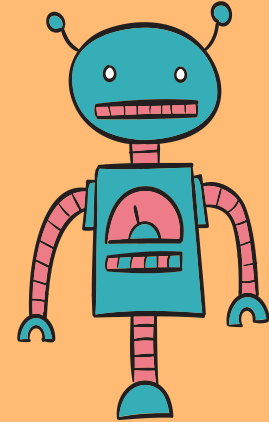
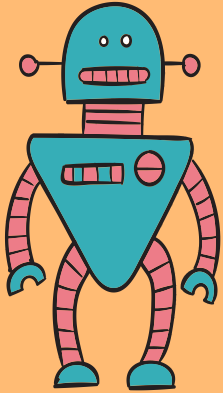




INTERACTIVE VOICE BOT FOR USER ENGAGEMENT

Team Name : High Voltage

Institute Name : Manipal University Jaipur



Team Member Details

+

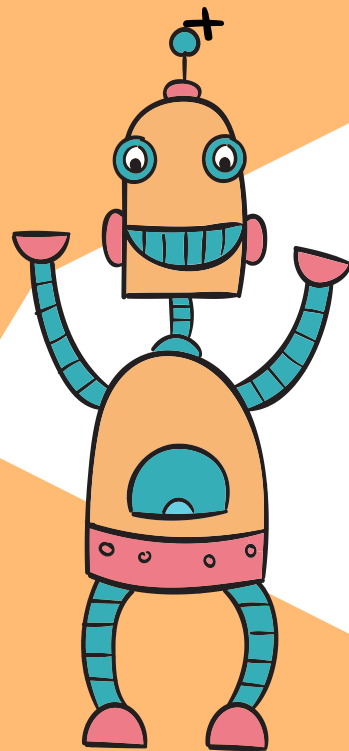


Team Name	High Voltage		
Institute Name	Manipal University Jaipur		
Team Members	1 (Leader)	2	3
Name	Ria Mishra	Naman Gupta	Harshita Sadadekar
Batch	2024	2024	2024

INTRODUCTION

FlipBot is a multilingual voice bot that can interact in English and Hindi.

- It stores all its conversations and data in a secured database.
- It's base model has been taken from an open source machine learning framework- Rasa



FEATURES

that make FlipBot unique

- FlipBot can be easily deployed on any website
- It will generate a unique session ID for every unique user
- The conversations can be stored in a csv, txt file
- Various APIs can be integrated within FlipBot

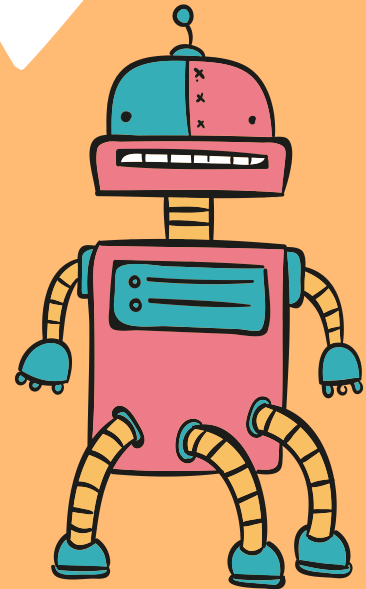


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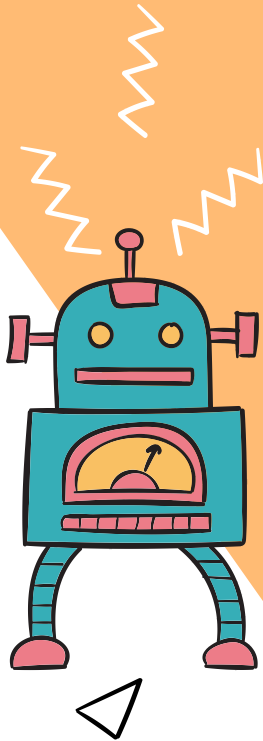
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Future
scope

USE CASES



01

The voice bot conversing with a customer to sell a credit card

02

The voice bot conversing with a customer to gather user feedback on a specific topic

03

A voice bot conversing with a customer to address a specific issue related to an ecommerce order

