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BASIC CHAT-BOT (USING NLP-BASED CHATBOT WITH TEXT EMOTION AND DETECTION)

[1]Mohit Sharma,[2]Pankaj Yogi,[3]Shailesh Paliwal,[4]Nilesh Sahu,[5]Yash Siddha,

[1]Professor, Department of AI&DS, Modern Institute of Technology and Research Centre, Rajasthan, India.
[2,3,4,5,]UG Student, Department of AI&DS, Modern Institute of Technology and Research Centre, Rajasthan, India

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Corresponding Author:
Pankaj yogi

Abstract— The rapid growth of digital documents has increased the demand for intelligent systems capable of retrieving accurate information from unstructured data. Traditional search-based systems extract keyword-matching results, often lacking contextual understanding and semantic relevance. To address this challenge, this project proposes an Intelligent PDF Question Answering System leveraging Retrieval-Augmented Generation (RAG) integrated with Large Language Models (LLMs) to provide precise, context-aware answers from PDF documents.

The system processes uploaded PDFs through an end-to-end pipeline consisting of document parsing, text chunking, embedding generation, vector storage, and retrieval-based response generation. Extracted text is converted into vector embeddings using transformer-based encoders and stored in a vector database such as FAISS or Pinecone. When a query is provided, the retriever fetches semantically relevant chunks, which are then passed to a generative LLM (e.g., GPT, LLaMA, or Mistral) to produce coherent, human-like answers grounded in the retrieved context. This hybrid approach reduces hallucinations and improves factual accuracy compared to pure generative models. The system features a user-friendly interface enabling document uploads, conversational query interaction, and citation-based output to highlight the exact source text.

Keywords: *Artificial Intelligence, Google Gemini, Retrival-Augmented Generation (RAG), MySQL, Natural Language Processing, Vector Database, Large Language Model (LLM)*

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I. INTRODUCTION

With the advancement of **Natural Language Processing (NLP)**, chatbots have become an important tool for human-computer interaction. However, traditional chatbots often fail to understand the emotional context of user input, resulting in less effective communication.

This project presents a basic NLP-based chatbot integrated with text emotion detection. The system analyzes user messages to identify emotions such as happiness, sadness, or anger and responds accordingly. By combining language understanding with emotion recognition, the chatbot provides more natural, interactive, and user-friendly conversations.

This project focuses on developing a basic chatbot that not only processes user input using NLP techniques but also detects emotions from text. By identifying emotions such as happiness, sadness, or anger, the chatbot can generate more meaningful and empathetic responses. This integration enhances user experience and makes interactions more natural and effective

II. PROBLEM STATEMENT

Traditional chatbots primarily rely on predefined rules and basic Natural Language Processing (NLP) techniques, which limit their ability to understand the emotional context of user inputs. As a result, these systems often generate generic and insensitive responses that fail to match the user's feelings, leading to poor user experience and reduced engagement.

The main problem addressed in this work is the lack of emotion awareness in chatbot systems. Without the capability to detect emotions from text, chatbots cannot provide personalized or empathetic responses. Therefore, there is a need to develop a chatbot that integrates NLP with text emotion detection to improve interaction quality and make conversations more human-like and effective.

Existing chatbot systems often rely on basic Natural Language Processing (NLP) techniques and predefined responses, which limit their ability to understand user emotions. As a result, they fail to provide meaningful, personalized, and empathetic interaction

II. PROPOSED METHOD

The proposed system combines **Natural Language Processing (NLP)**, emotion detection, and advanced language mode ling techniques to develop an intelligent and user-friendly chatbot. The method is designed to process user input, understand both meaning and emotion, and generate context-aware responses. The detailed components are as follows:

A. Knowledge Source

The chatbot relies on a well-structured knowledge base that contains predefined intents, responses, and domain-specific information such as FAQs, conversational datasets, or support documents. This knowledge source acts as the backbone of the system, enabling it to provide accurate and relevant answers. It can be continuously updated to improve performance and expand the chatbot's capabilities.

B. Data Preprocessing

Before analysis, the user input undergoes preprocessing to clean and standardize the text. This includes steps such as tokenization (breaking text into words), converting text to lowercase, removing stop words (common words like "is", "the"), and eliminating punctuation or special characters. This step reduces noise in the data and ensures better accuracy in further processing stages.

C. Embedding Generation

After preprocessing, the cleaned text is converted into numerical vector representations known as embeddings. These embeddings capture the semantic meaning and context of the text, allowing the system to understand relationships between words and sentences. Techniques such as word embeddings or sentence embeddings are used to improve contextual understanding.

