

2. AI Customer Support Bot

Objective:

Simulate customer support interactions using AI for FAQs and escalation scenarios.

Scope of Work:

- Input: FAQs dataset & customer queries
- Contextual memory to retain previous conversation
- Escalation simulation when query not answered
- Optional frontend chat interface

Technical Expectations:

- Backend API with REST endpoints
- LLM integration for response generation
- Database for session tracking

LLM Usage Guidance:

- Generate responses, summarize conversations, suggest next actions

Deliverables:

- GitHub repo
- README documenting prompts
- Demo video

Evaluation Focus:

- Conversational accuracy, session management, LLM integration depth, code structure