

FitGenius Hub: Crafting a Holistic Fitness Experience for a Healthier Tomorrow

Shiv Chauhan¹, Karanpreet Singh², Utkarsh Tripathi³, Navkaran Singh⁴, Chetan Sharma⁵

¹Third Year UG Student, UIE, Chandigarh University, Punjab, India

²Third Year UG Student, UIE, Chandigarh University, Punjab, India

³Third Year UG Student, UIE, Chandigarh University, Punjab, India

⁴Third Year UG Student, UIE, Chandigarh University, Punjab, India

⁵Third Year UG Student, UIE, Chandigarh University, Punjab, India

Abstract - This research paper reviews a comprehensive fitness website aiming to support users in achieving their fitness goals and sustaining a healthy lifestyle. The website offers features such as educational fitness blogs, an interactive fitness chatbot, and customized nutrition plans. Through an extensive literature review on AI chatbots in healthcare and fitness, common limitations are identified, leading to the proposal of a novel solution—a website built using HTML, CSS, and JavaScript. The proposed website addresses existing shortcomings by providing tailored nutrition plans, interactive chatbot support, informative workout blogs, and user feedback mechanisms. Future scope includes personalized training plans, live consultations with fitness experts, multilingual support, and integration with voice assistants. By leveraging these strategies, the project aims to empower users to achieve their fitness goals effectively while positioning itself as a leading resource in the fitness and health industry.

Key Words: fitness website, digital platforms, chatbot, virtual fitness support, machine learning, AI health applications.

1. INTRODUCTION

The way that technology is incorporated into different aspects of daily life has changed the landscape of fitness and health in recent years. People today have unparalleled access to tools and support networks that help them in their quest for a better lifestyle thanks to the growth of digital platforms. Creating extensive fitness websites that act as virtual hubs for people looking for advice, inspiration, and information on their fitness journeys is one way that this trend is manifesting itself.

This essay reviews a fitness website's features and design intending to provide customers with a comprehensive approach to wellness. The website consists of three main components: a library of educational fitness blogs, an interactive fitness chatbot, and customized nutrition plans. The website hopes to give users a comprehensive arsenal to support their fitness objectives and encourage a sustained lifestyle shift by integrating these components.

The customized nutrition plans that are available on the internet are centered around the needs and objectives of each user. These programs offer calorie tracking, nutritional counseling, and personalized meal choices based on user input and algorithms. Through addressing this important topic of nutrition, the website hopes to provide visitors with the information and tools they need to continue eating a balanced diet that supports their fitness goals. These nutrition plans are made to be inclusive and successful for a wide range of users by accommodating different dietary preferences and limits.

The website offers individualized workout suggestions and nutrition regimens, as well as an interactive fitness chatbot that engages users in real-time chats. With the use of machine learning and natural language processing, the chatbot provides personalized training plans, exercise demos, and encouragement. The chatbot is designed to mimic the experience of working with a personal trainer by providing users with assistance and encouragement at their convenience using a conversational interface. This interactive feature improves accessibility and user engagement by offering a dynamic platform where people can get individualized fitness advice and support whenever and wherever they choose.

2. LITERATURE REVIEW

The study by Juanan Pereira et al. emphasizes successes like figuring out which major health domains chatbots target and stressing the value of human competencies like effect. It does, however, highlight certain shortcomings, such as the requirement for improved case-study reporting procedures and a more thorough examination of the sociological ramifications of chatbot use in the healthcare industry.

The document created by Nirmalie Wiratunga et al. highlights achievements like the creation of "Fit-Chat," an artificial intelligence chatbot that uses speech recognition to promote physical activity among senior citizens via co-creation workshops and Think Aloud sessions. Positive comments about how effective the chatbot is are also made public. Limitations that raise concerns about

representativeness and potential challenges in implementing voice-based conversational treatments for behavior change include the lack of participant details, the diversity of participant demographics, and the discussion of long-term efficacy.

The study by Amanda L. Zaleski et al. lists the advantages and disadvantages of AI-generated exercise recommendations. Although it lacks crucial components like frequency and intensity, it shows a high degree of accuracy and moderate comprehensiveness when compared to gold-standard guidelines. Moreover, the content's college-level complexity makes it difficult for those with low health literacy to access, which may worsen healthcare disparities. Continuous evaluation is necessary to address recommendation biases and discrimination, emphasizing the need for healthcare practitioners to be supervised and to rely with caution.

