AI ENHANCED MENTAL HEALTH CHATBOT WITH EMOTIONAL RECOGNITION SYSTEM SUPPORT – A SURVEY

Aryaman Bhamare*1, Karan Saun*2, Isha Kshatriya*3, Ram Kumar Solanki*4

*1,2,3Scholar, Department Of Computer Science & Engg. Sandip University, Nashik, India.

*4Assistant Professor, School Of Computer Science And Engineering, Sandip University, Nashik, India.

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ABSTRACT

In today's world we know that taking care of our physical health is important and necessary but taking care of our mental is also important, when we are mentally healthy then only we are physically healthy so to take care of our mental health the following project aims to make a A.I enhanced chatbot through which one can share his conversation, thoughts and freely talk to it without getting any fear of judgment, here through the data from user the chatbot will improve and learn from it , and it is very useful in today's world because many of people are going from depression, stress, and mental illness through this chatbot we can try to cure them from the mental health issue.

Keywords: Chatbot, Mental Health, AI.

I.   INTRODUCTION

Mental health problems are now increasingly common around the world, with millions of people suffering from anxiety, depression, and other forms of stress. Much of this can be avoided because of stigmas that envelop mental health services or the length and cost and geographic factors that present limitations in accessing those more traditional services. There is an immense need for alternative and scalable solutions providing easy, on-time responses to the people in need. Recent developments in AI create tremendous scope for addressing these requirements. AI-based chatbots are taking the shape of one of the innovative ways of offering round-the-clock support, especially designed for mental health applications. It is here that these chatbots can engage the users in a natural, empathetic conversation to guide or resource and do so discreetly and accessibly. Though AI chatbots are brilliant machines for good, effective communication, and information delivery, they generally miss capturing the emotional undertone of the user's answers of the main reasons for support in mental health. Assessed, each individual is recognized, and the attendance data is continuously updated.

1.1 CHARACTERSTICS

Sentiment Analysis

AI chatbot can detect the emotions and sentiments of the user by how the user messages, reacts, And provide the output to user by understanding the user and help them.

Privacy :

Here users can freely talk,chat to the chatbot without having the fear of judgment and data provided to the chatbot will also be encrypted safely and private.

Supportive:

The chatbot will support the user to cure his stress, listen all his problems give him solution like the user is talking to one of his close ones and help the user to get relaxed and mentally healthy.

Adaptive:

The chatbot is learning from the user input and working, training on it making the chatbot adaptive to any user to understand and solve their problems.

Availability

The chatbot will be available to users 24*7 all time to help them find them a solution and treat them perfectly like a human therapist

Multi-input model

Text-Based Analysis: Primarily using text for NLP-driven emotional analysis to determine sentiment and intent in user messages.

Integration of Voice and Facial Recognition: While helping the chatbot offer richer emotional intelligence, its voice tone and facial expressions are processed in order to assess its emotional state so that the subtle states it expresses may not be captured by the text alone.

Physiological Data Integration (if available): In advanced apps, the chatbot will integrate data such as heart rate or skin conductance (using connected wearables) to assess physical markers for stress or anxiety.

II.   LITERATURE REVIEW

Introduction AI-based mental health chatbots offer scalable, 24/7 support, addressing the global shortage of mental health professionals. They reduce barriers to care by offering a confidential and stigma-free way for users to seek help.Vaidyam et al. (2019); Kumar et al. (2021)

Evolution of Mental Health Chatbots Early chatbots like ELIZA used scripted responses. Modern chatbots leverage NLP and deep learning, enabling more interactive and therapeutic conversations. They utilize cognitive behavioral therapy (CBT) principles to provide evidence-based interventions. Fitzpatrick et al. (2017); Inkster et al. (2018)

Natural Language Processing (NLP) in Chatbots NLP techniques help chatbots understand user input, recognize intent, and extract entities. Transformer models (e.g., BERT, GPT) have significantly improved chatbot performance in interpreting complex queries.Vaswani et al. (2017); Devlin et al. (2019)

Emotion Recognition Systems Emotion recognition is key for tailoring responses. These systems detect emotions like happiness, sadness, and anger using text analysis, speech analysis, or facial expressions. Multimodal approaches, combining text and voice analysis, are more effective.   Calvo et al. (2017); Schuller et al. (2018)

Text-based emotion Recognition Uses sentiment analysis and deep learning models (e.g., LSTM, Transformers) to detect emotional states from user text. Accuracy has improved with the use of large-scale datasets and transfer learning techniques.Hsu et al. (2020); Akhtar et al. (2019)

Voice-Based Emotion Recognition Analyzes vocal features (tone, pitch, pace) to infer emotional states. Voice analysis helps detect stress or agitation that might not be evident in text alone. Combining text and voice analysis enhances emotion detection.   Schuller et al. (2018); Huang et al. (2021)

2.1 RESEARCH GAP

Standardization and metrics:

In the contemporary AI-integrated chatbots for mental health, a standard scale to evaluate this kind of system is absent, especially with regards to accuracy in emotion recognition and therapeutic efficacy.

Solution: A structured framework for the evaluation of this kind of system may be developed that considers all factors such as emotive accuracy, the engagement levels with the user, therapeutic outcomes, and adherence to ethics. This will provide for more accurate and dependable evaluation of a chatbot.

Personalization:

Most chatbots have static response models, are not adaptive in changing their behavior in light of user feedback or evolving emotional states, and therefore fail to improve over time with tailored support.

Solution: Through the inclusion of reinforcement learning or user feedback loops in the architecture, this enables the chatbot to learn from user interactions and dynamically adapt responses as such

Scalability and Real-Time Processing:

The rapidly increasing demand for AI mental health chatbots is directly related to scalability issues. Most current architectures fail to support high interaction volumes in real time, especially when complex emotion recognition algorithms are deployed.

