Date	26 September 2022
Team ID	PNT2022TMID40350
Project name	Cloud Application Development
Maximum marks	2 Marks

Proposed solution :

S.No	Parameter	Description
1.	Problem Statement (Problem to be solved)	• If a customer has any problem in a product they bought,they will approach the company's customer care.Customer care can contact with 1 or 2 customer at a time.But if there are more customers approaching at the same time,sometimes it is difficult to understand and rectify their issues. • It may make customer irritating or lack of good interaction to that company. • At the same time,Making more number of customer service sometimes may lead to loss and need more maintanance.
2.	Idea / Solution description	• Introduce a Automated chatbot will be a good solution for the customer care issues • It is Automated techmology,so no needed to make more customer services for a company. • It can interact with many people at a time. • It will reduce cost spending for customer service and also reduce works.
3.	Novelty / Uniqueness	• It is different from other normal chatbots.Informations won't disappear,if network issue occurs. • This Chatbot will be loaded with so many information about products. • It will be interactive and interesting.
4.	Society Impact / Customer Satisfaction	• If a problem is rectified quickly,customers will be satisfied. It may also increases trust on that company. • Customers don't have to wait or spend so much time for this.
5.	Business Model (Revenue Model)	• It's a chatbot which can directly interact with customers and help them rectify their issues. • Due to this automated chatbot, company's income will increase due to the less care about the customers service and customer will be increasing due to the good interaction with them.

6.	Scalability of the Solution	● It is a user friendly chatbot that anyone can interact with it.It will generate reply depends on their texts. ● This Application will be useful for bigger companies also. ● Inorder to increase its efficiency ,we are going to add few technologies and some datas which will be more useful.