The work by Sai Rugved Lola et al. describes a chatbot for fitness management that is powered by IBM Watson, with a focus on features like personalized and proactive support. It discusses the issues facing the fitness sector as well as the technical difficulties in implementing chatbots, such as intent classification and algorithmic processes. It does, however, fall short in its analysis of the user experience and ethical implications, which leaves room for more investigation in follow-up studies on the effects of chatbot technology.

In a study that looked at the effectiveness of a machine learning-based physical activity chatbot in motivating people to be more active, Queng G To et al. did an excellent job demonstrating significant increases in daily step counts and overall physical activity. But due to technical issues brought on by a modification in Facebook policy, the chatbot's functionality was limited, underscoring the need for substitute platforms. Notwithstanding the promising results of the study, limitations like a non-representative sample and the absence of a control group highlight the need for additional research to confirm efficacy and explore wider population applicability.

According to research by Dillys Larbi et al., Norwegians would prefer it if a chatbot was integrated with activity monitors on social media platforms in order to promote physical activity. It highlights the level of interest users have in things like weekly step targets and daily communication. The research has certain limitations, though, including its narrow focus on Norwegian adults and potential biases resulting from using an online survey. Nonetheless, it highlights how important user participation is to developing effective digital health interventions.

Coach-AI is a text-based chatbot that assists doctors in treating patients and supports health coaches. Ahmed Fadhil presented a report outlining the chatbot's accomplishments. It effectively addresses the need to

reduce medical staff workloads while providing patients with 24-hour care by emphasizing the platform's ability to track patient conditions, provide insights, and recommend the best course of action. However, there are a number of shortcomings, including the preliminary nature of the evaluation and the need for further validation through extensive testing with real customers. Still, it does show how chatbots could improve healthcare prevention and help physicians treat patients with excellence.

In Daniele Giansanti's paper, chatbots in the healthcare sector are thoroughly examined, with a focus on their creation, applications, and outcomes. The analysis of chatbots' historical development and their various applications in healthcare, including telemedicine and patient support, is done quite well. Among its shortcomings are the potential biases in the systematic review analysis and the lack of a comprehensive investigation of specific chatbot implementations. Nonetheless, it underscores the significance of interdisciplinary teams collaborating and the responsible application of chatbot technology in the healthcare sector.

A scoping study by Xue et al. assesses chatbots related to health in detail in order to enhance their design and promote changes in behavior and health. It locates and evaluates 36 chatbots with success, revealing a variety of characteristics and communication philosophies. However, there are a number of negatives, including a lack of uniform assessment criteria and erratic user sentiment in in-app ratings. Nonetheless, the research highlights the significance of user-centered design and comprehensive testing in maximizing the potential of chatbots to promote health.

The paper "Perceptions and Opinions of Patients About Mental Health Chatbots: Scoping Review" by Alaa A. Abd-Alrazaq et al. offers a comprehensive assessment of patients' opinions and views on these chatbots. Scoping review conducted in accordance with PRISMA guidelines yielded ten major topics through the application of theme analysis. Overall, patients had positive things to say about the usability, acceptability, and ease of use of chatbots for mental health. In order to improve chatbots' effectiveness and acceptance in the treatment of mental health issues, more research is required to tackle important issues like language competency and user input responsiveness.

The scoping review by Roupeng An et al. assesses the efficacy of AI techniques in physical activity (PA) treatments by demonstrating their ability to predict outcomes and identify patterns in PA behavior. AI models outperform traditional statistical methods, and the use of DL and RL is growing. Two of the six primary areas where AI in PA treatments is anticipated to be implemented in the future are personalized recommendations and injury prevention. The review demonstrates how different AI applications in PA

interventions have the potential to change interventions and enhance well-being through classification.

The potential of chatbots as a cutting-edge user interface for youth health information is discussed by Marita Bjaaland Skjuve et al. It highlights how trustworthy, confidential, and anonymous mental health care can be obtained through chatbots. However, it also discusses disadvantages such as issues with technology, ethical quandaries, and the need for consistent user participation.

The work of Nivedita Bhirud et al. provides a comprehensive analysis of chatbots in the healthcare sector, emphasizing the potential benefits of machine learning (ML), natural language generation (NLG), and natural language understanding (NLU) for enhancing communication. Among the achievements are in-depth understandings of NLU, NLG, and machine learning algorithms. Nevertheless, the paper lacks examples of real-world implementation. Furthermore, there's not much talk about the ethical ramifications of using chatbots in medical settings.

