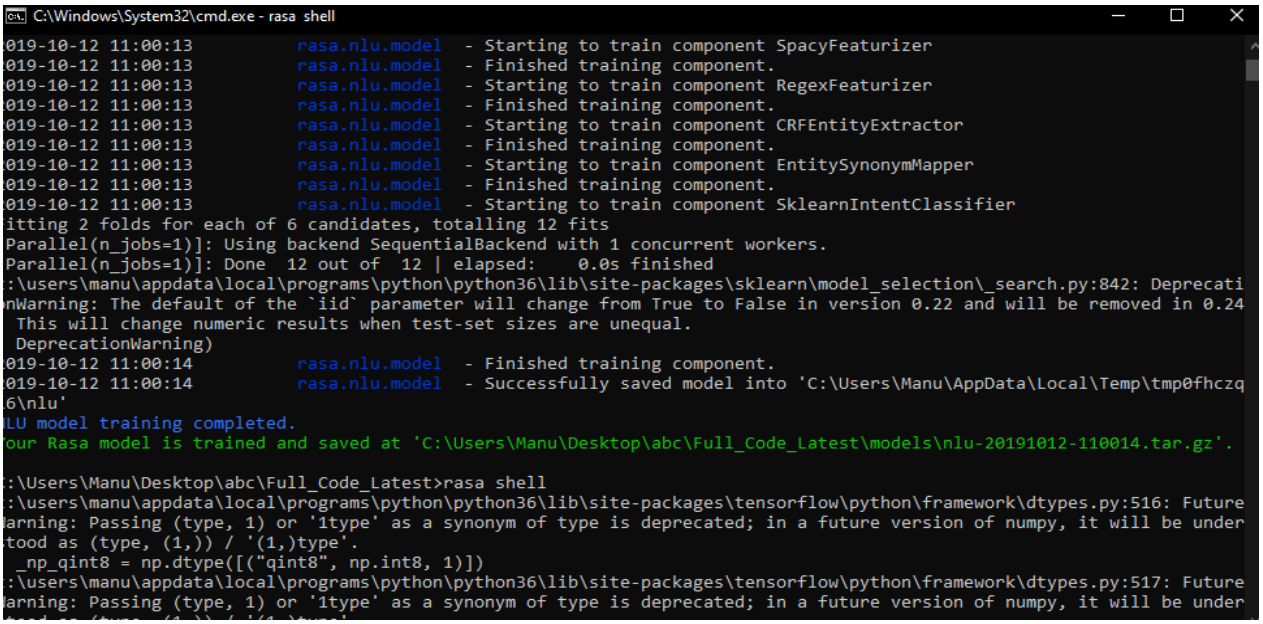
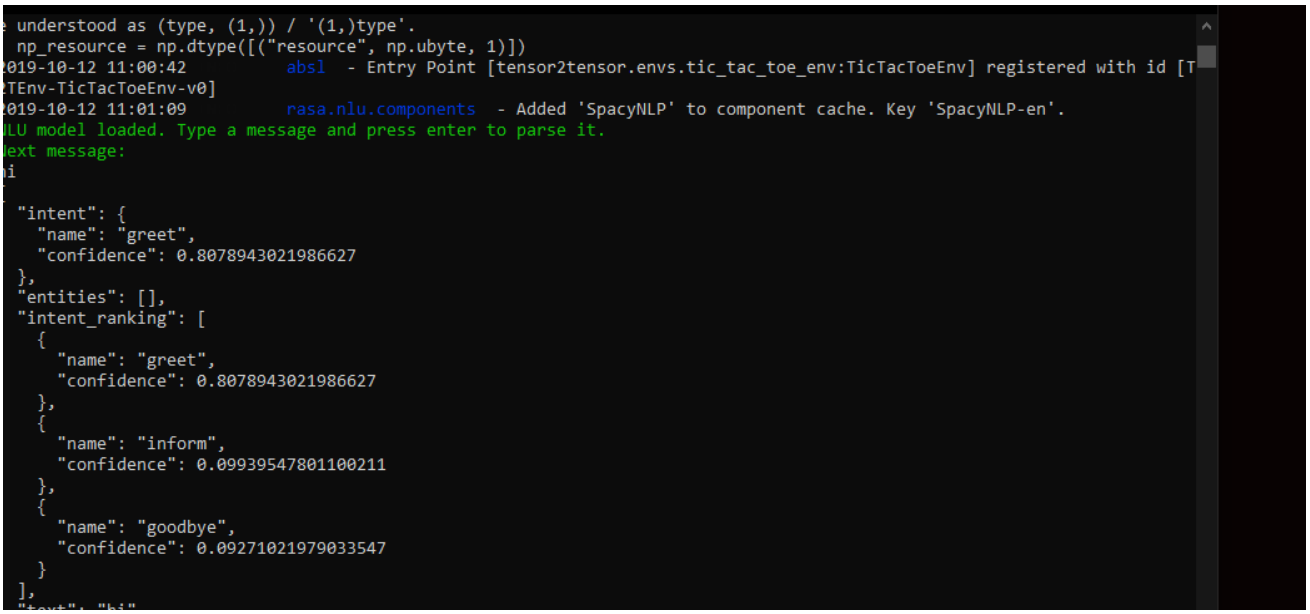
Our team consists of five members. All are doing B Tech graduation at Muthoot Institute of Technology and Science.