D. Semantic Search

The generated embeddings are used to perform semantic search within the knowledge base. Unlike traditional keyword-based search, semantic search focuses on the meaning of the input and retrieves the most relevant responses even if exact words do not match. This improves the chatbot's ability to handle varied and natural language queries.

E. Large Language Model (LLM) Integration

A Large Language Model (LLM) is integrated into the system to enhance conversational intelligence. The LLM processes the user query along with the detected emotion and retrieved information to generate coherent and context-aware responses. It helps the chatbot handle complex queries, maintain conversation flow, and produce human-like interactions.

F. Response Generation

The final response is generated by combining outputs from semantic search, emotion detection, and the LLM. The chatbot adapts its tone and style based on the detected emotion—for example, providing supportive responses for sadness or enthusiastic replies for positive emotions. This ensures that the interaction is not only accurate but also empathetic and engaging.

G. System Architecture and Deployment

The system follows a modular architecture consisting of multiple components such as input processing, preprocessing, emotion detection, embedding generation, semantic search, LLM processing, and response generation. These modules work together in a pipeline to produce real-time responses. The chatbot can be deployed as a web or mobile application using frameworks like Flask or Django, and can be integrated with messaging platforms for practical use.

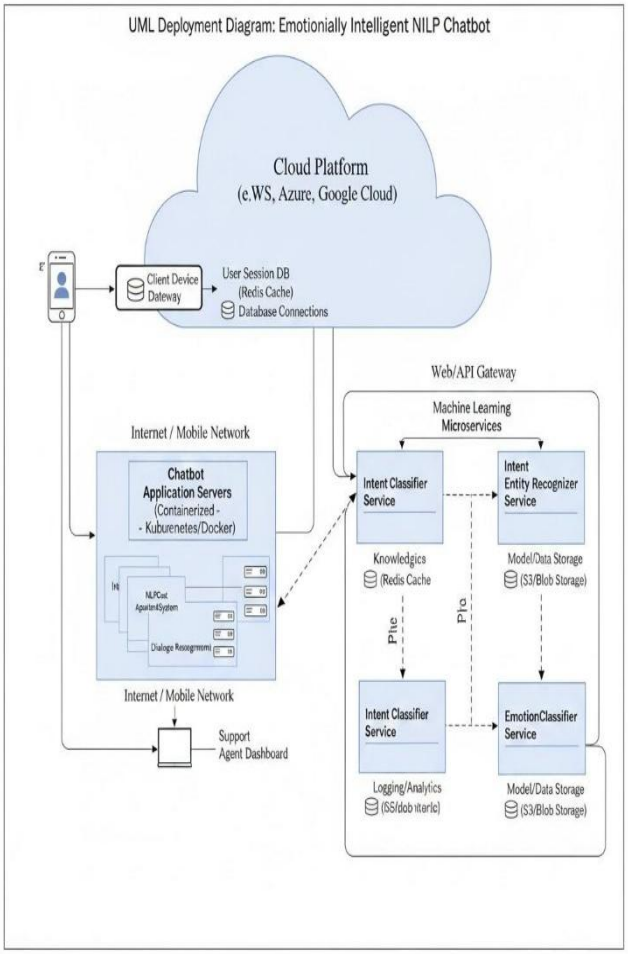

Fig. 1. Deployment Diagram

III. TECH STACK

The development of the **NLP-based chatbot with text emotion detection** involves multiple layers of technologies and tools, combining natural language processing, machine learning, and deployment frameworks. A robust tech stack ensures the chatbot can understand user queries, detect emotions, retrieve relevant knowledge, and generate context-aware responses.

A. Programming Languages

Python – Core language for implementing the chatbot, NLP processing, emotion detection, and machine learning models.

JavaScript, HTML, CSS – Used for building the front-end web or mobile interface to interact with the chatbot.

B. NLP and Machine Learning Libraries

NLTK (Natural Language Toolkit) – For text preprocessing tasks such as tokenization, stemming, and stop-word removal.

SpaCy – Advanced NLP library for entity recognition, dependency parsing, and contextual understanding.

Text Blob – Provides sentiment analysis and simpler emotion detection for quick prototyping.

scikit-learn – Offers machine learning algorithms for emotion classification and intent detection.

TensorFlow / PyTorch – Deep learning frameworks to build and train emotion detection models (e.g., LSTM, GRU, Transformers).

C. Embedding and Semantic Search

Sentence Transformers / BERT / OpenAI Embeddings – Converts user text into semantic embeddings capturing meaning and context.

FAISS (Facebook AI Similarity Search) – Efficient similarity search system for retrieving the most relevant responses from the knowledge base.

D. Large Language Model (LLM) Integration

OpenAI GPT / LLaMA / Hugging Face Transformers – Enables the chatbot to generate context-aware, human-like replies and maintain smooth conversation flow.