Solution: Optimization of the architecture for scalability and in distributed cloud-based or edge computing. Distributed computing frameworks and efficient model compression may be used to decrease latency and improve real-time performance.

Users Trust

Consumers may not have a lot of trust in an AI-based mental health chatbot, especially if they know that the chatbot relies on emotional recognition technologies. The a priori perception of lack of empathy or authenticity could be a significant barrier to wider adoption.

Solution: Perception and Acceptance of Affective Recognition Systems by Mental Health Chatbots and the Way to Trust: Transparence through Capabilities and Limitations

III.   SYSTEM ARCHITECTURE

As we know we have found a topic to work on we need to gather some information about the system architecture and let to know how it works   through system diagram as shown in fig 1.
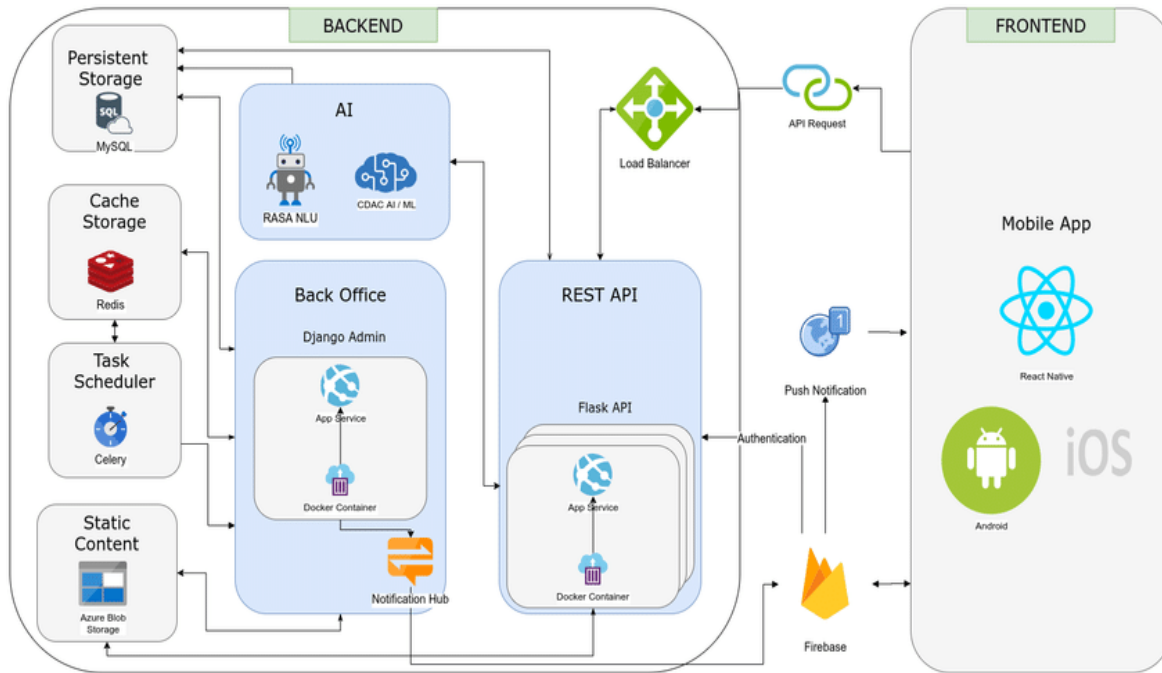

Fig 1

The following Fig 1 is the architecture of the AI chatbot here in this backend Django will be used which is the framework of Python used for the backend. for the frontend we will use the frontend libraries such as HTML, react, and more for API (Application Programming Interface) we can use the API as per our need and budget for ex. Open AI API, google Gemini API, and more and train them according to the need and usage.

For the API model, we need to train him and teach him how to adapt to various situations and find solutions to it

We also need a database to manage and store the chats and data of the user here we can use popular databases such as MySQL, SQL, MongoDB, and more according to the developer and the need of the web application or website
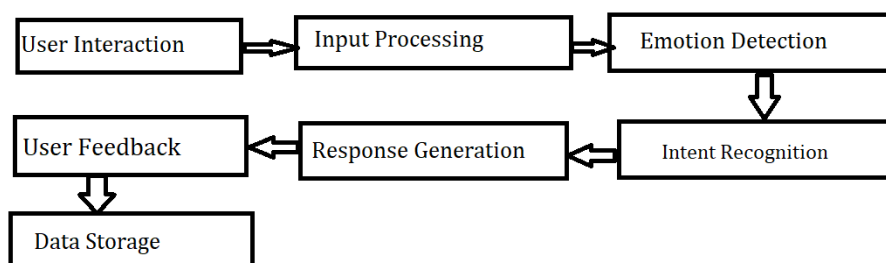

Fig 2. Workflow Diagram

User Interaction: The user sends a message or speaks to the chatbot.

Input Processing: The message is preprocessed; if it's a voice message, it's converted to text.

Emotion Detection: The system analyzes text (and optionally audio or video) for emotional cues.

Intent Recognition: Identifies the user's intent (e.g., seeking advice).

Response Generation: Combines intent and emotional analysis to generate a personalized response.

User Feedback: The user provides feedback, which is logged for future improvements.

Data Storage: Conversation is securely logged, and user data is updated.

IV.　CONCLUSION

This research introduces a chatbot that's able to perceive a much broader spectrum of emotions in order to interact like a human with the purpose of offering support and, essentially a key role in the early identification of mental health concerns, even suggesting patients measures to improve their mental health. The emotion recognition by the chatbot into a broader spectrum of emotions, such as sadness, frustration, guilt, or even very subtle changes, would allow for offering more fine-tuned responses for the individual.

V.　REFERENCE

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