



Accenture Innovation Challenge

Harness Generative AI to develop innovative solutions that boost business and societal growth

Team details

TEAM NAME: STASCISI



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All fields are mandatory

Describe the problem statement (200 words)

In general, many people are there, who face numerous problems when they try to gather knowledge about their product. Also companies fall short to provide sufficient information about their product to their customers as a result they face severe financial losses. And a USER always wants to communicate with the company directly to resolve his/her's doubts regarding their chosen product but company's customer care services often unable to respond quickly and unable to reach USER's satisfaction level. Also, when a new product related problem arises plus when an old problem regenerates, company's employee are unable to resolve and respond the customer properly and can't give a proper solution and conclusion to the USER. That's why we are building this innovative **Chatbot** which can resolve all these issues and also save valuable time of the USER.

Proposed solution / your big Idea (200 words)

Basically, our idea is to create a unique kind of **Chatbot** which can be accessed/operated by two accounts, USER account and merchant account. If the USER is facing any problem related to the chosen product, the **Chatbot** will help the USER to clear all doubts related to the particular product and will ensure all kinds of support and solutions to the USER. By the accumulation of doubts and their solutions, a dataset can be created and company's merchant account can train the **Chatbot** regarding those repetitive doubts to ease the whole process.

How does your innovation accelerate change with the power of Technology? (200 words)

Every USER want, first solution of product related problem in a short span of time because time is most important thing for every human being. And we know customer care service is a long process and it is very difficult for a customer care agent to handle many customer with several problem. So keeping these thoughts in mind, we innovate this **Chatbot** in which a user or customer of a company will get the solution to his various problem in a short time. This **Chatbot** can replace customer care agent and can save the dataset of a problem for lifetime. Merchant account of this **Chatbot** can provide a demo video or image of their product.

How is your solution different/unique from other solutions in market? (150 words)

This **Chatbot** can provide every solution related to a product within a short span of time. It can replace customer care agent and it can save money of a company. Maintenance cost is so cheap for this **Chatbot**. This is a AI tool that's why same problem of many USERS can be resolved time to time and a USER can get more details about the product and can know what they want to know. This **Chatbot** can be operated 24*7 hours , due to which it's services can be accessible all the time. And after launching a new product, the uses of the product can be uploaded in forms of video or image or animated format in the merchant account of the **Chatbot**. So a USER can see all details, information and the uses related to the product any time anywhere.

Any testimonials received?

No testimonials received

Share the links/photos of the testimonials you've received

Please share a 1-minute video of your idea (embed on this PPT or add a downloadable link)

https://drive.google.com/file/d/1QUXjjjnbsD4Eh8MXYe8ISCYQkagyN_/view?usp=drivesdk

Thank you!

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