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(57) Abstract :

The present disclosure relates generally to the field of conversational agents or chatbots, and more specifically to a system (100) and method (200) for personalizing chatbot responses based on user characteristics, using a relevance scoring unit (114) for automatic statement scoring and a response prediction unit (116) for selecting the best chatbot response. The system (100) includes the relevance scoring unit (114) uses machine learning techniques to automatically score the relevance of potential chatbot responses based on user characteristics such as demographic information, user preferences, and user behavior. Furthermore, the response prediction unit (116) uses neural networks to predict the best chatbot response based on user input and historical data. Therefore, the system (100) and method (200) can improve the overall user experience and enhance the effectiveness of chatbots in multiple applications.

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