How Does Conversational AI Work?

The combination of Natural Language Processing (NLP) and Machine Learning (ML) techniques provide a human-like customer experience.

1

Speech Recognition

When a user interacts with a conversational AI system using voice input, the system first employs speech recognition algorithms to convert the spoken words into text.

Natural Language Understanding (NLU)

2

Next, the system utilizes NLU techniques to comprehend the meaning of the user's input. It analyzes the text, identifies intents, entities, and context, and determines the appropriate response.

3

Dialogue Management

The conversational AI system then employs dialogue management to generate a suitable response. This involves selecting the most relevant information, formulating a coherent response, and considering the conversational context.

Natural Language Generation (NLG)

4

NLG comes into play to transform the system's response into natural, human-like language. It generates a text or speech-based output that can effectively communicate with the user.

5

Machine Learning (ML)

Conversational AI systems often employ ML algorithms to continuously improve their performance. They learn from user interactions, adapt to user preferences, and become more accurate and personalized over time.