The study by Mladen Jovanovic et al. discusses the increasing role chatbots are playing in the provision of healthcare services, focusing on features and aspects of design that are relevant to their application. Not only have conversational style analysis, user comprehension, accountability, and healthcare supply been identified, but also diagnosis, prevention, and therapy archetypes have been identified. Some of the constraints include the lack of social and emotional intelligence, the opaqueness of data collection, and the need for improved error recovery methods.

The HOLMeS system, which uses chatbots for eHealth applications, is covered by Flora Amato et al. Achievements include evaluating illness preventive pathways through machine learning and leveraging chatbots to mimic human interaction for medical suggestions. The necessity for more advancements in human-like behaviors and interaction paradigms is one of the limitations. Overall, HOLMeS has the potential to automate healthcare, but it still has to be improved for the best possible user experience.

The paper by Lea Reis et al. highlights 14 application scenarios for chatbots in healthcare and discusses their implementation from the perspectives of physicians and patients. It adds by fusing the two points of view, offering novel concepts, and highlighting challenges and barriers particular to the field. Yet, the study makes no mention of the technical difficulties associated with deploying chatbots in medical environments.

Kowatsch et al. present a study that supports the use of text-based healthcare chatbots (THCB) as an intervention for paediatric obesity. Positive subjective enjoyment, strong attachment bonds, high intervention adherence, and scalability are examples of successes. Additional

comparisons with control groups and medical outcome assessment are necessary, which is one of the limitations. The scoping review by Abd-Alrazaq et al. provides a comprehensive overview of chatbots used in mental health, identifying 41 different chatbots and their salient features. It highlights the promise of chatbots for screening, training, and rehabilitation while bringing attention to the fact that research in this field is still in its early stages. The lack of studies that are randomized controlled and the anomalies in the shortcomings include, however, outcome measures and reporting. Reporting criteria and standardizing metrics should be the main topics of future research.

A study by Jahanvi Gupta et al. discusses the development of Florence, a health chatbot that makes use of the RASA framework to offer nutritional breakdowns and predict illnesses based on user symptoms. Among the successes are precise food analyses and sickness forecasting. However, limitations may include the need for ongoing adjustments to incorporate new conditions and symptoms as well as potential challenges with accurately diagnosing complex or rare conditions.

In the Holmes W. et al. study, the usability of the WeightMentor healthcare chatbot was assessed using traditional usability criteria. Achievements include strong questionnaire correlations, high usability scores, and quick user competency. The study suggests that additional participants are needed to identify usability issues, raising doubts about the applicability of conventional usability measurements for chatbots. The study also highlights the potential limitations of using traditional usability tests for chatbots.

The article by Joshua Au Yeung et al. compares the capabilities of ChatGPT and Foresight models to explore the possible applications of large language models (LLMs) in the healthcare industry. It draws attention to the successes LLMs have had in responding to medical questions, but it also draws attention to some of their drawbacks, including associations, biases, and the possibility of producing outputs that are dishonest or factually inaccurate. The study emphasizes how domain-specific training data and professional doctors' fine-tuning are essential for ensuring the safe and responsible deployment of AI chatbots in the healthcare industry.

The construction of a theory on trust in health chatbots through a qualitative method is covered in the work by Weiyu Wang et al. It pinpoints elements like perceived performance and privacy problems that have an impact on trust. For interviews, Keeney's Value-Focused Thinking method is employed. The study intends to add to the body of knowledge on AI trust as well as offer practical insights for practitioners. Among the limitations are the dearth of actual data and the requirement for additional validation.

The article by Soufyane Ayanouz et al. addresses the use of NLP and machine learning to create intelligent chatbot

architecture for healthcare support. It draws attention to the advancements made in chatbot development by cutting-edge AI technology, like enhanced natural language generation and understanding. It also lists several drawbacks, such as responses that must adhere to strict rules, grammatical mistakes, and difficulties interpreting subtleties in natural language.

An overview of chatbot creation and integration technologies, such as AIML, ChatScript, heuristic techniques, and online platforms, is given in the document by Aarash Trivedi et al. It emphasizes how chatbots may improve customer service and advance business. It is deficient in real-world implementation examples and comprehensive technical information, nevertheless. The significance of integrating chatbots through third-party services, manual integration, or APIs is emphasized in the study.

A technique for creating chatbots automatically from website content is presented in the study by Pietro Chitto et al., allowing for conversational web browsing. It presents a prototype implementation, an annotation format, and a conceptual vocabulary. While there have been advancements in enabling chatbot generation from web pages, there are still drawbacks, such as the requirement for manual annotations and page-by-page training.

