is accurate and user-friendly. Based on its domain, model, and conversation style, a chatbot can be categorized into customer-service, sales, informational, personal assistant, entertainment, health and educational chatbot. Chatbot technology continues to face a wide variety of challenges like contextual understanding, integration with backend systems, personalization, security and user acceptance. This paper explores and compares various recent chatbots from different domains that are being used. We have surveyed the entire development process and the different development techniques used to design chatbots and the audience they cater to. We also look at the various evaluation methodologies used in checking the efficiency and enforceability of the considered chatbots.

**Keywords -** Chatbot, ML, NLP, AI

## I. INTRODUCTION

The development of chatbots has evolved significantly over the years, from simple rule-based systems to advanced natural language processing (NLP) models. Initially, chatbots were designed to handle basic queries and automate repetitive tasks. However, with the advancements in artificial intelligence (AI) and machine learning (ML), chatbots have become more sophisticated and can now handle complex conversations and provide personalized experiences.

In recent years, the use of voice assistants and messaging apps has increased the popularity of chatbots, and businesses are adopting them for customer service, sales, and marketing. With the use of data analytics and sentiment analysis, chatbots can now understand human emotions and respond accordingly, making them more human-like. As technology continues to develop, chatbots are becoming an essential part of businesses' digital transformation, providing better customer experiences, and increasing efficiency.

According to a researcher[10], chatbots in comparison to traditional methods were more effective. This has motivated the need to develop chatbots.

The paper is organized as follows. First, we briefly present the evolution of chatbots over the years and the technological advancements. Next, we look at the different development phases involved in chatbot design. Further, we look at specific chatbots and compare them based on the technologies used and their phases during development. Finally, reports conclusions based on the survey of various chatbots.

## II. EVOLUTION

From fiction to reality, chatbots have a rich history that can be traced back several decades. The possibility of having a machine which can behave like a human was introduced by the Turing Test ("Can machines think") proposed by Alan Turing in 1950. Soon after, in 1966, Joseph Weizenbaum developed Eliza, the first chatbot. Eliza was based on a rule-based system that used pattern matching to simulate a conversation with a therapist. It used a simple pattern-matching algorithm and template-based response mechanism but it lacked its conversational ability to mimic human-like conversations. Kenneth Colby, a psychiatrist, tried to improve the drawbacks of Eliza and introduced a chatbot with a personality named PARRY [2]. The advancements in Artificial Intelligence and the development of Artificial Intelligence Markup Language (AIML) resulted in the development of ALICE, which was the first chatbot to get the title of "most human computer" [3]. These early chatbots were limited in their capabilities and were primarily based on simple rule-based systems. The emergence of natural language processing (NLP) and machine learning techniques in the 2000s enabled chatbots to become more sophisticated, with the ability to understand and respond to natural language queries. The advent of the internet era gave rise to chatbots like SmarterChild, which became available through messenger applications. Soon smartphones started gaining popularity and the dream of every Marvel fan of having an assistant like J.A.R.V.I.S. came true. In the 2010s, chatbots like Apple Siri, Microsoft Cortana, Amazon Alexa, Google Assistant and IBM Watson were created. Then after, the rise in the applications of chatbots became vast and led to the creation of tools which could help people with less technical expertise develop chatbots for their own purpose. The development of technologies like Natural Language Processing and Machine learning took the advancement of chatbots to another level. In the recent past, research in reinforcement learning and neural networks led to the concept of transformers to be used in chatbots. ChatGPT, the most extensively used chatbot now for almost any purpose, was released in 2022. ChatGPT can write and fix code, perform computations, assist you to put together your resume, translate material, and perform other tasks well enough to become a key tool for content development. This capability could one day put search engines to the test. Overall, a number of technological advances have fueled the development of chatbots, creating more intelligent and adaptable systems that are ready to revolutionise a variety of industries.

| Sr. No. | Year | Chatbot | Remark |
|---|---|---|---|
| 1 | 1965 | ELIZA[31] | One of the first chatbots, named Eliza, was created in the 1960s and employed as a straightforward rule-based methodology to mimic a discussion between a therapist and a patient. |
| 2 | 1972 | PARRY[32] | Parry's goal was to mimic a conversation with a patient who was paranoid and |

