

Emotional Tone Analysis to Recommend Songs using a Chatbot

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Abstract: *The purpose of chatbots is to assist and scale company personnel in their interactions with customers. It might be used in any major chat app, such as Messenger, Facebook, Slack, Telegram, WhatsApp, and so on. By streamlining interactions between people and services, chatbot applications increase customer experience. By reducing traditional customer service expenses, they provide business with new approaches to boost customer engagement and operational effectiveness. When powerful techniques such as AI and ML are applied to these chatbots, they become complete conversational experts without the need for a human to mimic people. It is not necessary for a chatbot to be used only for business purposes it can also be used to increase user interaction and to understand the user. This project aims to create a Chatbot that recommends songs based on the tone of the user's conversation with the chatbot by merging numerous services and open-source resources.*

Keywords: Machine learning, Classification, Support Vector Classifier, Recurrent Neural Networks, Natural Language Processing, Emotional Tone Analyzer, API, Chatbot, JSON

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