

## Mini Podcast | History of Chatbots

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We embarked on an intriguing exploration of the "History of Chatbots" driven by our curiosity of their widespread popularity in the 21st century. Our research methodology was comprehensive, incorporating online searches, YouTube videos, podcast listening, and engaging with a chatbot like ChatGPT to gain firsthand experience with the functionalities.

This process expanded our understanding of how AI interacts with humans across various levels of capacity. Our research journey was not only informative but also enjoyable, shedding light on why people in the past developed emotional connections with chatbots. While chatbots have existed for a considerable amount of time, their limited capabilities, which were mostly for basic conversation, hindered widespread use compared to now. Through our research, we uncovered the impact of chatbots on diverse aspects of life, including businesses, education, and resume selection. Chatbots offer benefits such as convenience, cost savings, and scalability. However, ethical considerations including potential limitations in handling complex interactions and avoiding bias must be considered. In our first episode, we discussed the different chatbots, their capabilities and uses like providing a convenient and efficient means for users to access information, make inquiries, and accomplish tasks. Chatbots offer 24/7 accessibility and the ability to handle multiple users simultaneously. In our second episode, we delved deeper into the evolving perceptions of chatbots over time and the associated controversies.

Our mindset has evolved, recognizing that life is a journey of continuous learning and persistence. The growth mindset of chatbot inventors is partly what led them to develop chatbots with enhanced capabilities over time. One takeaway is that despite the notion that chatbots could become indistinguishable from humans, we assert that they can only emulate human qualities to a certain extent. Human experiences, emotions, aspirations, and motivations remain unique and irreplaceable. Our exploration has reinforced the belief that, while chatbots can augment various aspects of life, they cannot fully replace the essence of human connection and expression.