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|---|---|---|---|
| | | | show how rule-based chatbots could be useful in the field of mental health. |
| 3 | 1988 | Jabberwacky[33] | Jabberwacky's goal was to develop a learning chatbot based on machine learning and natural language processing that could have engaging conversations with users. |
| 4 | 1992 | Dr. Sbaisto[34] | With the use of a pre-recorded voice and straightforward responses, Dr. Sbaitso aimed to provide MS-DOS users with an easy-to-use and enjoyable conversational agent. |
| 5 | 1995 | ALICE[3] | The goal of Alice was to develop a chatbot that could converse with people using natural language processing and machine learning and offer tailored responses based on the context and previous exchanges. |
| 6 | 2001 | SmaterChild[35] | The goal of SmarterChild was to build an AI-powered chatbot that could engage in interesting discussions on a variety of messaging platforms, quickly respond to user questions, and access a huge collection of knowledge. |
| 7 | 2010 | Siri[36] | The purpose of Siri was to create a virtual assistant that could perform tasks and answer questions for users using natural language processing, voice recognition, and a wide range of built-in functionalities. |
| 8 | 2012 | Google Now | Based on customers' search histories and other information, Google Now is an intelligent personal assistant that offers them support and information that is pertinent to their needs. |
| 9 | 2015 | Cortana[37] | Microsoft created Cortana as a virtual assistant to aid users with a variety of tasks, such as creating reminders, sending emails, and providing answers. |
| 10 | 2015 | Alexa[36] | Amazon has created Alexa, a virtual assistant that can respond to voice requests and carry out a number of functions like playing music, providing information, and operating smart home devices. |
| 11 | 2016 | Google Home[38] | The Google Home smart speaker was created to give customers hands-free access to their smart home devices and a variety of services, including music streaming and voice-activated internet search. |
| 12 | 2022 | ChatGPT[30] | A conversational AI language model called ChatGPT was created by OpenAI with the goal of understanding and producing text-based conversations that are human-like on a variety of subjects. |

**Table 1.1 Evolution of chatbot**

### III.CHATBOT DESIGN DEVELOPMENT PHASES AND REQUIRED PARAMETERS

For any kind of chatbot design, typically the parameters to be considered include purpose, dataset creation/procurement, response generation and text processing. Advanced Chatbots also include parameters like ML models and evaluation, which improve the accuracy and overall performance of the Chatbot. It also makes them more dynamic and enables them to generate a more personalized response. Now, the chatbot design/development process can be broadly viewed in six phases and the phases are shown in the following figure.
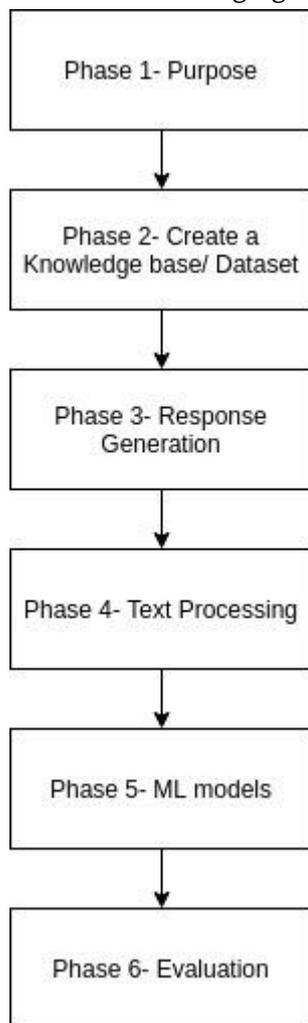


Fig. 1.1 Design/Development Flow

Now, let us look at these phases in detail.

Phase 1 is Purpose. Here, it is decided whether the chatbot is an open or closed domain[23] in nature along with its knowledge domain. To start building a chatbot, we need to gather all the information available about the audience. Decide the purpose of the chatbot, who is going to use it and what is it going to be used for. Answering these questions will then help choose the type of Chatbot and will satisfy all the customer requirements. Every chatbot has a knowledge base which it uses to interact with the user. Chatbot is classified into two categories based on their knowledge domains: open and closed. Open-domain chatbots are unrestricted by pre-established guidelines and can converse on any subject. They are typically employed in information management or customer service. Chatbots that operate in a closed domain are limited by pre-established guidelines and can only converse on that subject. They are frequently employed for amusement or instruction. Defining the category will make it easier to gather data for it.

