

## **List of problem statements**

1. In shopping apps navigating to the desired product is very difficult and no proper assistance will be provided. Instead of navigating to several screens for booking products online the user can directly talk to Chatbot regarding the products.

2. Who does the problem affect?

If the desired product is not selected

- The customers who have selected the product
- Customers who are dependent on the product for their use.

3. What are the boundaries of the problem?

- The product should be good so that the profit will be improved
- Want reliable data to get trained
- Over production can also affect the product
- Defect in products

4. What is the issue?

If the software do wrong recommendation desired product will not be suggested

5. When does the issue occur?

The desired product will not be selected if

- When data is wrong
- New products are added
- Data sparsity problem
- Synonymy problem: if the product is represented by two or more different names

6. Where is the issue occurring?

- Due to lack of knowledge about the products
- If not work with correct dataset
- If the proper assistant (chatbot) is not considered during analysis

7. Why is it important that we fix the problem?

- To produce quality products
- To save time and cost
- Allow customers to buy more products