Business Case

Assuming you are working in IT department of a big MNC to automate processes. The objective is to try to use machine to help human as much as possible to improve the productivity and efficiency.

You need to ask for the name and greet the person.

You need to be able to answer 2 questions (you could google both question and answer) with embed weblink if the user needs more information.

You need to ask 1 question and store the answer in a variable and reply the answers based on the variable the user has entered (conditional IF statement).

Explain the pros and cons about your model, including limitation.

How to overcome the weakness of your model (future study).

The important of your model to your company.

Answer:

In the IT department of a large multinational corporation, the objective is to leverage machine learning and automation to enhance productivity and efficiency. To achieve this, we will need to develop a chatbot that can interact with users, for example users will ask where is Singapore and answer 2 questions.

The pros of this model is that with this chatbot it can quickly respond to user inquiries without having them to get out of the website and it can in turn help to save time.

The cons of this model is that it has limited scope where chatbot’s capabilities are limited to predefined tasks and it cannot handle complex queries in a swift manner and maintenance challenges as the model requires continuous updates to keep up with the changing information and user needs.

This chatbot is important as it helps to reduce cost by automating tasks such as removing the need for customer service with AI chatbot and it can reach and serve a magnitude of users.