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AN OVERVIEW OF SOFTWARE FOR ANALYZING USER REQUESTS

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The technologies of the modern world are developing rapidly and new trends and ideas appear every day, many of which have the ability to influence the IT industry. Until recently, applications or computer programs were popular, and today the leadership is occupied by chat-bots, which have great prospects in various areas of our lives

The social network Telegram is a pioneer in introducing the development of chatbots into special applications and programs. A user on the Telegram network using a chatbot can exchange messages for free using a Wi-Fi or mobile Internet connection (if the tariff plan is sufficient). A chatbot is a separate account in Telegram Messenger that independently responds to user messages based on a created script.

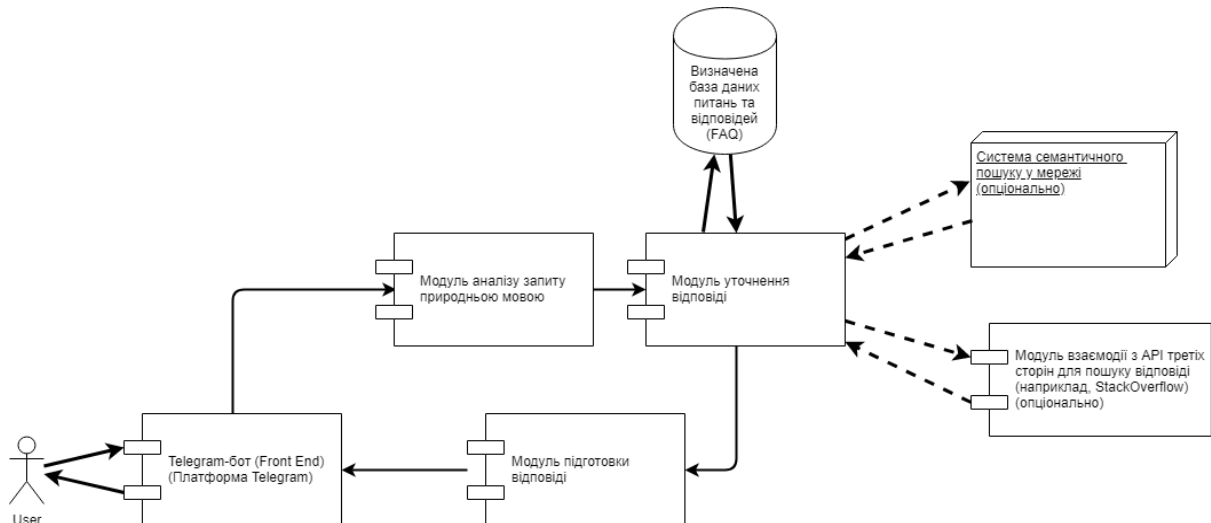


Figure 1-Architecture of the developed system

By comparing existing analogues of chat-bots as a search engine, analyzing technologies and environment for software development of software development of a chat-bot is based system, the architecture of the information system was developed, which is presented in figure 1.

The structural modules of the software application of the simplified structural scheme are: Telegram bot, request analysis module, response selection module, data sources, response preparation module.

Let's consider each of the modules:

1. The Telegram-bot module is the Front End of the platform. The bot is located on the Telegram platform and is the point of interaction between the user and the system. The answer is received within the same chat.

2. Request analysis module. This is an intermediate module. In this module, the question is processed and keywords are selected from it.

3. Answer selection module. The module interacts with data sources in order to find an answer to the question posed by the user;

4. Data sources. This module can be considered a separate system that can be used to find answers. The main component of the module is a database of frequently asked questions and their answers. Answers can be prepared: by the system automatically, by a person manually, using optional sources,

5. Preparation of the answer. The module visually formats the answer, applying certain formatting functions, separating the text part into separate paragraphs; links that can be used to get a broader answer, individual pieces of code.

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