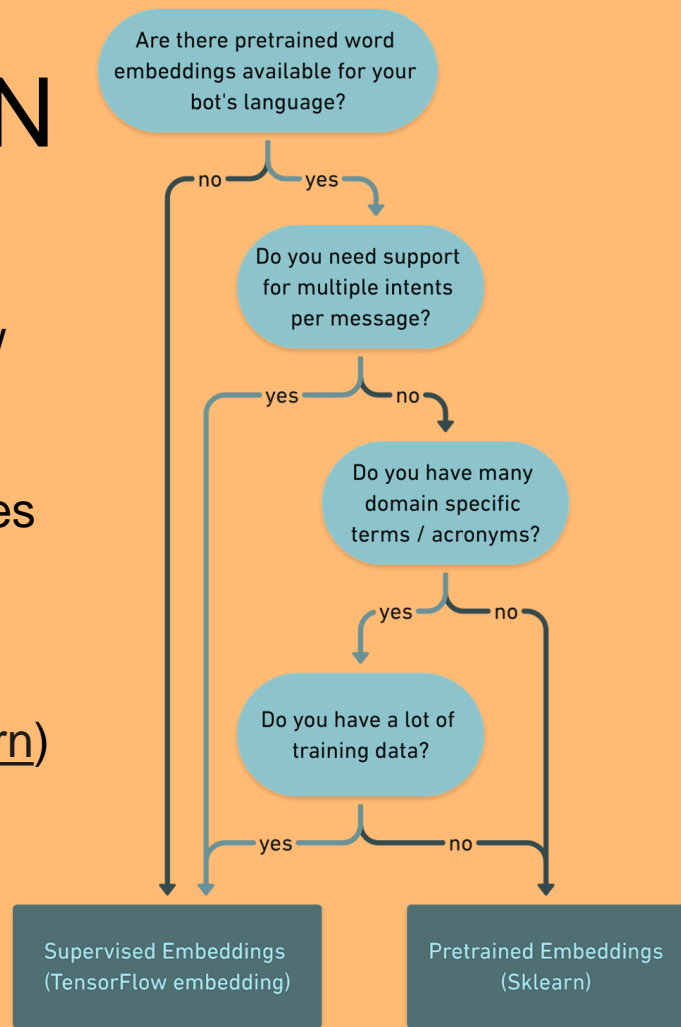
04

The voice bot conversing with a customer to check why the customer has not paid his credit card dues, and suggest suitable follow-up options



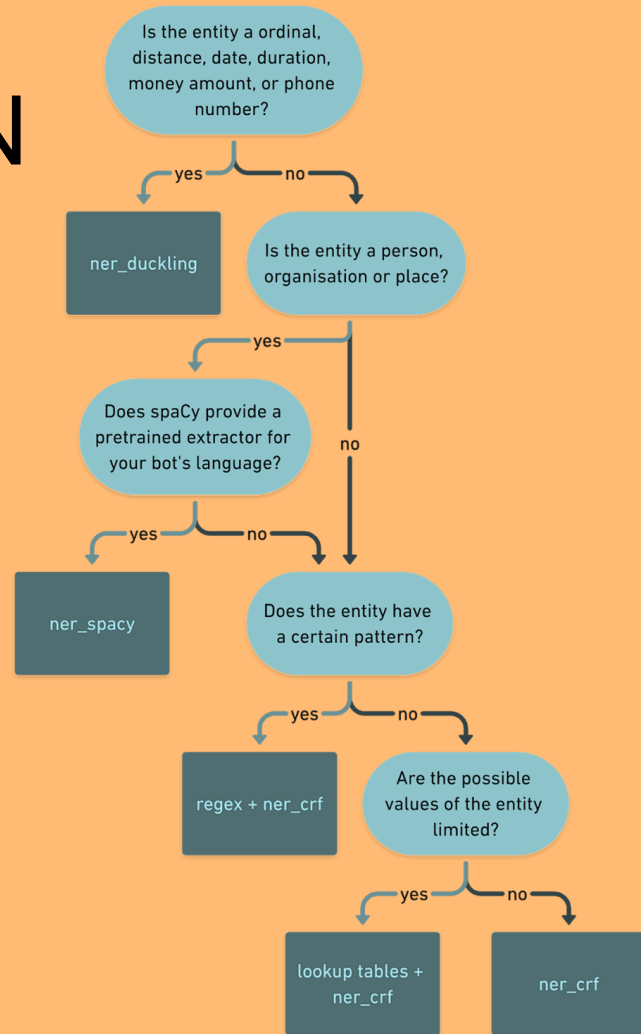
PROPOSED SOLUTION

- FlipBot uses the concept of *intents* to describe how user messages should be categorized.
- The NLU component will classify the user messages into one or also multiple user intents. The two components between which you can choose are:
 1. Pretrained Embeddings (Intent_classifier_sklearn)
 2. Supervised Embeddings (Intent_classifier_tensorflow_embedding)

