

IBM NALAIYA THIRAN PROJECT REPORT

Domain: Cloud Application Development

Title: Customer Care Registry

Submitted by

Team ID: PNT2022TMID10765

Team Members:

S. Nivedha

K. Nivetha

R. Parkavi

S. Parkavi

M. Pooja

Industry Mentor(s) Name : Vasudeva Hanush

Faculty Mentor(s) Name : Dharani Devi P

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1.INTRODUCTION

Chatbots are virtual advisors, consultants or assistants whose task is to talk to an internet user in real-time. However, they conduct conversations without human intervention. In reality, they are computer programs equipped with special algorithms that enable conversation and activities related to your customers needs.

1.1 PROJECT OVERVIEW

The project design is completely focused on Global user base language software in voice recognition for uneducated people behalf their own language to raise their complaint. The capacity to acquire and expand one's knowledge base, rather than the number of true and incorrect statements, is what determines one's level of intelligence.

1.2 PURPOSE

Uneducated persons are unable to use a cell phone to text about their issues. If a user's concern is not accurately represented, it won't respond. By using Global user base language software in voice recognition for uneducated people behalf their own language to raise their complaint. The capacity to acquire and expand one's knowledge base, rather than the number of true and incorrect statements, is what determines one's level of intelligence.

2. LITERATURE SURVEY

TITLE AND AUTHOR (S)	YEAR	TECHNIQUE (S)	FINDINGS	PROS AND CONS
Turning Digital Materials Into Interactive Foreign Language Lessons Through a Voice Chatbot Sherry Ruan ¹ , Angelica Willis ¹ , Qian Yao Xu ² , Glenn M. Davis ¹ , Liwei Jiang ¹ , Emma Brunskill ¹ , James A. Landay ¹ ¹ Stanford University	2019	Artificial Intelligence: Natural Language Processing	Digitization of education has brought a tremendous amount of online materials that are potentially useful for language learners to practice their reading skills. However, these digital materials rarely help with conversational practice, a key component of foreign language learning	A scalable foreign language tutoring system that can automatically construct interactive lessons for children based on reading materials.

2.1 EXISTING PROBLEM

After a survey of a number of papers, it can be stated that the conversation with a Chatbot is very simple. It answers to the questions asked by the user. A chatbot is a program designed to counterfeit a smart communication on a text. Chatbot recognize the user input as well as by using pattern matching, access information to provide a predefined acknowledgment.

2.2 REFERENCES

Title: Integrated applications with AIML based chatbot.

Authors: Md. Shahriare Satu; Md. Hasnat Parvez; Shamim-Al-Mamun

Summary:

It is the most comprehensive study on manufacturers' inventories. They used the CMI data and the consolidated balance sheet data of public limited companies published by the RBI, in order to analyze each of the major components, like the raw materials, goods-in-process and finished goods, for 21 industries over the period ranging from 1946-62 .

a) Title: Impact of Inventory Performance on Industrial Financial Performance of Pakistan (2012)

Authors: Eneje et al

Summary:

He researched the changes of raw stock inventory management system with margin of beer company in Nigeria during data from 1989 to 2008 which had gathered for analysis from the annual reports of the sampled brewery firms.

Measures of profitability were examined and related to proxies for rawmaterials inventory management by brewers.

b) Title: Inventory management practices in Cement Industry (2015)

Authors: Edwin Sitienei and Florence Memba

Summary:

Conducted a study on Effect of Inventory Management on profitability of Cement Manufacturing Companies in Kenya. The study concluded that Gross profit margin is negatively correlated with the inventory conversion period, increase in sales, which denotes the firm size enriches the firm's inventory levels, which pushes profits upwards due to optimal inventory levels.

c) Title: Research Paper on Inventory Management (2018)

Authors: Punam Khobragade, Roshni Selokar, Rina Maraskolhe, Prof. Manjusha Talmale

Summary:

Inventory Management System is software which is helpful for the businesses Selokar, Rina Maraskolhe, Prof. Manjusha Talmale operate hardware stores, where storeowner keeps the records of sales and purchase. Mismanaged inventory means disappointed customers, too much cash tied up in warehouses and slower sales.

d) Title: Simulation of inventory management systems in retail stores: A case study (2021)

Authors: Puppala Sridhar, C.R. Vishnu, R Sridharan

Summary:

A simulation model is developed and run for particular merchandise using Arena simulation software. Rigorous experimentation is conducted with the model by altering the inputs/model characteristics, and a more effective system is proposed. Compared with the existing 87% traditional inventory management

system, the proposed system will reduce the inventory level by 40% and lost sales by 87%.

