IMPLEMENTING ONTOLOGY-BASED CHATBOT FOR ENTERPRISES RESOURCE PLANNING SYSTEMS

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A dissertation submitted in partial fulfilment of the requirement for Master of Science degree in Business Analytics

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2020

Abstract

Over the years Enterprises Resource Planning (ERP) systems have changed certain features about their products. They have made it easy to use. But on the other hand, it was not always user friendly due to complex interfaces and business rules. Users must complete a set of training to use the complex interfaces and follow the predefined business rules. Mainly ERP systems work with millions of records daily. Therefore, with these data-intensive modules, it is important to give meaningful insights fast and accurately. By considering data volume, and potential business opportunities, this thesis presents novel solutions to use the predefined well-structured knowledge as an Ontology and communicates with users in natural language using a chatbot. The chatbot is the interface that uses the to communicate with users. In this sense, the proposed solution has come up with Ontology-Based Chatbot for Enterprises Resource Planning (**OBC-ERP**) framework for the selected company.