The application of chatbots in home automation, health, and public administration is examined in the paper by Stefano Valtolina et al. It draws attention to the benefits of chatbots, including their affordability, personalization, and ease of use. It also discusses challenges, such as the requirement for enhanced artificial intelligence and user reluctance. The study shows how a chatbot for public administration may be successfully implemented and how this can improve user experience.

The essay by Darius Zumstien and colleagues discusses the introduction of chatbots and their benefits, drawbacks, and technological functionality. A presentation of research on the use of chatbots in public transportation emphasizes the potential for personalized services and positive customer feedback. It also highlights shortcomings, such as concerns about data privacy and user adaptability. The report makes recommendations for fresh chances to engage in cross-selling in public transportation.

3. Proposed Solution

We were able to identify the issues that were shared by the numerous solutions that have been put forth up to this point by examining the numerous information sources and literature. In an attempt to address every potential objective and create the perfect project with all the necessary features, we have put forth a design in an effort to address the issues we have encountered thus far.

We have proposed a website using HTML, CSS, and Javascript that offers a comprehensive solution to the given problem statement. Among its many functionalities are diet plans, exercise blogs, user chatbot support, and more.

Now we will be discussing the various functionalities we have built into our project

Basic overview of the project Home Section:

Since it receives the most views and encourages user interaction, the home section of a website is the most important part of the whole thing. We have constructed a number of sections for the home page, including a navigation bar, hero section, about section, blogs about exercise, nutrition plans, integrated chatbot, and contacts section at the end.

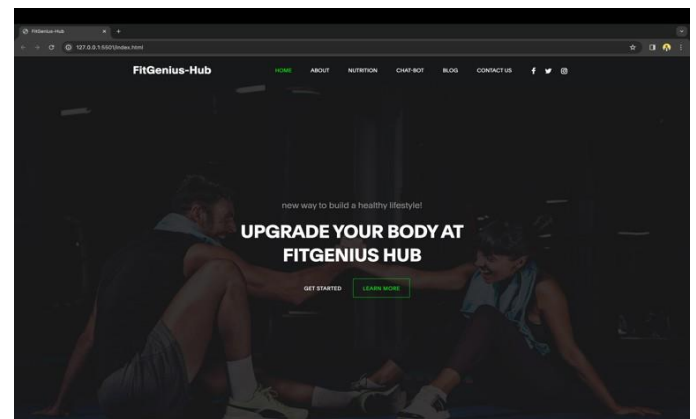


Figure 1. Home Section

Our website satisfies the current requirements for websites, such as responsiveness. Because it adapts its structure to the device being used to view it, the website is extremely responsive.

About Section:

This part offers some fundamental details about the company, as the name would imply. Also included in this section are the trainers' information cards.

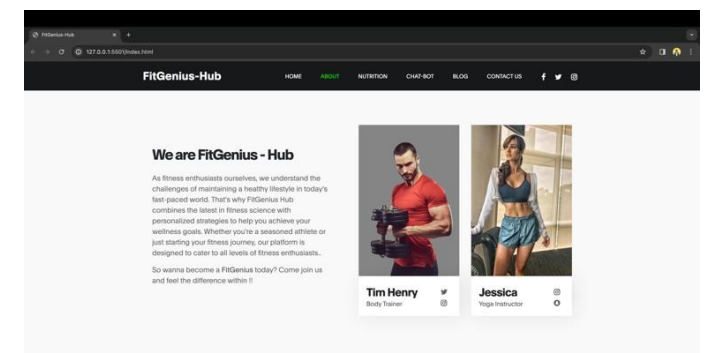


Figure 2. About Section

Nutrition Plans Section:

The nutrition plans section comes after the About section. The trainees' diet plans are the focus of this section. The menu is divided into three sections: custom diet, non-vegan, and vegan. In order to create a personalized diet plan that meets their needs, users must utilize the chatbot feature of the custom diet.

