

Abstract geometric lines in the top-left corner of the slide, consisting of several overlapping, irregular polygons and lines in a light gray color.

CUSTOMER SUPPORT SYSTEM

An Email to Customer

Prachi Sethi

19963

CS589

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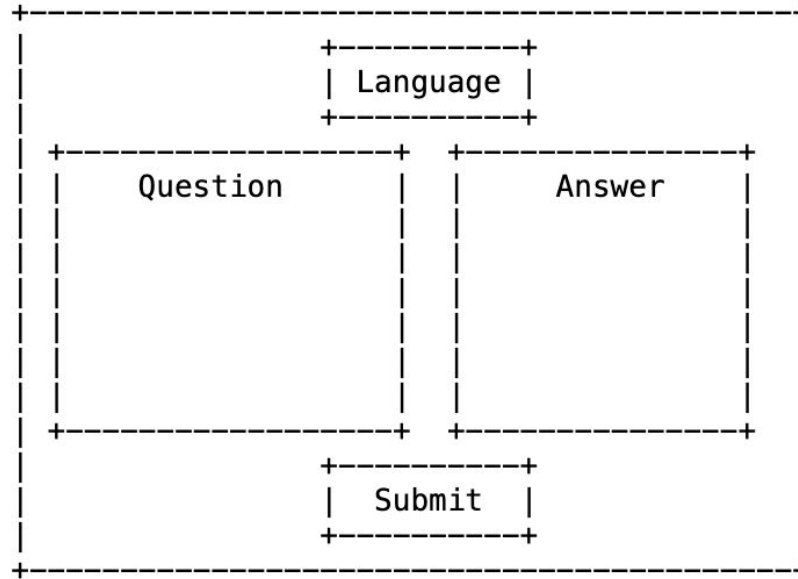
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INTRODUCTION

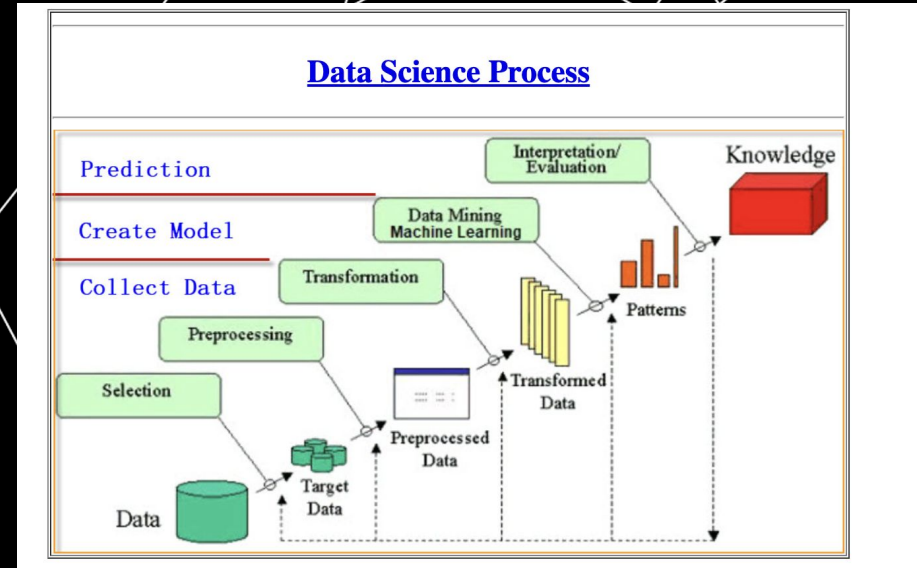
- **Objective:** Revolutionize customer support with our cutting-edge Customer Support System. This application seamlessly blends Flask and React, employing advanced language models to elevate electronic product support through efficient and personalized interactions.
- **Use Case:** In the realm of customer feedback, our app excels. It swiftly generates concise comment summaries, suggests email subjects, and analyzes sentiment. With multilingual capabilities, it ensures a globally inclusive support experience, saving time and enhancing customer satisfaction with tailored, language-specific responses.

APP ARCHITECTURE



DESIGN

Our Flask-based Customer Support System boasts a clean and minimalistic design, prioritizing simplicity and functionality. The user interface, built with basic HTML, ensures an intuitive experience for both customers and support teams. With a focus on responsiveness, the design adapts seamlessly to various screen sizes, enhancing accessibility. The aesthetic simplicity not only promotes ease of use but also allows for quick integration and customization, making it an ideal solution for streamlined customer interactions.



