

Problem Definition:

The challenge is to create a chatbot in Python that provides exceptional customer service, answering user queries on a website or application. The objective is to deliver high-quality support to users, ensuring a positive user experience and customer satisfaction.

Design Thinking:

Functionality: Define the scope of the chatbot's abilities, including answering common questions, providing guidance, and directing users to appropriate resources.

User Interface:

Determine where the chatbot will be integrated (website, app) and design a user-friendly interface for interactions.

Natural Language Processing (NLP): Implement NLP techniques to understand and process user input in a conversational manner.

Responses: Plan responses that the chatbot will offer, such as accurate answers, suggestions, and assistance.

Integration:

Decide how the chatbot will be integrated with the website or app.

Testing and Improvement: Continuously test and refine the chatbot's performance based on user interactions.