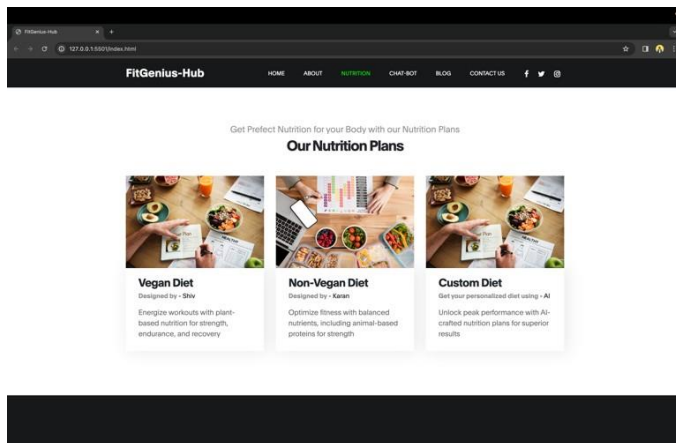


Figure 3. Nutrition Section

Chatbot Section:

Despite being brief, this section of the project is crucial. This section will include the prompt line that users will need to interact with "Gym-Genius," our chatbot. Users can use GymGenius to retrieve additional workout-related information, and they can use this chatbot to ask questions about diet and exercise plans.

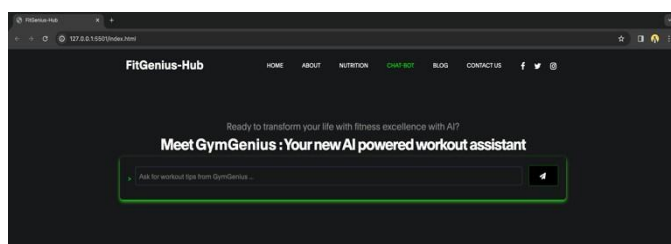


Figure 4. Chatbot Section

Blogs Section:

A blog section will follow the chatbot section. A few blogs about workouts and associated subjects about the gym and the workout lifestyle would be included.

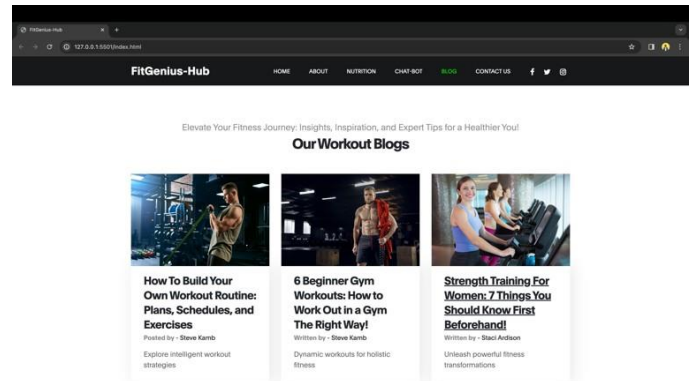


Figure 5. Blogs Section

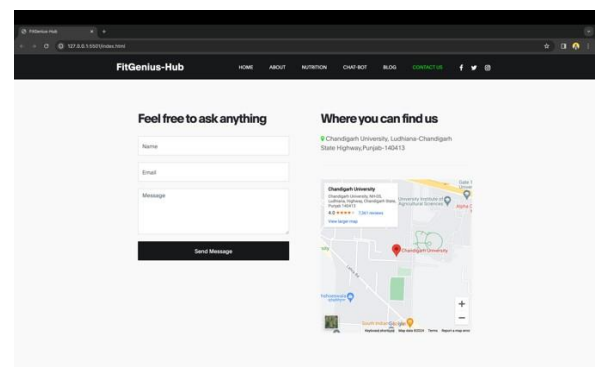


Figure 6. Feedback Section

Key features of the project

Feedback Section:

As the name suggests, this section is going to contain the elements related to user feedback. Since user feedback is very essential in these kinds of websites, we have added a form to fetch the user feedback and queries also. This section also contains a mini-map for the location of the of\$line gym.

Nutrition Section

This is one of the important sections of the website as the trainees who are following proper workout plans are somewhere confused about the diet plans. This section would contain three different cards namely the vegan diet, non-vegan diet, and the custom diet.

After choosing the vegan diet option, the user will be redirected to a different page where they can learn the fundamentals of the vegan diet and its ingredients. Apart from this, three pre-made diet plans are available, each with the right foods for specific times of the day. All of the

food items are arranged inside cards that list the ingredients along with how much nutrition each will provide the user when consumed.