2.1 Problem Statement Definition

To overcome the situation by using Global user base language software in voice recognition for uneducated people behalf their own language to raise their complaint. The capacity to acquire and expand one's knowledge base, rather than the number of true and incorrect statements, is what determines one's level of intelligence.

3. IDEATION AND PROPOSED SOLUTION

3.1 Empathy Map Canvas



3.2 IDEATION AND BRAINSTORMING

Brainstorm

Write down any ideas that come to mind that address your problem statement.

🕒 10 minutes

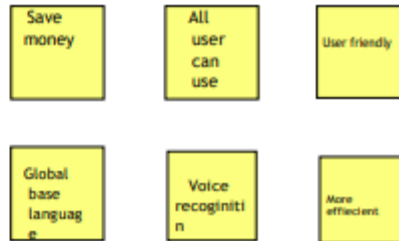
TIP

You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!

Pooja m



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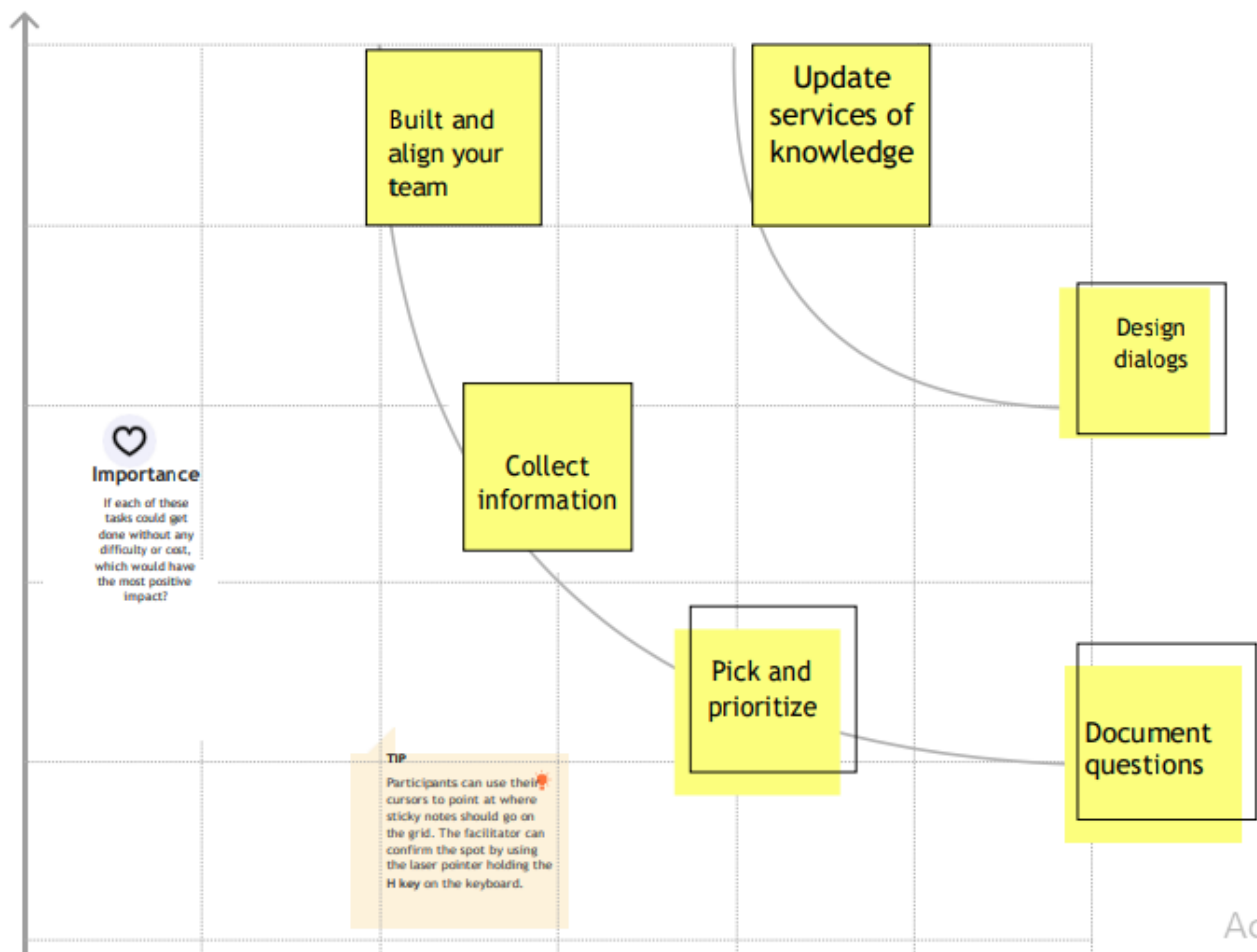


