Assignment No: 5

Title of the Assignment :- Chatbot application.

Problem Statement :- Develop an elementary
chatbot for any suitable
customer interaction application

Objective :-
* To understand the chatbot
application.
* To implement an elementary
chatbot application for customer
interaction.

Theory :-
A chatbot is software that
simulates human - like conversation
with users via text message on chat.
It's key task is help user by providing
answers to their questions. Chatbots are
programs built to automatically engage
with received message.

Why add a chatbot to website:-

When business add a chatbot in their
support offering, they're able to serve
more customers, improve first response

time, and increase agent efficiency. Chatbots help mitigate the high volume of care questions that come through via email, messaging and other channel by empowering customers to find answer on thier own and guiding them to quick solution.

The value of chatbots :-

One way to stay competitive in modern business is to automate as many of your processes as possible. Evidence of this is seen in the rise of risk of self checkout at grocery stores and ordering kiosks at restaurants.

Limitation with a chatbot :-

With increasing advancements, there also comes a point where it becomes fairly difficult to work with the chatbots. following are a few limitations we face with the chatbots.

o Domain knowledge :- Since truth A.I is still out of reach, it becomes difficult

For any chatbat to completely fashoon
the conversational boundaries when it
comes to conversing with a human.

• Personality:- Not being able to respond
correctly and fairly poor comprehension
skills has been more than frequent error
of any chatbot.

chatbots in Restaurant & Retail Industries.

Famous restaurant chain like Burger king
and Taco bell has introduced their Chatbots
to stand out of competitors of the Industry
as well as treat thier customer quickly.
• Customer of these restaurants are greeted
by the resident Chatbots and are offered
the menu.

chatbots in Hospitality & Travels:-
                                                              For
hotlier, automation has been held up
as a solution for all difficult related
to productivity issue labour costs a
way to ensure consistenly streamlined
production process across the system.

Chatbots in Health Industry:-

Chatbots in Health Industry are a much better fit for patient engagement than standalone apps. Through these Health Bots, user can ask health related question and receive immediate response. These response are either original or based on response to similar question in the database.

Chatbots in E-commerce :-

Mobile messengers connected with chatbots and the E-commerce business can open a new channel for selling the products online. E-commerce shopping destination "spring" was the early adopter.

Chatbots in Fashion Industry:-

Chatbots.

A.I and Machine learning pave a new domain of possibilities in the fashion industry. from Data Analytics to Personal Chatbot Stylist. Fashion is/such an industry where luxury goods can only be bought in a few physical boutiques and one to one customer service is essential.

Chatbots in Finance:-

Chatbots have already stopped in Finance Industry. Chatbots can be programmed to assists the customers as Financial Advisor, expense saving Bot, etc.

Chatbots in Celebrity:-

With a chatbot you can now have one-on-one conversation with millions of fans.

Conclusion:-

We have understood concept of chatbot and implemented an elementary chatbot application for customer interaction.

Coding Efficiency	Viva	Timely Completion	Total	Dated Sign of Course In-charge
5	3	2	10	

(TS)	(PR)	(UC)	VA	RN	Total