

## **APPLICATION AND CHARACTERISTICS OF CHAT-BOTS**

Nowadays, everybody surfs the Internet spending all his free time. Most users communicate with friends and relatives via the messenger. WhatsApp, Facebook, Telegram have been known for a long time among the society. Users install so many apps, so there no free space left on their smartphones. Such conditions cause discomfort when using gadgets. Today, computer technologies can replace all the apps by a single program.

Developers implemented this technology via chat bots. Chat-bot is a program, which performs different tasks to help or provide information. Messaging platform helps to use such chat-bots, as Facebook, WhatsApp, Telegram or Viber Messengers. This technology makes it possible to communicate in messenger, to plan the way to the destination, or to pay for the trip. Also, it gives an ability to order food delivery, or to get the information about the weather and latest news.

Chat-bots are a breakthrough in the business, it helps to reduce technical support costs. Bots can help with user communications, acceptance of applications, providing advice, without using additional production resources. Chat-bots can process requests from all the users simultaneously.

In addition, chat-bots can be used for domestic purposes. Users can easily compose a list of days, put reminders, book tickets, pay for a particular service or make a newsletter. At the same time, it is not necessary to create a personal bot, it is possible to use ready-made ones that are in public access. It is convenient for a user to ask a virtual assistant a question and at the same time to get an answer. It does not take much time to search the necessary information on the Internet, the search for different sites, and the artificial intelligence of the Chat-bot do it. People can be aware of the events without making any effort.

The technology of bots is based on an artificial intelligence, where algorithms allow you to design a system so that it can completely replace the activities of people and do not need maintenance.

At this time, in the modern world, there are several chats-bots with such functionality:

- bot a middleman;
- bot with artificial intelligence;
- bot for entertainment;
- bot for business.

Bots are basically written in C #, Java, Python and other languages. Then the program is compiled in such a way that it is added to the messenger and is loaded into the cloud storage. There is no need to buy a place on an international server to maintain the helper, this is provided by the developers of messengers who are interested in the development of their projects.

For today, this technology is only evolving, but despite this, it is widely used. It is possible that in the future chat-bots will become popular companions of users.

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