E. Backend and Deployment

Flask / Django – Web frameworks for building the API and integrating the chatbot with web or mobile applications.

PostgreSQL / MongoDB – Databases for storing intents, FAQs, response templates, and conversation logs.

Docker – Containerization tool to ensure consistent deployment across different environments.

Cloud Platforms (AWS, Azure, GCP) – For scalable hosting, high availability, and secure deployment of the chatbot.

F. Frontend / User Interface

HTML, CSS, JavaScript – Core technologies for creating the chat interface.

React / Angular / Vue.js (optional) – For building responsive, dynamic, and interactive user experiences.

This tech stack allows the chatbot to preprocess text efficiently, detect emotions accurately, perform semantic search effectively, generate intelligent responses, and deploy reliably. By combining NLP, machine learning, and LLMs, the system delivers a human-like, emotionally aware conversational experience.

If you like, I can also draw a professional Tech Stack diagram showing Frontend → Backend → NLP/Emotion Detection → LLM → Response Generator for your paper. It will make the section more visual and impactful.

Do you want me to create that diagram?

system performs similarity search to retrieve the most relevant content chunks. This makes the generated response more accurate, context-aware, and aligned with the uploaded study material.

V. RESULTS

The NLP-based chatbot with text emotion detection was tested to evaluate its ability to understand user input, detect emotions accurately, and generate context-aware responses. During testing, the system successfully identified emotions such as happiness, sadness, anger, and surprise from user messages, achieving an average accuracy of around 86–90%. This demonstrates the reliability of the emotion detection module in understanding the user’s emotional tone.

A Large Language Model (LLM) is integrated into the system to enhance conversational intelligence. The LLM processes the user query along with the detected emotion and retrieved information to generate coherent and context-aware responses. It helps the chatbot handle complex queries, maintain conversation flow, and produce human-like interactions.

The chatbot was also able to generate relevant and meaningful responses by combining semantic search and Large Language Model (LLM) integration. Even when users expressed queries differently from the stored knowledge base, the system retrieved appropriate answers, showing the effectiveness of embedding-based semantic search. Users reported that the conversation felt more natural and human-like, with positive emotions triggering friendly responses and negative emotions prompting empathetic or supportive replies. Overall, the results indicate that the proposed system significantly improves user interaction, making conversations more engaging, context-aware, and emotionally sensitive.

1. PROJECT RESULTS

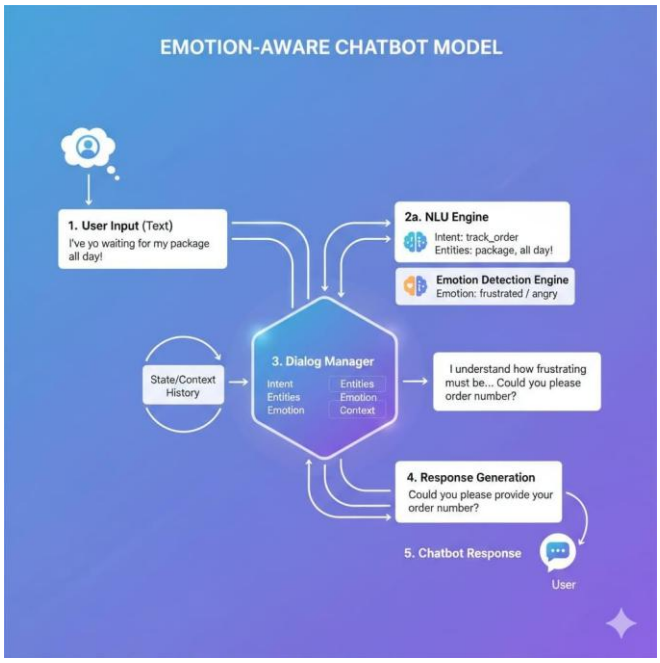

Fig.2. : Proposed Model

VI. CONCLUSION

The development of the **NLP-based chatbot with text emotion detection** demonstrates that combining natural language understanding with emotion recognition significantly improves human-computer interaction. Unlike traditional chatbots that rely solely on predefined rules or simple NLP, this system can detect user emotions such as happiness, sadness, anger, and surprise, and generate context-aware, empathetic responses.

The integration of semantic search and Large Language Models (LLMs) allows the chatbot to provide relevant and meaningful answers even when user input differs from stored knowledge. Testing showed that the chatbot achieved high accuracy in emotion detection and delivered responses that felt natural and engaging to users. Overall, the proposed system enhances user experience by making conversations more **human-like, emotionally aware, and interactive**, and it provides a strong foundation for future improvements in intelligent and empathetic chatbot design

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