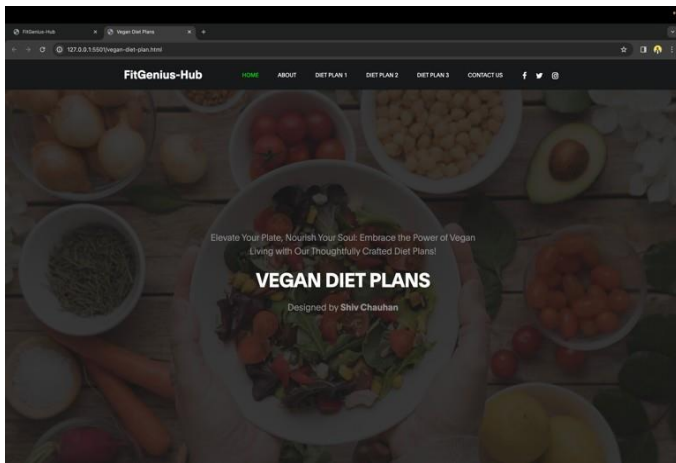


Figure 7. Vegan Diet Plans

The user would be taken to a different page, just like in the previous instance, if they clicked on the non-vegan diet option. Three pre-made diet plans would be listed on the page after some general information about the non-vegan diet. This page operates in the same exact manner as the preceding one.

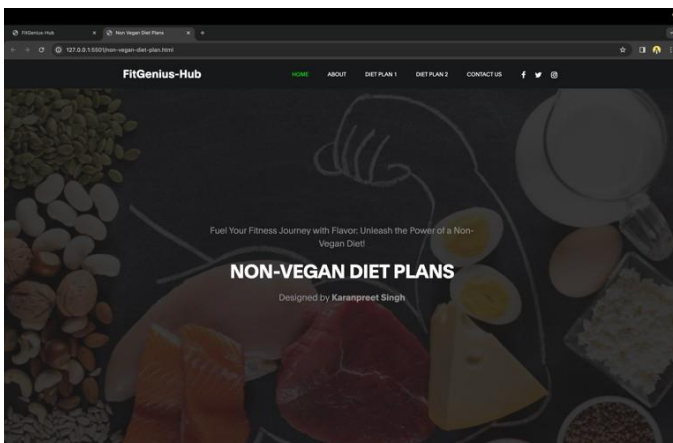


Figure 8. Non-Vegan Diet Plans

On clicking the custom diet option, the user will be able to access the chatbot GymGenius to fetch the diet plan based on the user's prompts and demands for the diet plan.

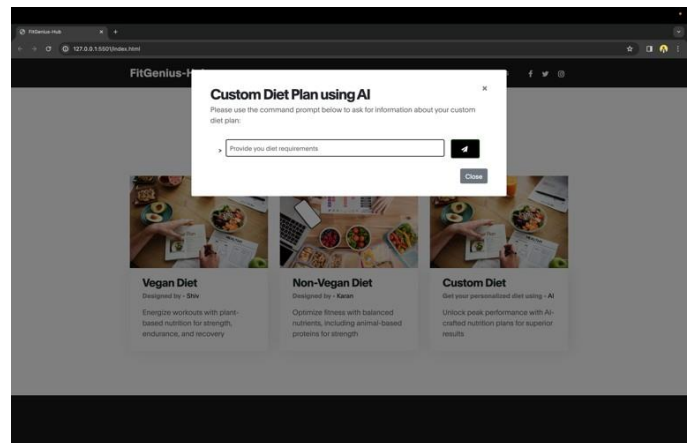


Figure 9. Custom Diet using AI

GymGenius- the Chatbot

This is going to be another important feature of our project as it is the core key feature of our website. The chatbot would be the main point of user engagement on the website as the chatbots are among the most demanded technologies across the globe nowadays. The users can ask the chatbot about various queries related to fitness, workout plans, diet plans, and other queries related to physical health.

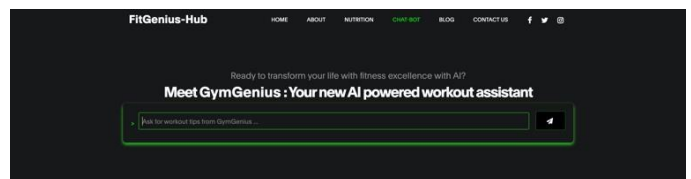


Figure 10. GymGenius - The Chatbot

Blogs Section

This section is going to contain blogs related to workouts and related topics. This is going to be important for those trainees who like to read about the current scenarios in the workout field. There would be 3 cards present in the section clicking upon which the user would be redirected to the blog.