Phase 2 is creating the knowledge base/ dataset. A dataset can have a variety of kinds and structures. It might be structured or unstructured, with varied results. Because of the usage of AI technologies such as deep learning, natural language processing, and ML algorithms, chatbots have gotten considerably more powerful, and correct results require a massive quantity of data. The more one engages with the bot, the more precise it becomes.

Phase 3 corresponds to the Response Generation. There are typically three basic models, which can be used to generate the response by chatbot. These models are retrieval-based[29], generative-based[20], and rule-based. In retrieval-based chatbots, the responses generated are based on predefined information. Chatbots that rely on retrieval operate under the graph or directed flow theory. The chatbot has been programmed to select the best response from a database. The best response is determined by retrieval-based chatbots using methods like keyword matching, machine learning, or deep learning. Notwithstanding the method, these chatbots merely offer predefined responses and do not produce fresh content. As opposed to this, generative-based chatbots can produce fresh speech[5][22] using a multitude of

conversational training data. Rule-based models are a type of chatbot model that relies on predefined rules and patterns to generate responses to user queries. These models are programmed with a set of rules and conditions that dictate how the chatbot should respond to specific user inputs. In a rule-based model, the chatbot is designed to recognize certain keywords or phrases in the user's input and then respond with a predefined response that is associated with that keyword or phrase.

Phase 4 is Text Processing. It primarily includes NLP[7], a subset of AI, used by chatbots to improve user experience. These NLP chatbots, also known as virtual agents or intelligent virtual assistants, support human agents by handling time-consuming and repetitive tasks. This frees up the human agent to focus on those more complex cases that need human assistance. In the area of automation and AI, there are a number of acronyms that are important to know in order to comprehend how a virtual agent or NLP chatbot functions.

A subset of NLP is called natural language understanding, or NLU. Its primary tasks are computer reading comprehension and ensuring that the computer comprehends the text's actual meaning. In more technical terms, NLU occurs when the machine transforms the user's provided data into a logical form that the computer's algorithms can comprehend. Furthermore, the solution that an AI engine drives will be more effective when it is accurate and reliable at determining a user's purpose.

Another branch of NLP is called "Natural Language Generation," which is essentially "NLU in reverse": the computer generates a logical response, which it then transforms into a natural language response that a reader can comprehend.

Conversational Elements of Chatbot –

Conversation management keeps track of the flow of the conversation. The two fundamental components of dialogue management in AI chatbots are context (storing and sending conversational data) and session (one conversation from beginning to end).

A "human handoff" is when a human agent effortlessly takes over from an AI chatbot. Business Logic Integration ensures that the chatbot has been developed with the company's own business logic. The bot should be simple to use and programme. Fast iteration is the greatest strategy for swiftly reaching the best outcome.

To keep the NLP-powered chatbot from going haywire, train it and offer feedback on a regular basis to improve its grasp of customer intents using real-world conversation data generated across channels. To get the most out of this virtual agent, set it up as simply as possible, with only the functions truly needed.

Tokenizing, normalising, identifying entities, dependency parsing, and generation are the five primary processes necessary for the chatbot to read, interpret, comprehend, compose, and deliver a response. The chatbot begins by dividing the text into little bits (also known as "tokens") and removing punctuation. The bot then filters out extraneous data and converts words to their "normal" form. When all of the words have been normalised, the chatbot attempts to discern what sort of entity is being discussed. The bot then categorises each word in the phrase according to its purpose, such as whether it is a noun, verb, adjective, or object. After creating a variety of replies using the data obtained in the preceding steps, the chatbot selects the most appropriate response to present to the user.

Development process for advanced chatbots also includes the following phases.

Phase 5 includes the Machine Learning Models. Machine learning is prevalent everywhere. Everything that has a large data repository is being converted into a ML system, and everything that has less data is being reorganized to gather more data for a future ML/AI roadmap. In chatbot architecture, ML, and particularly neural networks (NN)[12], can be considered as a core all-around technology that is used for both the preparation and processing of inputs as well as the generation of outputs. The main focus of

the application of ML during the chatbot's input preparation stage is on producing Words Embedding. The text processing module of current chatbots heavily relies on statistical ML techniques. Chatbots that use machine learning are much more advanced than standard chatbots. Thanks to the sophisticated use of ML techniques, such as image analysis, NLP, and text analytics, these clever bots can read concepts in a sentence, recognise objects inside of an image, and extract entities and sentiments from a given text. They are also used for pattern matching and context mapping which help in providing a more accurate result. Some of the ways ML is used is through NLP, LSTM used for input text processing, Random Forest Regression, SVM, GloVe, NLU, RNN which is generally used to analyze sequential data etc. ML is used as a predictive method to generate vector representation of words.

