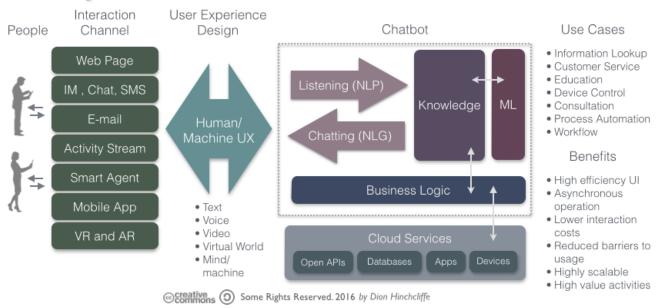
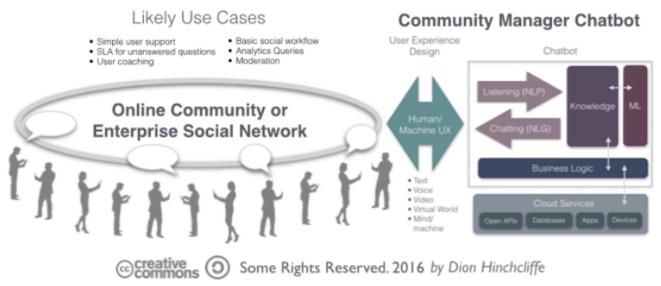
### **Chatbots**

There are two different human races on earth at the moment: one is familiar with mobile devices and the other one is familiar with that. The second human race who is familiar with mobile devices tends to solve everything by themselves without any engagement, because there are lots of good helping tool for them such as Al and chatbots. Below diagram from Dion Hincliffe shows the concept of Chatbots based on Al.

### Anatomy of a ChatBot: How Conversational UXs Provide Value

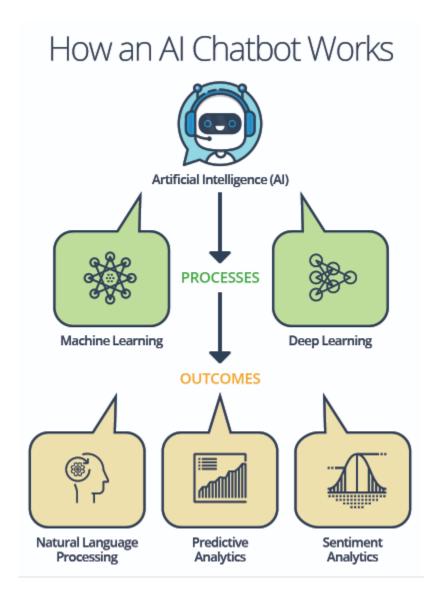


## **How Chatbots Could Help Community Managers**



https://dionhinchcliffe.com/2016/04/13/how-chatbots-and-artificial-intelligence-are-evolving-the-digitalsocial-experience/life.com/2016/04/13/how-chatbots-and-artificial-intelligence-are-evolving-the-digitalsocial-experience/life.com/2016/04/13/how-chatbots-and-artificial-intelligence-are-evolving-the-digitalsocial-experience/life.

As of Nov 2018, we can see lots of AI speakers around ourselves, it will help people who is not familiar with mobile devices as well.



Below shows the history of Chatbots

# THE HISTORY OF Chatbots

## 1966

### ELIZA

Created at MIT by Joseph Weizenbaum, the program sought to parody a psychotherapist interviewing a patient. It passed a Turing test, meaning that it fooled humans into thinking they were conversing with a person. The project is named after the fictional character Eliza Doolittle.

### **JABBERWACKY**

British programmer Rollo Carpenter created the first incarnation of this chatbot with a goal of creating artificial intelligence that could pass the Turing test.

### PARRY

Written by psychiatrist Kenneth Colby, this chatbot was intended to converse like a paranoid schizophrenic. Its underlying approach was more sophisticated than Eliza's.

### DR. SBAITSO

An Al speech synthesis program that conversed with the user like a psychologist, often asking "Why do you feel that way?"

In 1991, the first Loebner Prize competition, which awards prizes to the most human-like programs, is held. The competition uses a standard Turing test to rank entries.

## 1995

### A.L.I.C.E.

(Artificial Linguistic Internet Computer Entity): Created by artificial intelligence pioneer Richard Wallace, this chatbot inspired Spike Jonze's 2013 film Her about a man who falls in love with a chatbot.



### **SMARTERCHILD**

This chatbot was highly successful on global instant messaging and SMS platforms and was first launched on AOL Instant Messenger.

### **IBM WATSON**

This question-answering computer program was conceived to be able to compete against human champions on the television game show





2010

### SIRI

Apple launched the first intelligent personal assistant that talks to users who pose voice queries using natural language processing. Siri was subsequently followed by assistants from Google, Microsoft, and Amazon.

Jeopardy! using natural language. It has since become the core of a system that helps doctors diagnose lung cancer.

## 2016

## BOTS FOR MESSENGER



Facebook Messenger has become the biggest platform for chatbots. Since launching in 2016, it now hosts more than 100,000 chatbots. By September 2017, platform had more than 1.3 billion monthly users.

## 2017

### WOEBOT

Therapy chatbot debuts. While not intended to replace in-person counseling, Woebot was shown in studies to achieve a significant reduction in depression among users.

### Other InsurTech Solutions

- Chatbots
- Customer Relationship Management
- Insurance Data/Intelligence
- Insurance Infrastructure/Backend
- Insurance User Acquisition
- Robotic and Cognitive Automation (a.k.a. RPA)