

Background

The rapid increase in technology, artificial intelligence and machine learning have both positive and negative impacts on small and large businesses. Most business are leveraging on big data analytics to enhance customer satisfaction. Some are also adapting to digital technology such as use of Chatbots for customer service. This have raised a question on how Small to Medium Enterprises can take advantage of artificial intelligence in enhancing customer service.

Aim

The aim of this project is to focus on how Nu-Gold brand can leverage artificial intelligence in enhancing customer service and satisfaction.

Task

To create a Chatbot to help the Nu-Gold in improving customer service and increase customer satisfaction.

Stage 1(using tkinter library)

Importing libraries for example date time for up-to-date information.

Stage 2

Creating a class with the name Nu-Gold Chatbot. The class will contain the following in that order

- title
- Zoom option for full screen
- Colors for visualization
- Graphical User Interface elements such as widgets and the response button
- Adding frames for good visualization.
- A user input field

- Send button
- Button frame
- Exit button

Stage 3

Interpretation Responses

- Greetings
- Product information
- About Nu-Gold Brand
- Locations and availability
- Support services as follows
 - Hotline
 - Email
 - Location
- An introduction with product portfolio.

Key Notes.

The Bot can handle unsupported characters

If it fails to understand the user, it is able to provide default responses.