**VISHWAKARMA INSTITUTE OF INFORMATION TECHNOLOGY, PUNE**

**COMPUTER ENGINEERING DEPARTMENT**

**APRIL-MAY 2018**

**Synopsis**



**Group number: 5**

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**Title : AI bot for Sentiment Analysis and Question Answering**

Objective : To smoothen the customer service process for service executives and improve efficiency of companies

Abstract : A customer service agent assistance bot which will perform sentiment analysis on customer voice to get his current emotion. This will help executive in modulating his responses appropriately. It will also perform NLP on the statements to answer any questions posed.

Briefs about Contents:

1. Introduction : This app assists customer service agent by displaying current emotion of customer and answering any queries.
2. Technical Details : Machine Learning models will be created in python. They can be used for prediction in any other platform.
3. Working : The bot actively listens to incoming calls to assist the agent.
4. Applications: It’s intended use is at customer or service agent side to assist in customer answering process.

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