Phase 6 is evaluation. Chatbots are typically reviewed utilizing methods such as Human Evaluation, A/B testing, BLEU, and Usability Analysis. This evaluation is mostly used to determine the quality of the chatbot's output in comparison to human perception. Human evaluation metrics are often created for each chatbot system. A/B testing is a comparison of two variants of the same system. It is a randomized experimentation process in which two or more versions of a variable (web page, page element, etc.) are shown to different segments of website visitors simultaneously to determine which version has the greatest impact and drives business metrics. BLEU(Bilingual evaluation understudy) is a method for assessing the quality of a machine-translated text. Usability testing looks at how well people can understand and utilize a product to achieve their objectives. It also has to do with how well users are responding to the process. Practitioners employ a number of approaches to obtain this information, such as gathering input from users about a current site or ideas for a new site.

## IV.DESIGN ANALYSIS OF DIFFERENT CHATBOTS

The following chatbots DeepProbe[11], MilaBot[6], SuperAgent[10], Meena[13] and ChatGPT[30] are discussed below based on the development and design parameters detailed above.

### 1. DeepProbe

DeepProbe is a chatbot developed by researchers at the University of California, Santa Cruz, in collaboration with Facebook AI Research. It was introduced in 2017 as a tool for probing the inner workings of deep neural networks and improving our understanding of how they make decisions.

Deep neural networks are used in a wide range of applications, from image recognition and natural language processing to self-driving cars and robotics. However, these networks are often considered to be "black boxes" that are difficult to interpret, making it challenging to understand how they arrive at their decisions.

DeepProbe was designed to address this problem by allowing researchers to interact with deep neural networks through a conversational interface. The chatbot allows users to ask questions about the network's internal state, such as the activations of individual neurons or the gradient of a particular input.

One of the unique features of DeepProbe is its ability to visualize the internal state of the neural network. It can generate heat maps that show which parts of input are most important for the network's decision or display images that activate specific neurons in the network.

DeepProbe is a valuable tool for researchers who want to better understand the inner workings of deep neural networks. It can be used to explore the decision-making process of a network and to identify areas where the network may be making errors or struggling to learn.

In 2017, DeepProbe was developed. It is a closed-domain chatbot that supports the suggestion of products in advertisements. The DeepProbe system uses two sets of unique but connected datasets.

Training the query-rewriting module, which changes user input from question-form queries to standard queries, is the initial stage. To generate replies, DeepProbe employs both retrieval and generative models. Popular models used by DeepProbe to process all the data and produce results are LSTM and Seq2Seq. DeepProbe is assessed using BLEU and human evaluation.

Overall, DeepProbe is an important development in the field of artificial intelligence, as it provides a way to better understand and interpret the complex decisions made by deep neural networks. There are, however, restrictions and potential negatives to take into account, just like with any technology. When adopting a chatbot like DeepProbe, it's critical for organisations to thoroughly assess their requirements and objectives and to make sure they have the resources and knowledge necessary to maintain and develop it over time. DeepProbe has the ability to completely transform customer assistance, but it must be used carefully and wisely.

## 2. MilaBot

MilaBot is a chatbot developed by the Montreal Institute for Learning Algorithms (MILA) at the Université de Montréal in Canada. It was designed to be a conversational agent capable of answering questions about MILA and providing information about its research, publications, and events.

The bot was created using natural language processing and deep learning techniques, allowing it to understand the intent behind user queries and generate appropriate responses. It was trained on a large dataset of natural language conversations, which enabled it to learn the nuances of human language and provide human-like responses.

MilaBot can be accessed via a web interface or integrated into messaging platforms like Facebook Messenger or Slack. Users can ask questions about MILA's research, publications, events, or even ask general questions about machine learning and artificial intelligence.

One of the unique features of MilaBot is its ability to provide personalized recommendations based on a user's interests. It uses machine learning algorithms to analyze a user's previous interactions with the bot and provide suggestions for articles, research papers, and events that may be of interest.

MilaBot has been widely used by the research community and the general public alike. It has been praised for its ability to provide quick and accurate responses to user queries and for its ability to provide personalized recommendations. It has also been used as a tool for researchers to gather feedback on their work and to engage with the broader community.

