



(12) **United States Patent**
Capper et al.

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(54) **CHATBOTS**

(56) **References Cited**

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OTHER PUBLICATIONS

This patent is subject to a terminal disclaimer.

Accessing an Information System by Chatting Bayan Abu Shawar and Eric Atwell School of Computing, University of Leeds, LS2 9JT, Leeds, UK {bshawar, eric}@comp.leeds.ac.uk http://www.comp.leeds.ac.uk/eric/demo.html.*

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(65) **Prior Publication Data**

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(57) **ABSTRACT**

(51) **Int. Cl.**

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In one aspect, the invention concerns a method of operating a chatbot to engage in a conversation with a correspondent the method comprises building a profile having plural profile variables for the correspondent; and during the conversation with the correspondent; selecting a node in the conversation data structure for processing based on the one or more profile variables, and processing the node to follow a conversation path based on the node's coded instructions and/or relationship with other nodes. In another aspect, the method comprises the steps of attempting to match the conversation data structure of the chatbot; if a matched node is found, selecting the matched node for processing; but if a matched node is not found, selecting a node for processing using a fuzzy search, or using a default procedure.

(52) **U.S. Cl.**

CPC **H04L 51/02** (2013.01); **G06N 3/004** (2013.01); **G06N 5/02** (2013.01); **G06N 5/04** (2013.01); **G06N 99/005** (2013.01)

(58) **Field of Classification Search**

None
See application file for complete search history.

20 Claims, 20 Drawing Sheets

