

# Virtual Assistant Project 3 — Customer Support & Ticketing

Overview: This project combines AI-powered chatbots with human escalation to handle customer support tickets. It reduces response time and improves customer experience.

## Tools & Technologies:

- Zendesk
- Freshdesk
- Dialogflow
- Twilio
- Slack Integration

## Workflow:

- 1 Customer initiates chat or email
- 2 AI bot attempts to resolve query
- 3 If unresolved, ticket created in Freshdesk/Zendesk
- 4 Support team notified via Slack
- 5 Ticket closed upon resolution

## Expected Impact:

Improves customer satisfaction, reduces waiting time, and allows 24/7 support.