# Chatbot

**For Prelims:** Chatbot, Artificial Intelligence, Natural Language Processing.

**For Mains:** Ethical Issues Involved with Artificial Intelligence.

## Why in News?

Microsoft's new version of **Bing search engine** includes a chatbot that **can answer questions in clear language**. However, some of the answers **generated by the chatbot have been inaccurate, misleading, or bizarre.**

- This has led to concerns that the chatbot has **become sentient** or aware of the world around it.

## What is a Chatbot?

- Chatbots are **computer programs designed to simulate conversation** with human users, usually through **text-based interfaces** like messaging apps or websites.
- They use natural language processing (NLP) and **machine learning algorithms** to understand and respond to user input in a way that mimics human conversation.
- They are used in a **variety of industries, including retail, healthcare, finance, and entertainment,** to improve customer service and automate repetitive tasks.

## How Artificial Intelligence Based Chatbots Process Information?

- Some chatbots are powered by a kind of artificial intelligence **called a neural network.**
- A **neural network is a type of machine learning algorithm** that uses mathematical models inspired by the structure and function of the human brain.
  - It consists of **interconnected nodes, or artificial neurons,** that process information and learn to recognize patterns in data through repeated exposure.
  - As the neural network analyses large amounts of data, **it can adjust its parameters to improve its accuracy** in predicting outcomes or classifying objects.
- Researchers started building neural networks called **large language models** that learn from **massive amounts of digital text, such as books, online articles, and chat logs. Example: Microsoft's Copilot and** Open AI's Chatgpt.

## What are the Issues Associated with Chatbots?

- **Inaccuracy:** Chatbots may provide inaccurate or incomplete information if they don't understand the user's intent or the context of their question. This can lead to **frustration and a poor user experience.**
- **Security and Privacy Concerns:** Chatbots may collect sensitive information from users, such as personal details or credit card information, which can be **vulnerable to data breaches or other security threats.**
- **Ethical Considerations:** Chatbots can perpetuate bias or discrimination if they are not designed

with inclusivity and diversity in mind.

- Additionally, there are **concerns around the use of chatbots in fields such as healthcare,** where incorrect or misleading information could have serious consequences for patients.

## Way Forward

- **Ethics and Inclusivity:** Chatbots should be designed with ethical considerations **in mind,** to ensure that they do not perpetuate bias or discrimination.
  - Additionally, chatbots should be designed to **be inclusive of all users, regardless of their background or abilities.**
- **Collaboration:** Collaboration between **humans and chatbots can help to improve the accuracy and effectiveness of chatbot responses,** while also providing a more human-like experience for users.

### UPSC Civil Services Examination, Previous Year Question (PYQ)

**Q1. With the present state of development, Artificial Intelligence can effectively do which of the following? (2020)**

1. Bring down electricity consumption in industrial units
2. Create meaningful short stories and songs
3. Disease diagnosis
4. Text-to-Speech Conversion
5. Wireless transmission of electrical energy

Select the correct answer using the code given below:

**(a)** 1, 2, 3 and 5 only
**(b)** 1, 3 and 4 only
**(c)** 2, 4 and 5 only
**(d)** 1, 2, 3, 4 and 5

**Ans: (b)**

Source: IE

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