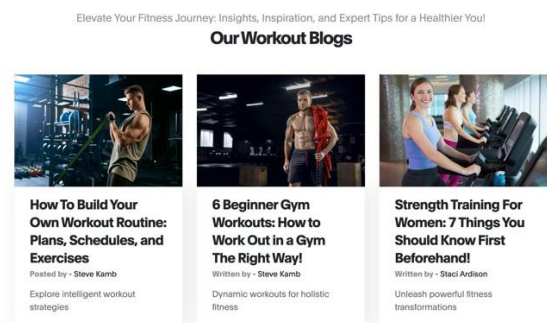


Figure 11. Blogs

The different objectives listed in the project's problem statement will all be accomplished with the help of this project.

CONCLUSION

Ultimately, we have created a thorough website for fitness enthusiasts, addressing the most prevalent drawbacks of the solutions that are currently in place. Our website, which was created with HTML, CSS, and Javascript, has many features, including pre-made meal plans, fitness blogs, an interactive chat room called "GymGenius," and ways for users to leave feedback. This mobile-friendly website offers features like a section dedicated to trainers, chat-based customized nutrition plans, and educational blogs. We are confident that this project will successfully address the issues raised in the problem statement and open the door for further developments in tailored fitness regimens.

FUTURE SCOPE

Envision customized workout regimens with activity trackers that are based on your individual objectives, level of fitness, and advancement. This makes everyone's training experience more engaging and fruitful. Through forums and social media, we hope to create a welcoming environment where users can engage, exchange stories, and inspire one another to achieve success.

To improve the experience, we intend to incorporate cutting-edge technology. Real-time coaching and support can be obtained through live chat and video consultations with nutritionists and coaches. In order to keep users interested and inspired, we also investigate gameplay and progress tracking. Partnerships with fitness brands also offer easy shopping experiences that make your journey toward better health more convenient.

Expanding one's audience is a top priority. We want to reach a wider audience by providing a website that is available in several languages. The mobile application is designed to be flexible and used while on the go. In addition, the integration of the voice assistant is considered to further improve the user experience.

Personalization requires the use of artificial intelligence and data. In order to tailor the user experience, we gather and examine user data. We also monitor activity, preferences, and feedback in order to make the website better and deliver pertinent content. Integration with mobile devices offers users a more thorough understanding of their progress and allows for comprehensive data tracking. Furthermore, AI is utilized to provide tailored training regimens and content recommendations so that every user can maximize their fitness journey.

Growth that is sustainable is necessary for long-term effects. We are looking into ways to make money, like add-on features, subscriptions, and joint ventures with fitness companies. Focusing on particular fitness objectives and demographics enables us to draw in a larger user base. Ultimately, by creating efficient marketing plans, we are able to connect with our target market, boost website traffic, and establish our authority in the fitness and health sector.

By leaning on these areas, we believe that we can continuously improve and improve our project to empower people to achieve their fitness goals in a personalized, engaging, and effective way.

REFERENCES

1. Pereira, J., & Díaz, Ok. (2019). Using health chatbots for behavior change: a mapping study. *Journal of medical systems*, 43, 1-13.
2. Wiratunga, N., Cooper, K., Wijekoon, A., Palihawadana, C., Mendham, V., Reiter, E., & Martin, K. (2020). FitChat: conversational artificial intelligence interventions for encouraging physical activity in older adults. *arXiv preprint arXiv:2004.14067*.
3. Zaleski, A. L., Berkowsky, R., Craig, K. J. T., & Pescatello, L. S. (2024). Comprehensiveness, Accuracy, and Readability of Exercise Recommendations Provided by an AI-Based Chatbot: Mixed Methods Study. *JMIR Medical Education*, 10(1), e51308.
4. To, Q. G., Green, C., & Vandelanotte, C. (2021). Feasibility, Usability, and Effectiveness of a Machine Learning-Based Physical Activity Chatbot: Quasi-Experimental Study. *JMIR mHealth and uHealth*, 9(11), e28577.
5. Larbi, D., Sandsdalen, H., Gabarron, E., Arrsand, E., & Henriksen, A. (2022). User preferences for a physical activity chatbot connected to an activity tracker and integrated into a social media platform.
6. Fadhil, A. (2019). Text-based Chatbot Assisted Health Coaching System: Preliminary Evaluation & Results. University of Trento, Trento [http://dx. doi. org/ 10.13140/RG, 2\(22231.32164\)](http://dx.doi.org/10.13140/RG.2.22231.32164).
7. Giansanti, D. (2023). The chatbots are invading us: a map point on the evolution, applications, opportunities, and emerging problems in the health domain. *Life*, 13(5), 1130.
8. Xue, J., Zhang, B., Zhao, Y., Zhang, Q., Zheng, C., Jiang, J., ... & Xiang, X. (2023). Evaluation of the Current State of Chatbots for Digital Health: Scoping Review. *Journal of Medical Internet Research*, 25, e47217.

