Abstract:

The problem statement is in real world which specifically in the Ministry of National Guard Health Affairs they have a system call a ME service desk which is in simple words if you have a problem, you request an email to the employee who are responsible for the requests to help you. The problem is the process takes to match time to solve it and they are many requests to handle it. The purpose of this project is Creating a callbot program for the ME service desk system how can be interactive with the clients and enters all the required information without the need for real Agent to save the time by decrease the load of the routine problems, in certain cases transfer the client to the real agent.

Design:

The proposed system here is an Interactive callbot program for the ME service desk

system, which is a system used by only NGHA employees, and who work closely to

them, to enter and send a request for any IT problems. We believe that it is best to deploy

this system as a module that is connected to other departments so that information and

instructions can be transferred quickly and effectively. There are several benefits

expected from this AI program when implemented and used .effectively

1-Improve and speed up receiving the : Some of them are request from users.

2-Decreasing the load on the agent through by receiving non-routine requests.

3- The call bot is faster and more accurate than the chat bot.

Data Description:

Until now we create 3760 Entity, 3 Columns from crash, and the entity about scenarios and the Columns are Tag, Responses and Patterns.

Algorithms:

Tokenization- Count Vectorizer - Removing stop words - Removing punctuation - Lower letters - Part of speech - Count-vectorizer - TD-IDF - Long Short-Term Memory (LSTM) - Recurrent neural network (RNN)

Tools:

Programs: Python programming language.

Libraries: Pandas - Matplotlib - NumPy - Seaborn - scikitlearn- SpaCy - NLTK- Keras - Flask - TensorFlow - Re – Requests – Collections – Gensim

Twilio - Google Cloud Platform