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3.3 PROPOSED SOLUTION

Sl. No	Parameters	Description
1	Problem Statement (Problem to be solved)	Uneducated people not able to communicate their problem through text by using mobile phone. If complaint statement by user side not represent correctly means it doesn't reply.
2	Idea / Solution description	To overcome this situation by using Global user base language software in voice recognition for uneducated people behalf their own language to raise their complaint. The capacity to acquire and expand one's knowledge base, rather than the number of true and incorrect statements, is what determines one's level of intelligence.
3	Novelty / Uniqueness	This solution has the uniqueness that we can use global based language a voice-based input method is used to develop a chat

		system that is easier for users to utilize, resulting in a more comfortable and pleasant experience.
4	Social Impact / Customer Satisfaction	By making suggestions and helping clients with difficulties they are having chatbot voice recognition can actively engage in interactions with customers. For this reason, companies often use bots to improve the quality of the customer.
5	Scalability of the Solution	This application is become user friendly and to increase number of users, the uneducated peoples also rectify their problem by own

3.4 PROBLEM SOLUTION FIT

1. Formation:

The problem of user should be find and fixed it. First want to find the idea and concept of problem from user side to rectify it.

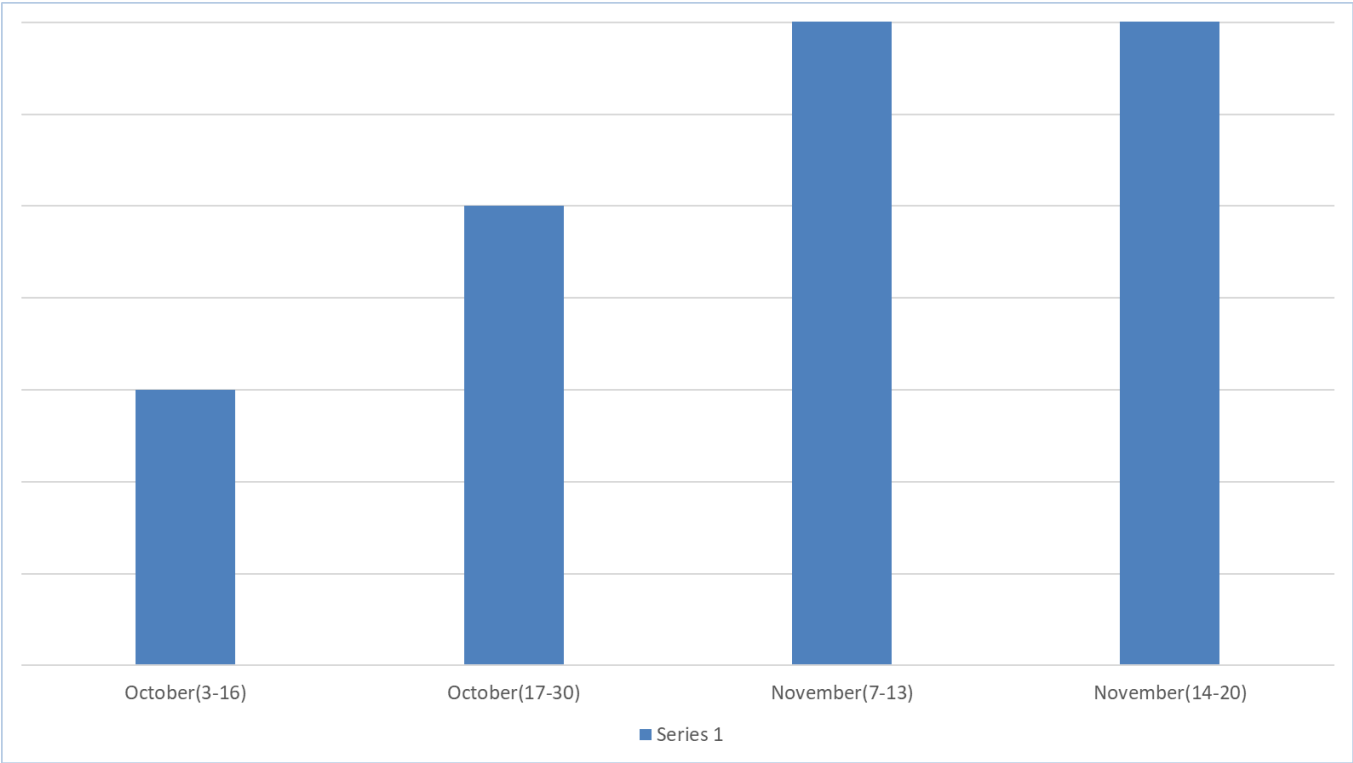
2. Validation:

