**Abstract**

As an initiative of taking the quality of customer support to a new level we have introduced AI-BOT. AI-BOT can answer the questions of customers, free up support engineer’s time to do other work. AI-BOT cannot replace real customer support, but it can supplement it.

**Tools & Specification**

* **Source Versioning :** Git
* **Server :** Node.js
* **Client :** JavaScript, HTML, and CSS
* **Third party libraries** : brain.js, natural-brain

**Team Roles**

Build Team  — Created an environment to run the application.

Brain Team — Configured the logic of application.

UI Team — Created a simple user interactive front end.

Documentation Team — Drafted the entire project.