Overall, MilaBot is an excellent example of how chatbots can be used to provide information and engage with the public. Its success demonstrates the potential for chatbots to be used in a wide range of applications, from customer service and support to education and research.

A conversational or educational chatbot, MilaBot is an open-domain chatbot. Since it is an open-domain chatbot, it obtains its information from a variety of sources, like Twitter, Reddit, Amazon Shopping, Wikipedia, etc. Each of the three response-generating models is used by MILABOT. It uses a hybrid model, which combines retrieval and generative models with a rule-based model like the other models do to produce output reactions using GRU layers.

In Milabot's ranking and producing modules, word embedding is frequently used. The distributional hypothesis postulates that real numbers in vector space, also referred to as word embeddings (WE) or vector representations of words, may reveal a semantic relationship between words in a given lexicon. The LSTM, Seq2Seq model is used by Milabot. A human evaluation model using a scale from 1 to 5 is used by Milabot. Additionally, it uses A/B tests to compare different dialogue management policies. Milabot makes use of the LSTM, Seq2Seq model.Milabot makes use of a human evaluation model which is on a scale of 1 - 5. It also makes use of

A/B tests for comparison between dialogue manager policies.

Customer support, language translation, and content production are just a few of the numerous potential uses for MilaBot, which has the potential to alter the way humans engage with robots. MilaBot is positioned to become a more crucial tool for companies and organisations looking to enhance their conversational capabilities as conversational AI research advances.

## 3. SuperAgent

SuperAgent is a chatbot platform developed by the Chinese technology company, Tencent. It was introduced in 2017 and has since become one of the most popular chatbot platforms in China.

SuperAgent is designed to be a versatile and flexible platform that can be used in a wide range of applications. It allows developers to create chatbots that can interact with users through messaging apps, voice assistants, and other platforms.

One of the unique features of SuperAgent is its ability to integrate with a wide range of third-party services. It can connect with e-commerce platforms, social media services, and other APIs, allowing it to provide a seamless and personalized experience for users.

SuperAgent also uses natural language processing and machine learning algorithms to understand the intent behind user queries and generate appropriate responses. It can handle a wide range of queries, from simple questions about products or services to more complex queries that require specialized knowledge.

One of the key strengths of SuperAgent is its ability to learn from user interactions and improve its performance over time. It uses machine learning algorithms to analyze user feedback and adapt its responses to improve its accuracy and relevance.

SuperAgent has been widely used in a variety of industries in China, including finance, retail, and healthcare. It has been praised for its ability to provide personalized and responsive customer service, reduce response times, and improve overall efficiency.

SuperAgent is a well-known customer service chatbot. Each e-commerce website directly collects the primary data set. Three distinct but interconnected modules that run in parallel are employed in the SuperAgent system's retrieval method. The DSSM model was used to create replies, the regression forest model was used to discover the best QA pair, and the BiCNN and MatchLSTM models were used to determine the best output. Word embedding is used as an input for ranking and generating modules. GloVe and word2vec are also LSTM. SuperAgent mentions Usability Analysis as the sole evaluation approach in a published publication.

Overall, SuperAgent is a powerful and versatile chatbot platform that has the potential to revolutionize the way businesses interact with their customers. Its ability to integrate with third-party services and adapt to user feedback make it a valuable tool for businesses looking to improve their customer service and engagement.

## 4. Meena

Meena is an open-domain chatbot developed by Google's research team that was introduced in 2020. It is considered one of the most advanced and sophisticated chatbots to date, using a neural network with 2.6 billion parameters to generate responses to user queries.

Meena was designed to be more human-like than any previous chatbot, with the aim of being able to hold more natural and engaging conversations with users. It was trained on a massive dataset of text conversations that were carefully curated to ensure that the bot learned how to handle a wide range of topics and situations.

One of the unique features of Meena is its ability to understand the context and generate responses that are appropriate for the current conversation. For example, if a user mentions that they are feeling sad, Meena will respond with empathy and offer words of comfort.

Meena also uses a new technique called Sensibleness and Specificity Average (SSA) to evaluate the quality

of its responses. SSA is a metric that measures how well a chatbot understands the context of a conversation and generates responses that are both specific and sensible. Meena's SSA score of 79% is significantly higher than any previous chatbot and is approaching the level of human-like conversation.