The problem statement is to create a chatbot for an insurance company handling both health insurance and vehicle insurance. We were also asked to satisfy certain tasks.

We started our project using RASA and worked on it. We were able to train the models but we weren't able to establish the connectivity with slack.



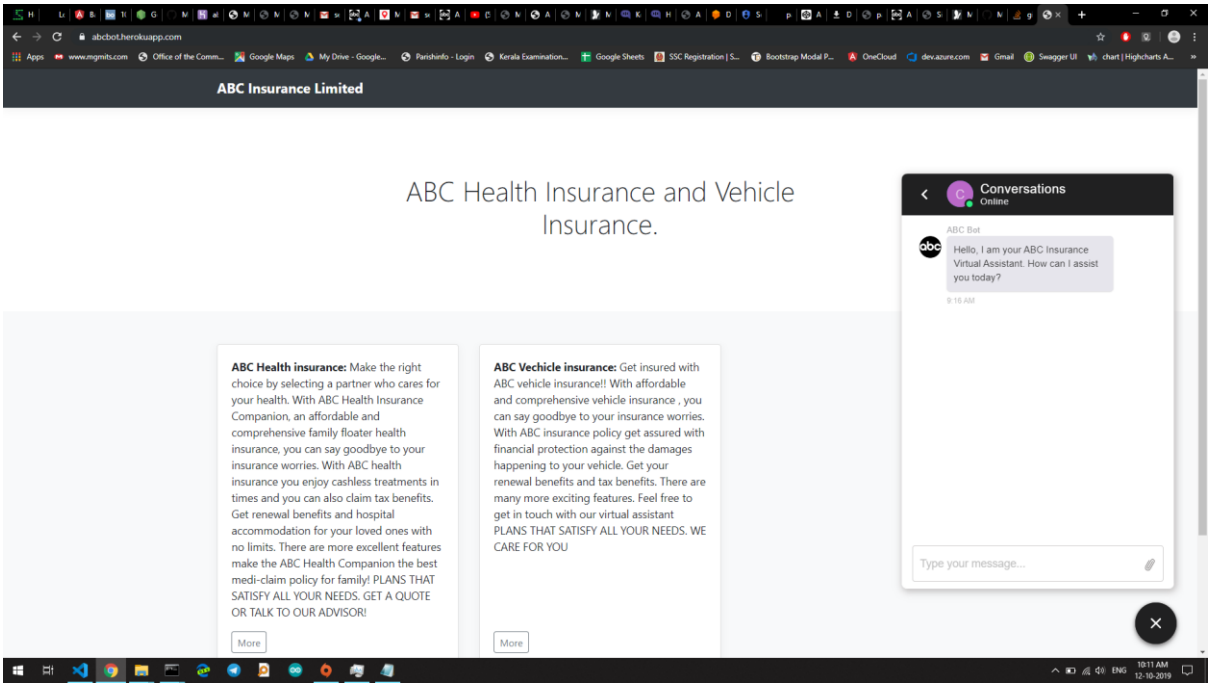


Because of lack of time, we decided to use the Dialog Flow platform to create the chatbot because it seems more familiar to us.

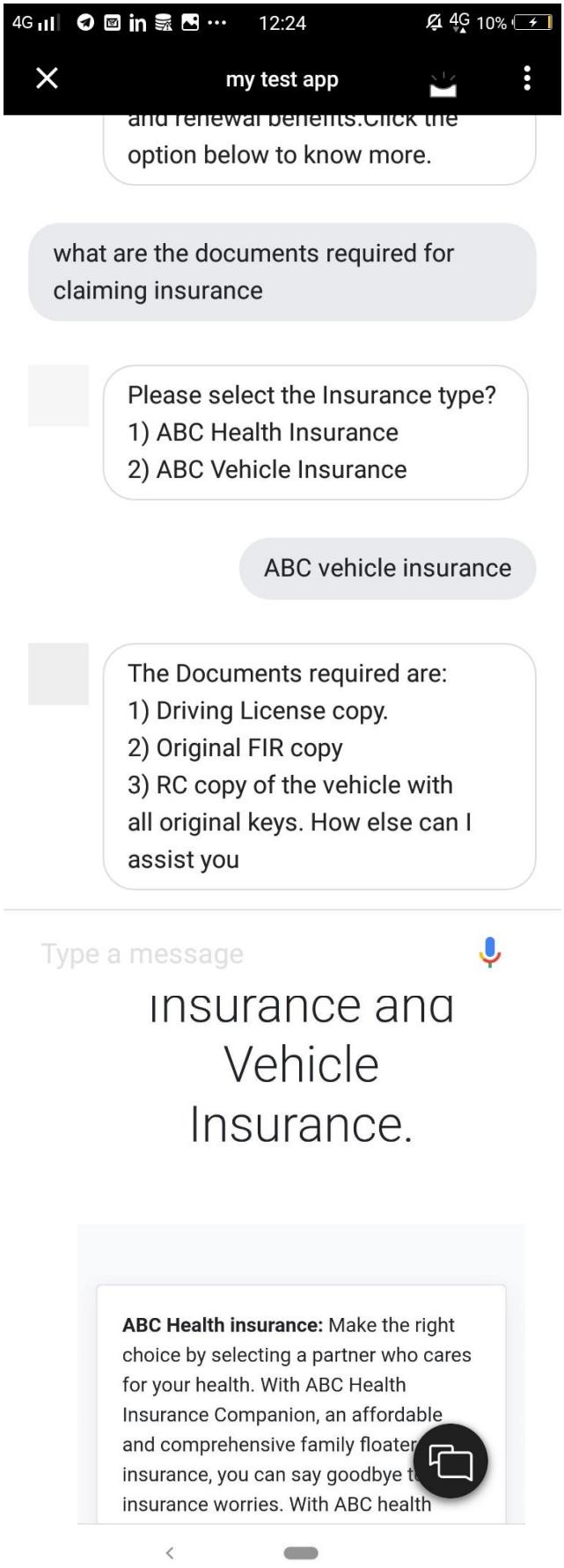
ABC bot is a web based bot that basically accepts both text and voice inputs from the user and returns the appropriate responses based on machine learning model.