The main cause of validation is scaling of problem to give solution about vision/founders fit, To use efficiently and make user friendly.

3. Growth:

To overcome the user problem and establishing the product in market at high range and customer satisfaction also.

Burndown Chart



4 PROJECT PLANNING & SCHEDULING

4.1 Sprint Delivery Schedule

TITLE	DESCRIPTION	DATE
Literature Survey & Information Gathering	Literature survey on the selected project & gathering information by referring the, technical papers, research publications etc.	22 OCTOBER 2022
Prepare Empathy Map	Prepare Empathy Map Canvas to capture the user Pains & Gains, Prepare list of problem statements	24 OCTOBER 2022
Ideation	List the by organizing the brain storming session and prioritize the top 3 ideas based on the feasibility & importance.	30 OCTOBER 2022
Proposed Solution	Prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc.	25 OCTOBER 2022

Problem Solution Fit	Prepare problem - solution fit document.	28 OCTOBER 2022
Solution Architecture	Prepare solution architecture document.	11 NOVEMBER 2022
Customer Journey	Prepare the customer journey maps to understand the user interactions & experiences with the application (entry to exit).	30 OCTOBER 2022
Functional Requirement	Prepare the functional requirement document.	03 NOVEMBER 2022
Data Flow Diagrams	Draw the data flow diagrams and submit for review.	06 NOVEMBER 2022
Technology Architecture	Prepare the technology architecture diagram.	11 NOVEMBER 2022
Prepare Milestone & Activity List	Prepare the milestones & activity list of the project.	13 NOVEMBER 2022
Project Development – Delivery of Sprint-1,2,3,4	Develop & submit the developed code by testing it.	14 NOVEMBER 2022

5. CONCLUSION

By using Global user base language software in voice recognition for uneducated people behalf their own language to raise their complaint. The capacity to acquire and expand one's knowledge base, rather than the number of true and incorrect statements, is what determines one's level of intelligence. This solution has the uniqueness that we can use global based language a voice-based input method is used to develop a chat system that is easier for users to utilize, resulting in a more comfortable and pleasant experience. Satisfaction By making suggestions and helping clients with difficulties they are having chatbot voice recognition can actively engage in interactions with customers. For this reason, companies often use bots to improve the quality of the customer. Scalability of the Solution This application is become user friendly and to increase number of users, the uneducated peoples also rectify their problems by own.