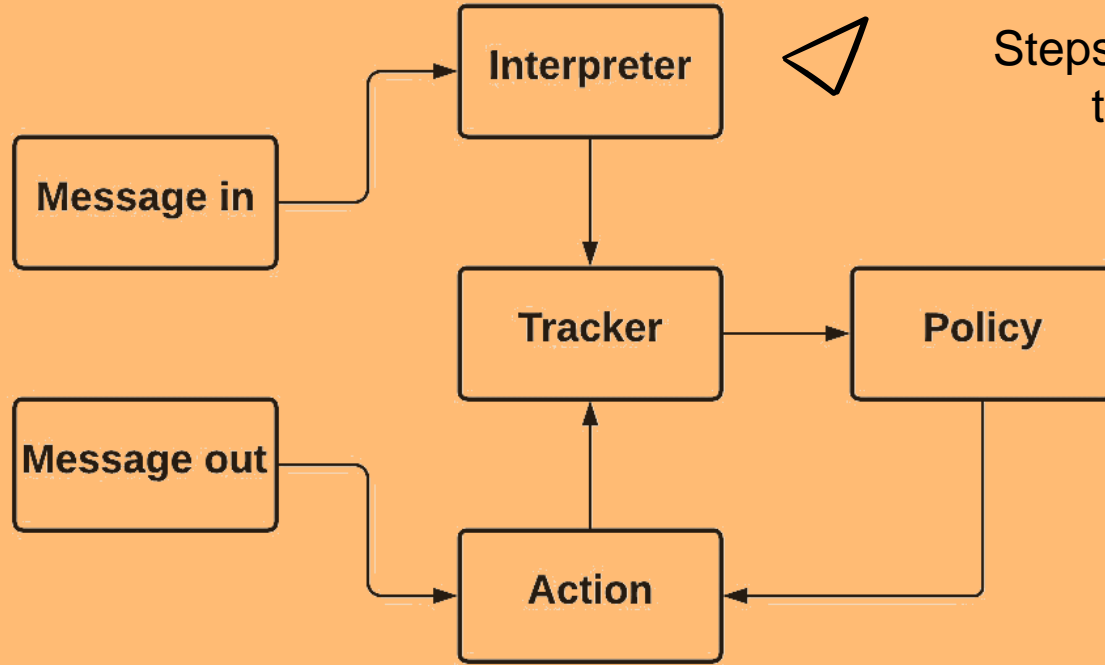


PROPOSED SOLUTION

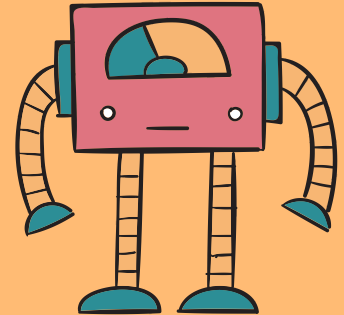
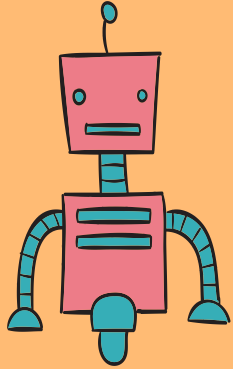
- It is also important to extract relevant information from a user's message, such as dates and addresses.
- This process of extracting the different required pieces of information is called *entity recognition*.
- There are several entity recognition components, which are able to target custom requirements:



WORKING

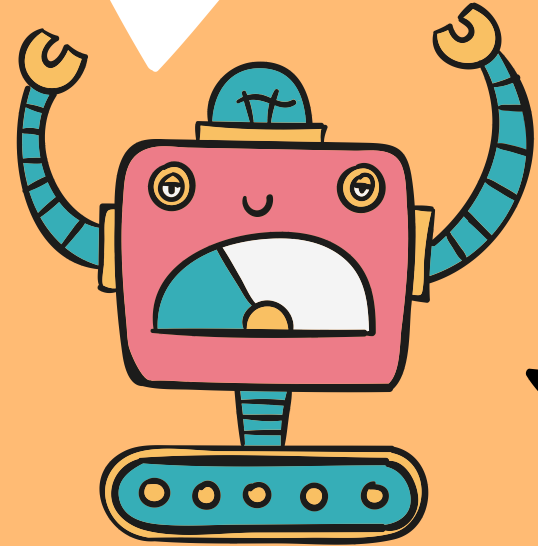


Steps that take place
to reply to a
message

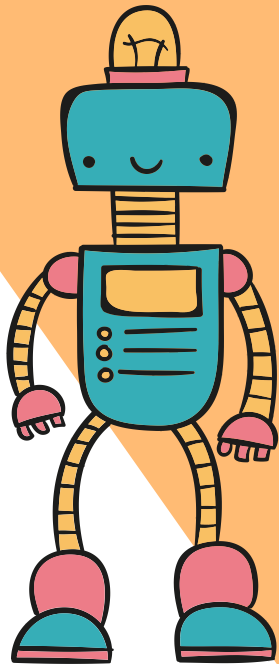


LIMITATIONS

- Currently, the bot can understand only a single language sentence (the sentence should fully be in English or fully in Hindi).
- The kernel goes dead while training the bot with more than 1000 intents.
- Requires installation of multiple components.



FUTURE SCOPE



- Support for multiple languages
- Adding an emotion- sentiment analysis feature to analyse the customer's satisfaction level
- Manage high level queries
- Ability to learn and store commonly used words that they were not trained with

The background is a solid light orange color. In the corners, there are several abstract geometric shapes: a white brushstroke-like shape in the top-left, a black arc in the top-left, a dashed black arc and a black triangle in the top-right, a dashed black arc and a black plus sign in the bottom-left, a black arc in the bottom-center, and a white triangle in the bottom-right.

THANK YOU