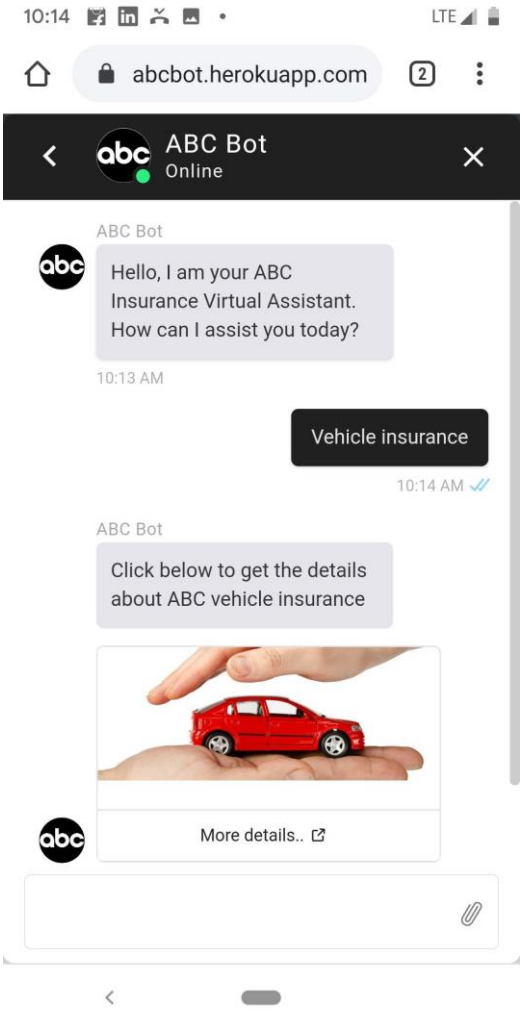
IMPLEMENTATION

- We basically created 24 different intents to determine the action by the code.
- Different training phrases were added to each of the intent to train the model.
- **Agent**,a module within dialogflow incorporates Natural Language Processing to understand what the user meant and to figure out what "action" has to be carried out.
- Entities were used to medical day care treatments and damage treatments.
- Different utterances were also given as responses.
- Contexts were used to represent the current state of a user's request and allow your agent to carry information from one intent to another.
- Users can use either text based or voice based inputs.
  This is the health insurance website with the chatbot.



Features


12:24
my test app
option below to know more.
what are the documents required for claiming insurance
Please select the Insurance type?
1) ABC Health Insurance
2) ABC Vehicle Insurance
ABC vehicle insurance
The Documents required are:
1) Driving License copy.
2) Original FIR copy
3) RC copy of the vehicle with all original keys. How else can I assist you
Type a message
Insurance and Vehicle Insurance.
ABC Health insurance: Make the right choice by selecting a partner who cares for your health. With ABC Health Insurance Companion, an affordable and comprehensive family floater
insurance, you can say goodbye t
insurance worries. With ABC health


10:14
abcbot.herokuapp.com
ABC Bot
Online
ABC Bot
Hello, I am your ABC Insurance Virtual Assistant. How can I assist you today?
10:13 AM
Vehicle insurance
10:14 AM
ABC Bot
Click below to get the details about ABC vehicle insurance
More details..

URlhttps://localhost/abclogin/login.html

1. We have suggestion clips to predict next qwery of the user.
2. We have provided link to the login page and updation page if user needs to do the same.
3. This is clearly classified for both health and vehicle insurance.
4. Correctly predicting and responding to the intents from the knowledge base

5.