



# Customer Service Chatbot

## Project Overview

### Problem:

- Our project aims to build a customer service chatbot for NEA that connects to the public.
- It provides virtual service with 24/7 on demand support to enable immediate responses from customers' enquiry on operational procedures, payment of fines, illegal dumping, process to handle letter of reminder/advice, work instructions for Singapore Food Agency (SFA), etc.
- The chatbot relies on natural language processing (NLP) trained using artificial intelligence (AI) to understand and correctly interpret customers' request.

### Solution:

- The chatbot system is developed with Google-owned *DialogFlow* that uses human-computer interaction technologies based on natural language conversations.
- Further exploration and development are also accomplished using Rasa conversational AI platform.
- The customer service chatbot is deployed to the cloud through Amazon Web Service (AWS), and it can be communicated via Telegram, a cloud based instant messaging service app on mobile phones and laptops.

### Technologies:

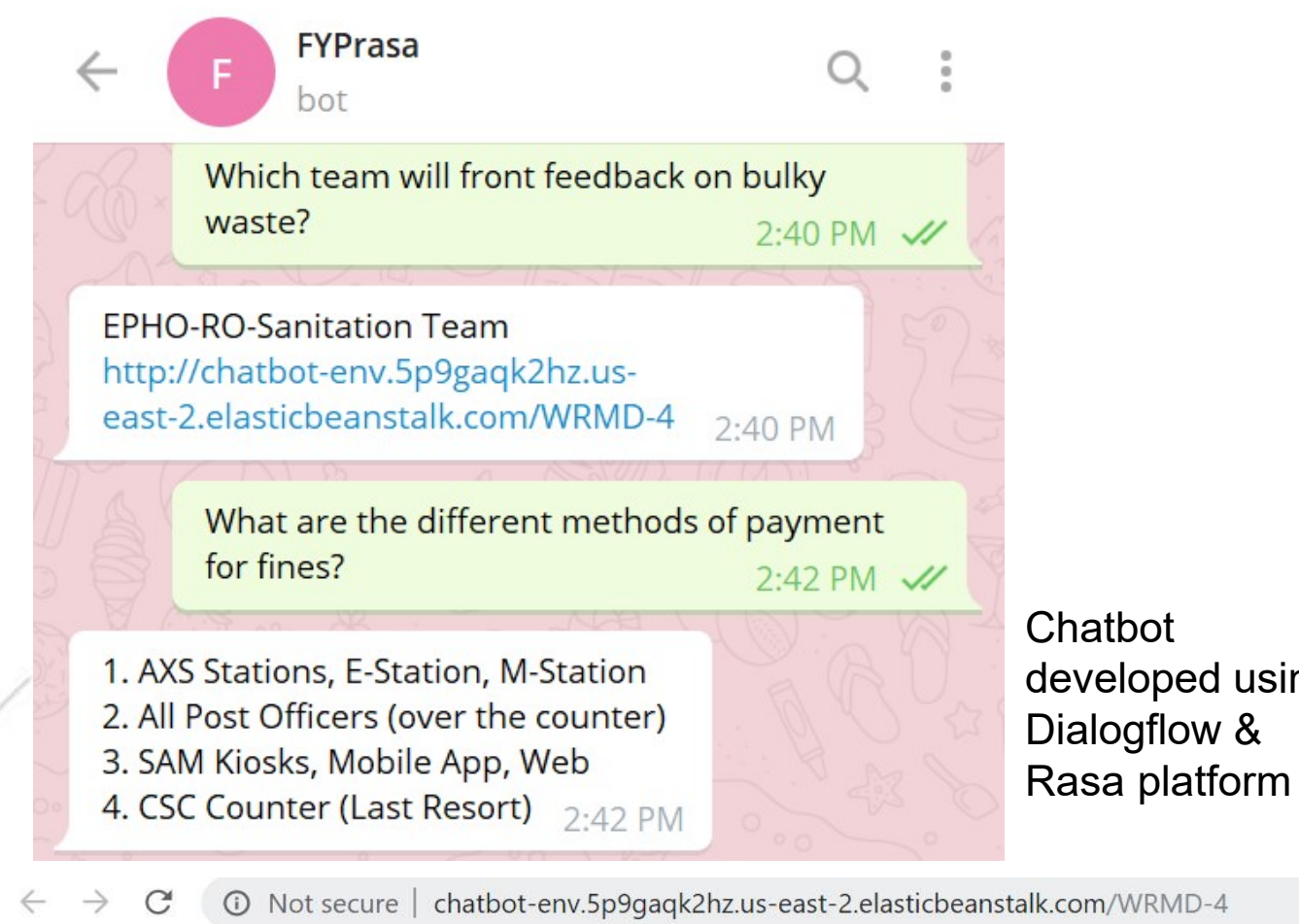
- Amazon Web Services (AWS)
- DialogFlow
- Rasa
- Telegram



#### Project Members:

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- Chia Yun Lydia

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Sample of bulky waste incidents



Images of illegal dumping are shown on designated webpage