1. 2320030113-G.Hemanth Sai
2. 2320030338-Y.Rishitha
3. 2320090027-K.Vihaari
4. 2320090046-G.V.L.Neha

MEETING-1

1.What are the primary goals of the project?

Ans: To develop a chatbot that improves customer support and engagement.

2. Who are the target users?

Ans: Customers seeking support for our services and potential leads.

3. What features are essential for the chatbot?

Ans: 24/7 availability, FAQs, ticket generation, and live agent handoff.

4. What's the expected timeframe for the project?

Ans: Approximately 3 months for development and testing.

5. How will the chatbot benefit the business?

Ans: It will reduce support response time and increase customer satisfaction.

6. Are there any existing systems to integrate with?

Ans: | Yes, CRM and customer support ticketing system integration is required.

7. What is the budget allocation for this project?

Ans: The budget is around $20,000 for the complete implementation.

8. What are the success criteria for this project?

Ans: A 30% reduction in response time and improved user feedback scores post-deployment.

9. What challenges do you foresee in this project?

Ans: Integrating with existing systems and ensuring smooth conversation flow.

10. Who will be the point of contact for the project?

Ans: The IT Manager, will be the primary contact for this project.

MEETING-2

1. Can you describe a typical user journey for the chatbot?

Ans: User asks a question, chatbot provides a response, and can escalate to a human agent if necessary

2. What are the key functionalities the chatbot must support?

Ans: Answering FAQs, collecting user data, ticket generation, and live chat handoff.

3. What language and tone should the chatbot use?

Ans: Conversational, friendly, and supportive language with a professional tone.

4. Should the chatbot support multi-language options?

Ans: Initially, support for English. Multi-language support can be added in future phases.

5. What should be the fallback mechanism if the chatbot can't answer?

Ans: Direct the user to a human agent or provide an option to leave a message.

6. Do you have any specific design guidelines to follow?

Ans: Yes, the chatbot should follow the company's branding and color scheme.

7. What data privacy and security considerations are there?

Ans: Ensure compliance with GDPR and store user data securely with encryption.

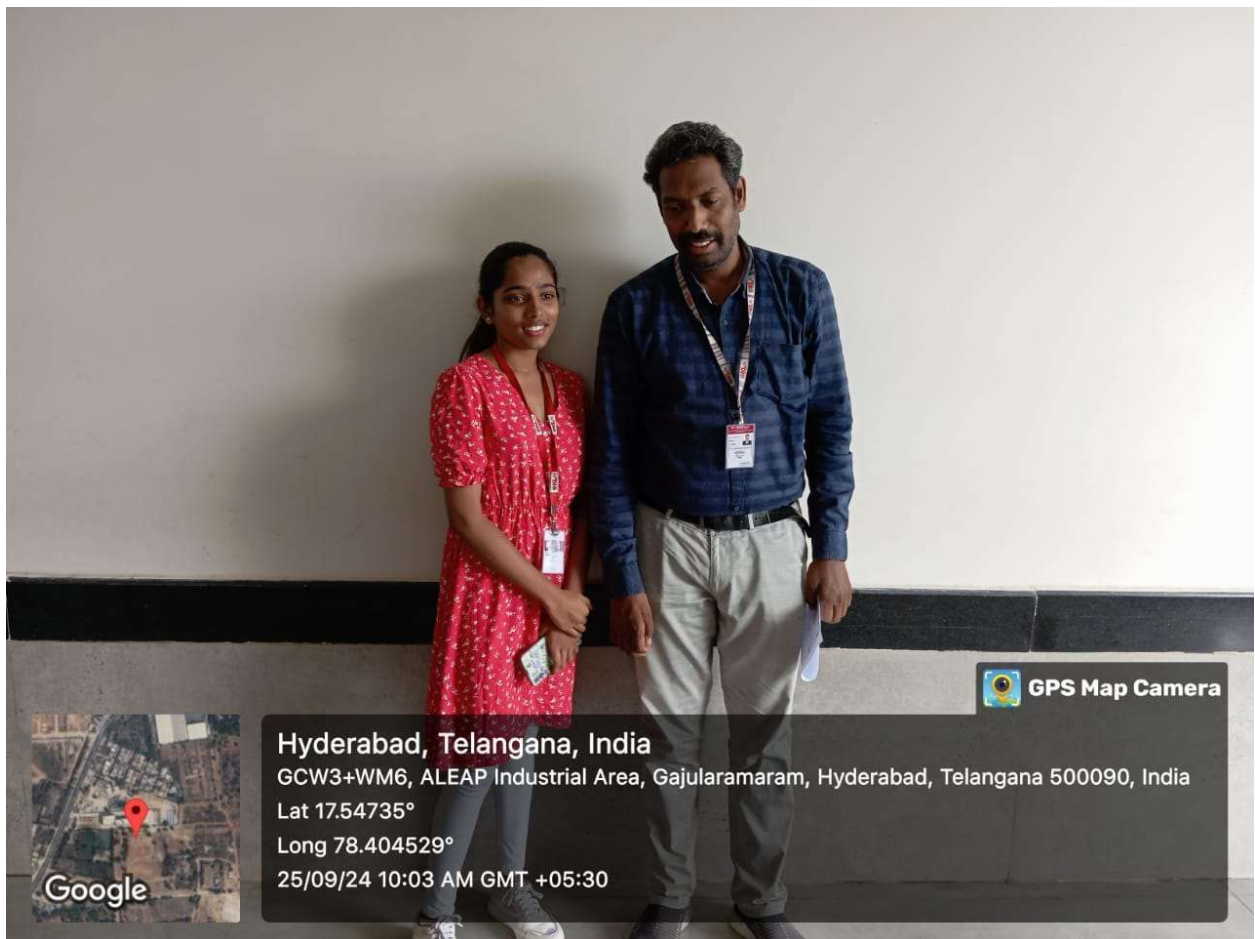8. Should the chatbot have integration with social media or CRM tools?

