Software Proposal Document for project

Chat bot

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Abstract

The main idea of this project is to study and further elaborate both usage and flexibility of a chat bot in action, the chat bot is able keep a conversation up and be able to respond to whatever the user says or may imply base on his choice of words and what the user expects as an answer in return.

1. **Introduction**
   1. **Background**

The Chat bot is an AI based chat option, by which businesses can now make their own chat representative for the Messenger to tackle the most reasonable queries by the customers. Chat bot development creates chat bots which is nothing but austere software that interprets anything you type or say and accordingly respond by answering or executing the command. Most popular example of a bot in Chat bot development currently is Apple’s Siri. But Facebook has taken a leap from these personal bots by amalgamating two most popular technologies – instant messaging and artificial-intelligence.

* 1. **Motivation**

Chat bot have been around us for some time and implemented and in some point of our lives we’ve used them first hand and they need an enhancement when it comes to cost efficiency, response time and answer accuracy.

* 1. **Problem Definitions**

Some questions asked by users may be answered incorrectly or not answered at all, too many questions and how long a question is tests the chat bot to its core, also too many unanswered questions may lead to a phone call to further understand the requirements of a customer which is less preferable.

1. **Similar System Information**
   1. Chat bot Automation and Chat bots in HR Tech [3.1.]
   2. Insurance, Financial, Hotel, Therapy, Real Estate and Restaurant chatbots [3.2.]
2. **References**
   1. [**https://harbinger-systems.com/artificial-intelligence/**](https://harbinger-systems.com/artificial-intelligence/)
   2. [**http://www.businessinsider.com/examples-brands-companies-chatbots-business-2017-10**](http://www.businessinsider.com/examples-brands-companies-chatbots-business-2017-10)