Meena is still being developed and improved by Google's research team, and it has the potential to be used in a wide range of applications. For example, it could be used in customer service and support to provide personalized assistance to users or in education to help students learn new concepts and ideas.

Overall, Meena is a significant step forward in the development of chatbots and artificial intelligence. Its advanced capabilities and ability to understand the context and generate human-like responses demonstrate the potential for chatbots to be used in a wide range of applications and to revolutionize the way we interact with machines.

Meena is another well-known talking Chatbot. In nature, it is a multi-turn open domain. Meena was trained from start to finish using data gathered and filtered from public-domain social media chats. It generates responses using a generative technique. NLU is used by Meena. It is built with an Evolved Transformer and a Seq2Seq Architecture. It employs perplexity, which is merely a statistical model for evaluating language models based on intrinsic properties.

Meena is poised to become an increasingly significant tool for companies and organisations looking to enhance their customer service, language translation, and other conversational applications as conversational AI research advances.

## 5. ChatGPT

A huge language model called ChatGPT was created by the artificial intelligence research facility OpenAI. It was trained using a sizable dataset of online text and is built on the GPT (Generative Pre-trained Transformer) architecture.

As a language model, ChatGPT is designed to generate human-like responses to user queries. It is capable of understanding natural language and can generate appropriate responses to a wide range of questions and topics. This makes it a powerful tool for conversational AI and customer service applications.

ChatGPT has been trained on a vast amount of data, including books, articles, and web pages. This allows it to generate responses that are not only accurate but also relevant and informative. It is also able to understand the context and can generate responses that take into account previous parts of the conversation.

One of the key features of ChatGPT is its ability to continue learning and improving over time. As it interacts with users and receives feedback, it can adapt its responses and improve its accuracy and relevance. ChatGPT has been used in a wide range of applications, including customer service, personal assistants, and educational tools. It has also been used to generate creative writing, such as poetry and short stories.

However, while ChatGPT is a powerful tool for conversational AI, it is not without its limitations. Its responses can sometimes be nonsensical or irrelevant, and it is not always able to provide accurate information. It is also important to note that as with any AI model, ChatGPT is only as unbiased and fair as the data it has been trained on.

Overall, ChatGPT is a valuable tool for conversational AI and natural language processing. Its ability to generate accurate and relevant responses has the potential to improve customer service and engagement, and its continued learning capabilities make it a promising tool for future AI applications.

ChatGPT is now one of the most extensively used and popular Chatbots in the world. It is a general-purpose chatbot capable of engaging in any type of discussion with the user. ChatGPT was trained on a massive quantity of data, which included books, journals, and online pages. It generates responses using a generative technique. ChatGPT distinguishes between AI-

written text and human-written text using OpenAI's proprietary text classifier. It was taught using Reinforcement Learning from Human Feedback (RLHF), and then it was fine-tuned using Proximal Policy Optimisation. Pytorch, CUDA, and Hugging face are also used.

To sum up, ChatGPT is an advanced language model built on the GPT-3.5 architecture that can produce responses that are human-like to a variety of inquiries and prompts.

## V. CONCLUSION

Our technological world strives to employ equipment with the least amount of human involvement possible. On messaging apps, chatbots may connect with a large audience and are more efficient than humans. They might also become an effective method for acquiring information over time. They significantly reduce operating costs for customer service departments. As AI and machine learning advance, it may become impossible for someone to distinguish between a chatbot and a live agent. We believe that this study offers important details on the fundamentals of chatbots. Users and developers can better understand chatbots and be able to use and build them for the purposes for which they were intended. Further work of this research would be exploring in detail existing chatbot platforms and comparing them. Examining the level of creativity and functionality of existing chatbots would also be intriguing. Although people can mistake talking to chatbots for talking to real people, several ethical concerns relating to chatbots, such as abuse and fraud, may be worthwhile to research.

In conclusion, chatbot development is a rapidly growing field that is increasingly being embraced by businesses and organizations around the world. Chatbots can help companies improve their customer service, increase engagement, and reduce costs. Through the use of natural language processing, dialogue management, recommendation models, sentiment analysis, and knowledge graphs, chatbots can provide personalized and effective interactions with users. However, it is important to note that chatbot development is still a relatively new technology and there are still many challenges that need to be overcome, such as ensuring privacy and security, handling complex user queries, and maintaining accuracy and reliability. With continued research and development, chatbots have the potential to revolutionize the way we interact with technology and each other.

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