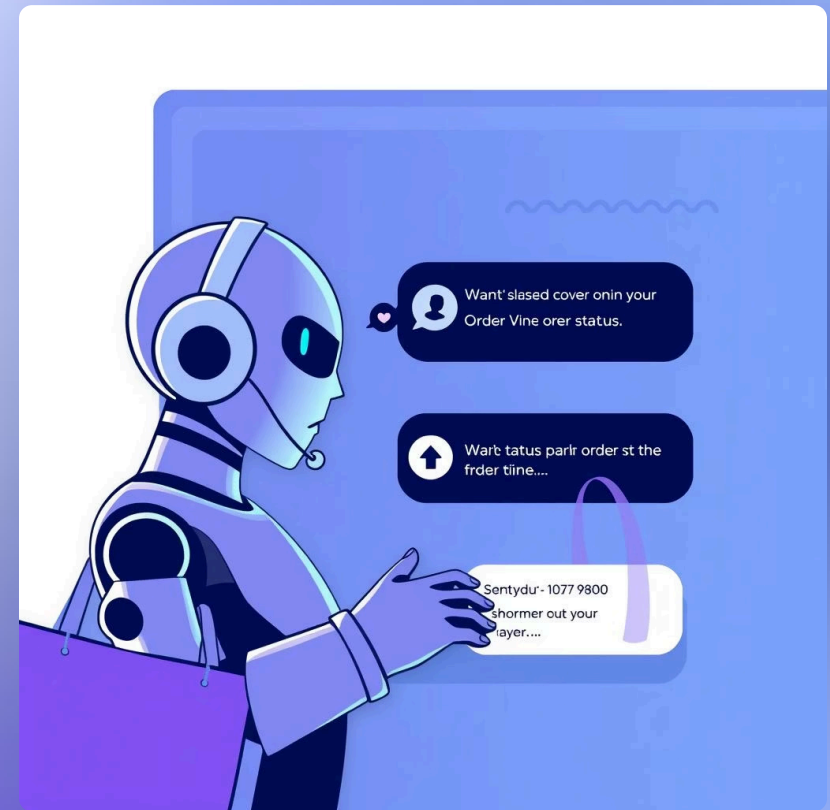# Customer Support Chatbot using Hugging Face

JS by Jasmine S

Problem

E-commerce companies are overwhelmed with repetitive queries like "Where is my order?" or "Can I return this?"

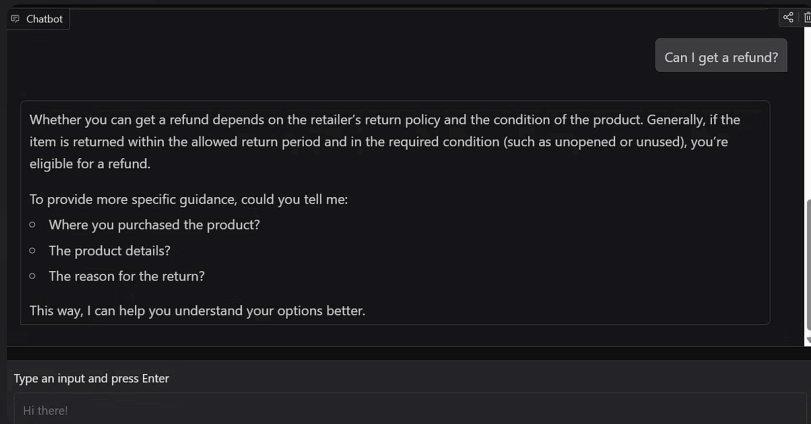This slows down response time and burdens human agents.

AI Solution

Chatbot for FAQs

A chatbot built using Hugging Face Spaces (ChatGPT model) to handle FAQs.

Natural Responses

Responds naturally and guides users through return/refund processes.

Demo Screenshot

The Screenshot of working demo/test case.

Chatbot

Can I get a refund?

Whether you can get a refund depends on the retailer's return policy and the condition of the product. Generally, if the item is returned within the allowed return period and in the required condition (such as unopened or unused), you're eligible for a refund.

To provide more specific guidance, could you tell me:

- Where you purchased the product?
- The product details?
- The reason for the return?

This way, I can help you understand your options better.

Type an input and press Enter

Hi there!

Business Impact

🕐 24/7 Availability

⊘ Faster Support Resolution

$ Reduced Support Costs

☺ Higher Customer Satisfaction

Tools & Role

Tools

- Hugging Face Spaces

Role

- Prompt design, testing, and demo creation
- AI Sales Intern – Use case analyst & solution designer