



Arquitectura de Red Neuronal para el Desarrollo de Agentes Conversacionales destinados a la Atención al Cliente en las Redes Sociales [

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Analítica

Customer service is an important issue for companies and users are increasingly demanding with the response time, the number of interactions and the quality of the responses. To provide such a service, companies use chatbots because they provide 24-hour service and reduce billing costs, but they lack the flexibility to develop real dialogues because they face difficulties in understanding the writing style and vocabulary of users. In this work, a hybrid architecture is presented combining recovery-based and generation-based conversation models to solve said problem and to demonstrate the viability of the proposed approach, different deep learning algorithms were compared

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