IMPLEMENTATION

Sending email-

Step 1 - Generate app password in your gmail account

Follow this link while logged into your Google account. (Go to your Google Account > Security > Signing in to Goggle > App passwords)

Step 2 - Configure Gmail SMTP settings on your email client

Gmail SMTP server address: smtp.gmail.com

Gmail SMTP name: Your full name

Gmail SMTP username: Your Gmail address

Gmail SMTP password: Your Gmail's login password

Gmail SMTP port (TLS): 587

Gmail SMTP port (SSL): 465

Step 3 - export the email and password as environment variables

```
def send_email(sender_email, sender_password, recipient_email, subject, body):  
    # Create the MIME object  
    message = MIMEMultipart()  
    message["From"] = sender_email  
    message["To"] = recipient_email  
    message["Subject"] = subject  
  
    # Add body text to the email  
    message.attach(MIMEText(body, "plain"))  
  
    try:  
        # Connect to the SMTP server (in this case, Gmail's SMTP server)  
        with smtplib.SMTP("smtp.gmail.com", 587) as server:  
            # Start TLS for security\  
            server.ehlo()  
            server.starttls()  
            # Login to the email account  
            server.login(sender_email, sender_password)  
            # Send the email  
            server.sendmail([sender_email, recipient_email, message.as_string()])  
            print("Email sent successfully.")  
    except Exception as e:  
        print(f"Error sending email: {e}")
```

IMPLEMENTATION

```
A customer comment has been generated.  
Selected language: de  
Email's subject is generated as per the customer's comment  
Summary has been generated from the customer comment  
The summary has been translated to de  
Sentiment of the comment: positive  
Generated customer's email  
Error sending email: (535, b'5.7.8 Username and Password not  
accepted. For more information, go to\n5.7.8 https://support  
.google.com/mail/?p=BadCredentials a5-20020a256605000000b00dc  
36ad3af97sm549341ybc.50 - gsmtip')  
127.0.0.1 - - [08/Feb/2024 03:22:54] "POST / HTTP/1.1" 200 -  
127.0.0.1 - - [08/Feb/2024 03:22:54] "GET /static/styles.css  
HTTP/1.1" 304 -
```

Multi language support

English
Arabic
Hindi
Spanish
Chinese
Portuguese
✓ German
Italian
Russian
Japanese
French

I recently purchased the TechPro Ultrabook from this company and I am extremely satisfied with my purchase. The ultrabook is sleek and lightweight, making it perfect for everyday use. The 13.3-inch display is vibrant and the 8GB RAM ensures smooth multitasking. The 256GB SSD provides ample storage space.

Assunto: Obrigado pelo seu feedback positivo sobre o TechPro Ultrabook!

Prezado(a) cliente,

Agradecemos imensamente pelo seu feedback e apreciamos suas palavras positivas. Sua satisfação é nossa principal prioridade!

Submit

IMPLEMENTATION

Choose the language to generate the Email :

English

Question :

I recently purchased the TechPro Ultrabook from this company and I am extremely satisfied with my purchase. The ultrabook is sleek and lightweight, making it perfect for everyday use. The 13.3-inch display is vibrant and the 8GB RAM ensures smooth multitasking. The 256GB SSD provides ample storage space.

Answer :

Submit

Choose the language to generate the Email :

German

Question :

I recently purchased the TechPro Ultrabook from this company and I am extremely satisfied with my purchase. The ultrabook is sleek and lightweight, making it perfect for everyday use. The 13.3-inch display is vibrant and the 8GB RAM ensures smooth multitasking. The 256GB SSD provides ample storage space.

Answer :

Assunto: Obrigado pelo seu feedback positivo sobre o TechPro Ultrabook!

Prezado(a) cliente,

Agradecemos imensamente pelo seu feedback e apreciamos suas palavras positivas. Sua satisfação é nossa principal prioridade!

Submit

FUTURE ENHANCEMENTS

- Real-time Chat Support: Integrate a real-time chat feature for immediate customer-agent interactions and quicker issue resolution.
- Enhanced Analytics Dashboard: Develop a comprehensive analytics dashboard to provide actionable insights into customer behavior and support performance.
- Integration with CRM Systems: Enable seamless integration with CRM systems to consolidate customer data and streamline support workflows.
- Smart Automation with NLP: Incorporate advanced Natural Language Processing for intelligent automation, improving the system's ability to understand and respond to complex queries.
- Multi-Channel Support: Expand customer support across diverse communication channels, including email, social media, and chat applications.
- User Authentication and Personalization: Implement user authentication for personalized customer experiences, allowing users to track support history and preferences.
- Expanded Language Support: Broaden multilingual capabilities to cater to a more diverse customer base, promoting global accessibility and communication.



CONCLUSION

Concluding our journey with the Customer Support System, built with the simplicity of Flask and basic HTML, the foundation is set for future enhancements. As we look ahead, the roadmap includes real-time interactions, enriched analytics, CRM integrations, intelligent automation, multi-channel support, user personalization, and expanded language capabilities. This application, while embracing simplicity, stands ready to evolve and cater to the growing demands of efficient and customer-centric support in the times to come.

REFERENCES

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<https://openai.com/>

<https://flask.palletsprojects.com/en/3.0.x/>

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THANK YOU

Prachi Sethi

19963