

This thesis designs, implements and evaluates a task-based chatbot, which is expected to answer questions and give advice from the banking domain. We present an extendable natural language understanding (NLU) module based on GATE Framework which serves to create interpretations of the user's utterance. We implement a rule-based dialog manager component which is responsible for answering based on the NLU's interpretations and a stored context. We also implement a template-based natural language generation module. We then evaluate the chatbot with human testers, verifying it performs well in most cases and identifying areas for future improvement.