9. Abd-Alrazaq, A., et al. (2021). Patients' Views on Mental Health Chatbots. *J Med Internet Res*, 23(1), e17828.
10. An, R., Shen, J., Wang, J., & Yang, Y. (2023). A scoping review of methodologies for applying artificial intelligence to physical activity interventions. *Journal of Sport and Health Science*.
11. Skjuve, M., & Brandtzæg, P. B. (2018). Chatbots as a new user interface for providing health information to young people. *Youth and news in a digital media environment–Nordic-Baltic perspectives*.
12. Bhirud, N., Tataale, S., Randive, S., & Nahar, S. (2019). A literature review on chatbots in healthcare domain. *Int J Sci Technol Res*, 8(7), 225-231.
13. Jovanović, M., Baez, M., & Casati, F. (2020). Chatbots as conversational healthcare services. *IEEE Internet Computing*, 25(3), 44-51.
14. Amato, F., Marrone, S., Moscato, V., Piantadosi, G., Picariello, A., & Sansone, C. (2017, November). Chatbots Meet eHealth: Automatizing Healthcare. In *WAIHAH@ AI* IA* (pp. 40-49).
15. Reis, L., Maier, C., Mattke, J., & Weitzel, T. (2020). Chatbots in healthcare: Status quo, application scenarios for physicians and patients and future directions.
16. Kowatsch, T., Nißen, M., Shih, C. H. I., Rügger, D., Volland, D., Filler, A., ... & Farpour-Lambert, N. (2017). Text-based healthcare chatbots supporting patient and health professional teams: preliminary results of a randomized controlled trial on childhood obesity. *Persuasive Embodied Agents for Behavior Change (PEACH2017)*.
17. Abd-Alrazaq, A. A., Alajlani, M., Alalwan, A. A., Bewick, B. M., Gardner, P., & Househ, M. (2019). An overview of the features of chatbots in mental health: A scoping review. *International journal of medical informatics*, 132, 103978.
18. Gupta, J., Singh, V., & Kumar, I. (2021, March). Florence-a health care chatbot. In *2021 7th International Conference on Advanced Computing and Communication Systems (ICACCS)* (Vol. 1, pp. 504-508). IEEE.
19. Holmes, S., Moorhead, A., Bond, R., Zheng, H., Coates, V., & McTear, M. (2019, September). Usability testing of a healthcare chatbot: Can we use conventional methods to assess conversational user interfaces?. In *Proceedings of the 31st European Conference on Cognitive Ergonomics* (pp. 207-214).
20. Au Yeung, J., Kraljevic, Z., Luintel, A., Balston, A., Idowu, E., Dobson, R. J., & Teo, J. T. (2023). AI chatbots not yet ready for clinical use. *Frontiers in digital health*, 5, 1161098.
21. Wang, W., & Siau, K. (2018, December). Living with artificial intelligence—developing a theory on trust in health chatbots. In *Proceedings of the sixteenth annual pre-ICIS workshop on HCI research in MIS* (pp. 1-5). San Francisco, CA: Association for Information Systems.
22. Ayanouz, S., Abdelhakim, B. A., & Benhmed, M. (2020, March). A smart chatbot architecture based NLP and machine learning for health care assistance. In *Proceedings of the 3rd international conference on networking, information systems & security* (pp. 1-6).
23. Trivedi, A., Gor, V., & Thakkar, Z. (2019). Chatbot generation and integration: A review. *International Journal of Advance Research, Ideas and Innovations in Technology*, 5(2), 1308-1311.
24. Chittò, P., Baez, M., Daniel, F., & Benatallah, B. (2020). Automatic generation of chatbots for conversational web browsing. In *Conceptual Modeling: 39th International Conference, ER 2020, Vienna, Austria, November 3–6, 2020, Proceedings 39* (pp. 239-249). Springer International Publishing.
25. Di Gaetano, S., & Diliberto, P. (2018). Chatbots and conversational interfaces: Three domains of use. In *Fifth International Workshop on Cultures of Participation in the Digital Age, Castiglione della Pescaia, Italy* (Vol. 2101, pp. 62-70).
26. Zumstein, D., & Hundertmark, S. (2017). CHATBOTS--AN INTERACTIVE TECHNOLOGY FOR PERSONALIZED COMMUNICATION, TRANSACTIONS AND SERVICES. *IADIS International Journal on WWW/Internet*, 15(1).