# Customer Service **Expert** System.







#### PROBLEM DESCRIPTION Each user may face an issue which needs an

immediate solution This system can help users to solve various types of problems by refering each of them to their suitable category which is built in the system as a

#### SYSTEM FUNCTIONALITY Allow user to see list of problems in each.

- category. Map your issue to its suitable category.
- · Find and display solution to this issue
  - based on its category · Ask user if there is another issue.

### SOME PREDICATES

handle\_query(base) : Incom(Category, Incom), resulting Incom(Category),nl,

write (List of available issues"), et, display tocore (subscript ton), display knows/support), display housely rouble shouth

# --Welcome to Customer Service Support--TESTING SYSTEM

-E-payments and digital finance solutions-

Would you like to continue or see the list of issues? (p/n)

Please enter your issue

Follow the instructions to reset your password/change your email address/update contact information/delete account, etc.

If you need further assistance, contact contact number support at 1974.

## Fleese enter your issue: 'I need help with two-factor authentication'. To manage security settings, visit our website's security mage Thank you for contacting customer service true .

Please enter your issue:

Would you like to see a list of issues in each category? (y/s)

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