**Problem Definition**

* Users encounter inconvenience while interacting with the chatbot
* When the bot misunderstands their enquiry, it leaves them feeling unsatisfied.
* The bot didn’t understand the common user needs, it makes the user as less interactive with the bot.

**Use case of the Chat-Bot**

* To provide the Customer Service Support.

**Design to Innovation**

1. **Persona Design:**

**Name:** SupportBot

**Description:**

* + - * SupportBot is a friendly and efficient virtual assistant dedicated to providing exceptional customer service.
      * It's designed to assist customers with their inquiries, concerns, and needs.
      * SupportBot is always polite, professional, and responsive, aiming to make every interaction a positive experience for customers.

**Appearance:**

* + - * SupportBot is represented as a sleek and modern chat interface with the company's branding.

**Communication Style:**

* + - * SupportBot communicates in a clear and concise manner.
      * It uses proper grammar and avoids overly technical language unless necessary.
      * The chatbot is adaptable and can shift its tone to match the customer's mood, whether they're formal, casual, or in need of reassurance.

1. **User Scenarios:**
   * General Inquiries
   * Account Management
   * Technical Support
   * Complaints and Feedback
   * Surveys and Feedback
   * Subscription Management
2. **Conversation Flow:**

* The password forgot scenario conversation flow as follows:-

1. **Response Configuration:**

* The response of the chatbot is under three stages of processing
  + Intent detection – to identify the overall idea of the query.
  + Entity detection – to identify the keyword of the query and fetch sub parts of the query.
  + Irrelevant detection – to identify the query given by the user is query or not.
  + Auto error correction – to auto correct the human errors. (forgot password🡺forgot password)
  + Some Examples as follows:-
    - Bot: Hello! How can I assist you today?
    - User: I forgot my password.
    - Bot: I'm here to help. Can you please provide your username or email address associated with your account?
    - Bot: Thank you for providing your username/email. To verify your identity, could you please answer a security question or provide your date of birth?
    - Bot: Great! It seems like you've been successfully identified. How would you like to reset your password?
    - User: Send me a password reset link.
    - Bot: Alright! We've sent a password reset link to your registered email address. Please check your inbox and follow the instructions in the email to reset your password.
* Likewise the response of the bot builds and satisfy the customer needs.

1. **Platform Integration**

* To integrate with the other popular platforms similar to us like
  + Facebook messenger
  + Slack
* To improve the efficiency and performance of the chatbot and identify the user type.

1. **User Experience:**

* To know the experience of the customer , by taking the feedback survey ang getting comments after the end of the conversation.

**⭐⭐⭐⭐⭐🡪**Excellent

**⭐⭐⭐⭐🡪**Good

**⭐⭐⭐🡪**Satisfactory

**⭐⭐🡪**Slightly poor

**⭐🡪**Poor