



## **Chatbot - A Virtual Interactive Assistant in community learning**

### **Preface**

The project was created with the intention of investigating the possibility of using the Artificial Intelligent techniques applied to the chatbots to use them supporting tutors in teaching activities in on-line community learning.

### **About the author**

I'm a scientist in information and communication technology.

Actually I'm organizing the ICT Structure of Faculty of Political Science in the University of Milan and contemporary I attempting a University Master in Methodology for creation and management of E-learning environments.

Prior to working for this structures, I worked in Sun Microsystems, Italy.

There, I was a system engineer, dealing with engineering of platform Sun and practices of Customer and Relationship Management (CRM).

The previous work was in HSO Solutions – Amsterdam, dealing with customization of DataBase and ERP Platform BAAN.

During the University studies in Scienze of Information – Pisa, I worked in an Artificial Intelligence project for the addom pain analysis, and in some other project for distributing computing.

## **PROJECT**

### **What is a Chatbot?**

A chatbot is a software agent able to dialogue with human through Internet.

It is a son of first attempt of Artificial Intelligence to create a small machine with a something of human behaviour, and now used in the Internet world and community to attracting people and to help them in somewhat as automatic answering to Frequently Asked Questions or other Customer Care items. It could be defined as Virtual Interactive Assistant in on-line communities.



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### How does it work ?

It works through an engine that deal with a Knowledge Base constructed in AIML (the Artificial Intelligence Markup Language), the associated WebServer, the Application Server, the DataBase Server and the Web Engine Interface.

### In which areas is it used up to now ?

Support in CRM areas  
Support in teaching and especially tutoring areas  
Support in entertainment areas  
Support in Customer Care areas

### The idea of the project

Taking advantage of chatbot's support in on-line activities, the idea of the project was to use this feature as support of human assistant teaching and tutoring in on-line communities.

### The project

The project consist of integration of an open source e-learning platform with a chatbot, to help the tutor of on-line teaching in its work.

The platform choosen is Claroline, and the chatbot constructed is a customization of A.L.I.C.E Bot.

### What are the issues?

The chatbots have not a soul and they don't offer you a coffee in the morning!

Up to now they have an intelligence not bigger than the insects.

So, the very intelligence is the botmaster constructing a Knowledge Base that could satisfy the requests of the clients

### Themes of discussion

I would like to deep chatbot location/context aware, and discuss the possibility to track the community chatbot activities to add a usefull feature and tool in communities learning

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