Ans: Integration with CRM is mandatory; social media integration can be considered later.

9. What analytics or performance tracking is required?

Ans: Track user interactions, common queries, response times, and escalation rates to human agents.

10. Are there any accessibility requirements?

Ans: The chatbot should be accessible to users with disabilities, with support for screen readers.

Hyderabad, Telangana, India
GCW3+WM6, ALEAP Industrial Area, Gajularamaram, Hyderabad, Telangana 500090, India
Lat 17.54735°
Long 78.404529°
25/09/24 10:03 AM GMT +05:30

MEETING-3

1. Are you satisfied with the current design of the chatbot?

Ans: Yes, the design looks clean and aligns with our branding.

2. What changes, if any, do you suggest for the current design?

Ans: Add a welcome message and make the chatbot button more visible on the homepage.

3. Is the chatbot's response time acceptable?

Ans: It's good, but reducing it further would improve the user experience.

4. Are there any additional features you would like to include?

Ans: Include a feedback mechanism for users to rate their experience with the chatbot.

5. How do you feel about the chatbot's user interface?

5. How do you feel about the chatbot's user interface?

Ans: The interface is intuitive, but some buttons could be larger for better visibility.

6. Are there any specific use cases we missed during development?

Ans: Handling order tracking and refund queries could be added to the use cases.

7. How would you rate the chatbot's ease of use?

Ans: 8/10 – It's user-friendly, but some responses could be more concise.

8. Do you have feedback on the conversation flow?

Ans: It's mostly smooth, but the escalation to a human agent needs a better trigger.

9. Is there a need for further testing before final deployment?

Ans: Yes, conduct beta testing with a small user group to iron out any issues.

10. What are your expectations for the next phase?

Ans: Address the feedback, optimize the flow, and prepare for full-scale deployment.

Hyderabad, Telangana, India
GCW3+WM6, ALEAP Industrial Area, Gajularamaram, Hyderabad, Telangana 500090, India
Lat 17.547319°
Long 78.404272°
25/09/24 02:24 PM GMT +05:30

Google

MEETING-4

1. Are you satisfied with the overall chatbot performance?

Ans: Yes, it meets the majority of our expectations and requirements.

2. What additional improvements do you suggest?

Ans: Adding a chatbot avatar to personalize interactions and improve engagement.

3. Are there any unresolved issues from previous meetings?

Ans: The escalation trigger needs fine-tuning based on user interactions during testing.

4. How do you see the chatbot being used in your organization?

Ans: It will primarily handle customer support and later be expanded to lead generation.

5. Would you require any training for using the chatbot?

Ans: Yes, a short training session for the support team would be helpful to understand the flow.

6. What are the plans for maintaining the chatbot postdeployment?

Ans: We would require ongoing support for updates and bug fixes.

7. How often would you need updates or new features?

Ans: Quarterly updates with new features and improvements as per user feedback.

8. Are there any future projects in mind?

Ans: Yes, possibly integrating AI-driven predictive responses and suggestions for users.

9. How do you evaluate the project collaboration?

Ans: It has been a smooth process with effective communication and timely updates.

10. Any other feedback or comments?

Ans: Great work overall! Looking forward to the chatbot's full implementation.