REFERENCES

Lei Cui, Shaohan Huang, Furu Wei, Chuanqi Tan, Chaoqun Duan, and Ming Zhou (2017) SuperAgent: A Customer Service Chatbot for E-commerce Websites.

Francesco Colace, Massimo De Santo, Marco Lombardi, Francesco Pascale, and Antonio Pietrosanto (2018) Chatbot for E-Learning: A Case of Study Bayan Abu Shawar and Eric Atwell (2007) Different measurements metrics to evaluate a chatbot system.

Siddharth Gupta, Deep Borkar, Chevelyn De Mello, Saurabh Patil (2015) An E-Commerce Website based Chatbot.

Eleni Adamopoulou and Lefteris Moussiades (2020) An Overview of Chatbot Technology.

Cahn, J. (2017). CHATBOT: Architecture, design, & development. University of Pennsylvania School of Engineering and Applied Science Department of Computer and Information Science.