IEB10

An Instant Messaging Chatbot for Real-time Sport System

Min-Jen Tsai, Hui-Min Lin, Chih-Kang Wei
National Yang Ming Chiao Tung University, Hsing-Chu, Taiwan, Taiwan

Abstract

With the technical development of chatbots these years, chatbots have become essential roles in providing customer services. Not only can they improve the communication process, but they also increase business efficiency. They can also reduce labor costs and respond to consumers' needs immediately. With the continuous advancement of natural language processing and deep learning technologies, chatbots can deliver personalized services to customers.

This study is about establishing a sports chatbot on "LINE" and using Dialogflow from Google to precisely analyze users' expressions, understand the meaning of vocabulary, and then generate the best answers. Taking a badminton game as an example, the system can easily set up a website that reduces the time costs and provides immediate responses and information to users. Also, it offers 24-hour service support. The consequence has become very successful since Taiwan has won two Olympic (2020 and 2024) man's doubles badminton Gold medals since badminton has become one of the most popular sports in Taiwan.

Finally, through the feedback from users, we know that in the aspects of "Perceived Usefulness," "Perceived Ease of Use," and "Behavioral Intention to Use" from the Technology Acceptance Model (TAM), this chatbot system is handy for users to get the latest game information online. This chatbot system solves users' long complained problems, and they are willing to accept this tool for widespread use.

Conference Track

Internet and e-Business