

## CHAPTER 3: APPLICATIONS OF ARTIFICIAL INTELLIGENCE

A. Choose the correct answer.

1. d 2. c 3. b 4. a 5. d 6. a

B. Fill in the blanks. 1. NLP 2. Chatbots 3. Banking, Education 4. Inference Engine 5. 5G

C. State whether True or False

1. True 2. False 3. True 4. False 5. False

D. Answer the following questions.

1. Main capabilities of AI are analysis of simple and complex immense data, smart search and natural language processing.

2. Natural Language Processing (NLP) is the technique used in AI field to understand and process speech and voice. NLP is useful in education field to develop interactive courses and assessments, voice-based research systems, voice command-based educational systems, multi-lingual courses and smart teaching in classrooms etc. In customer support field NLP is used as smart voice response systems and chatbots which understand what has been spoken. They answer

structured questions and understand the intent of the customer faster and accurate.

3. E-Commerce industry has immense amount of data for AI systems to process and perform useful forecasts and predictions. They are used to recommend and promote products through digital marketing and develop better customer relations. AI can be used to create better shopping experience for customers and address to their problems faster and accurately.

4. Research and development field is almost an endless ocean of data in any field. AI can help in smart search based on text, voice and image, categorise and compile the search results and information, summarise the information. Machine learning and deep learning systems can be used to create 3-D designs.

E. Match the impact of AI in column A with their application area in column B.

1. d 2. e 3. a 4. c 5. b