

Module 4: Chatbots: Your AI Allies

Lesson 4: Current Real-World Use Cases

Real-World Chatbot Use Cases

"Chatbots are like real people, but they're not. It's an illusion of intelligence."

- Rollo Carpenter, creator of Cleverbot chatbot

Chatbots powered by artificial intelligence are becoming integral to many industries and domains, from healthcare to education and beyond. While current chatbot capabilities have limitations, they can provide value by automating conversations for common needs. Let's explore some impactful real-world use cases.

Healthcare AI Chatbots

Applying chatbot technology to healthcare can expand access to health services and information. AI chatbots are being utilized for automated patient screening, appointment booking, prescription refills, medical FAQs, and more.

By handling routine tasks, they reduce provider workload and enable staff to focus on patients with greater needs. Chatbots also supplement mental health services by tracking symptoms, delivering therapy lessons, and increasing access between live sessions.

While not a replacement for human-provided care, healthcare chatbots exemplify the "magic trick" of conversing helpfully within a limited domain.

Educational AI Chatbots

Chatbots present new opportunities to enhance and personalize learning. As virtual tutors, they offer on-demand support and practice conversations tailored to students' needs. Lesson delivery, homework help, and testing review are all areas where chatbots can assist teachers.

Their 24/7 availability increases access to extra help outside the classroom. While chatbots do not replace human teachers, automated grading, task tracking, and administrative support free up valuable teaching time.

Students benefit from chatbots' unlimited patience and potential to make learning interactive.

Personal Assistant AI Chatbots

Intelligent voice assistants like Siri and Alexa leverage chatbot technology for everyday convenience. They provide hands-free access to information, services, and home device control. By understanding natural speech, they can look up facts, play media, set reminders, automate smart homes, and more.

While limited compared to human capabilities, their utility demonstrates how chatbots can simplify tasks through natural conversation. Seamless voice control and customized recommendations based on user data are key features.

Customer Service AI Chatbots

Chatbots improve customer support efficiency by resolving common issues instantly. They can replace tedious FAQ searches with conversational self-service. Accessing account details and purchase history allows personalized recommendations.

For complex issues, chatbots smoothly transition customers to human agents. They reduce call volume while analyzing user language and satisfaction to improve experiences.

Customer service chatbots showcase automation of repetitive conversations to drive business value - a key use case.



AI chatbots currently have a narrowly focused "illusion of intelligence." But within clear domains like these examples, automating helpful conversational experiences provides practical benefits to individuals and organizations.

Real-world use cases leverage chatbots as accessible, tireless assistants - not fully human replacements. Their limitations are balanced by new opportunities for instant, personalized service. As chatbot capabilities progress responsibly, so will their utility in our lives.