WINN Software Solutions

Concept:

We want to improve communication with our customers, for this we need a web application that will allow our customers to quickly get answers to standard questions or open a ticket for a more detailed answer and feedback.

As a result, we came to the conclusion that we need a **chatbot** that can be installed on our website.

A list of frequently asked questions is included at the end of the document.

We are excited to collaborate with your team to create a rule-based chatbot with a robust reporting system that will enhance our customer support capabilities. Our company is committed to providing the best possible experience to our customers, and we believe that a chatbot can play a significant role in achieving this goal.

Here are the **key features** we would like the chatbot to have:

FAQ answering capability: The chatbot should have a decision tree that covers all possible questions related to our business, allowing it to efficiently handle a high volume of inquiries. We want the chatbot to provide quick and accurate answers to our customers' questions, reducing wait times and improving customer satisfaction.

User-friendly reporting system: We need the chatbot to have a reporting system that enables customers to report any issues or problems they encounter while using our services. This feature will help us quickly and effectively resolve customer issues, leading to improved customer retention and loyalty. The reporting system should be easy to use and accessible from within the chatbot interface.

Easy live chat: We need the chatbots to be able to handle around 80% of customer queries without human intervention. And for the complex conversation, can switch or direct the interactions to live agents to serve them better. The chatbots should be able to work in a way that customers can choose or ask for live support as per their requirements.
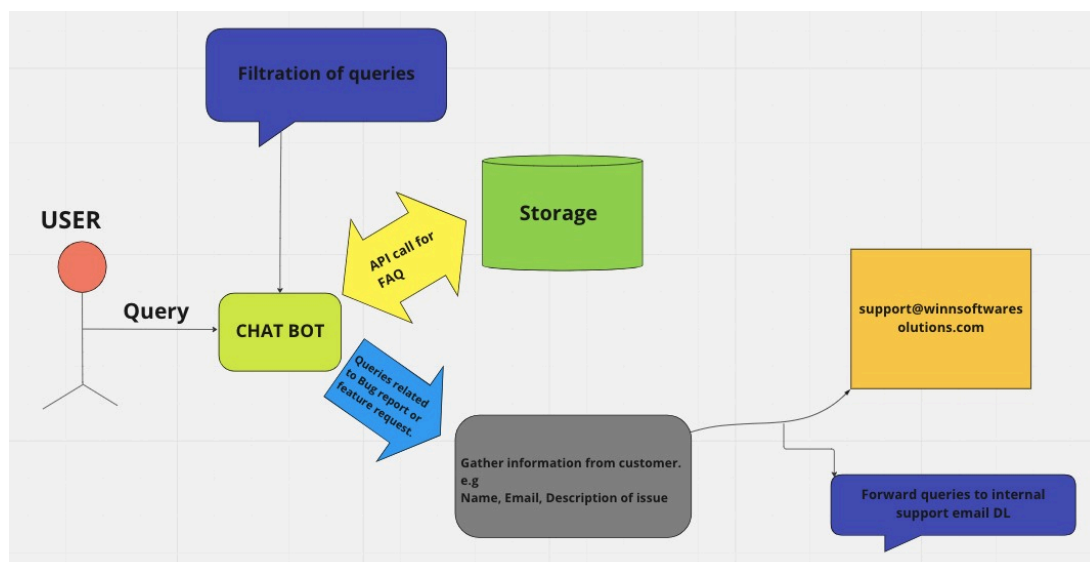
Star ratings and written feedback: Feedback is how we improve and grow. We need to be able to get feedbacks and able to display a rating system on our chatbots so that we can be able to determine how people finds it useful and to know how we can improve.

JWT Authentication: To ensure the security of the chatbot API, we would like it to be authenticated using JWT authentication. This will allow for secure transmission of requests and responses between the chatbot and other applications.

External API integration: We would like to explore the possibility of integrating the chatbot as an external API, enabling other applications to leverage its functionality to build custom applications or integrate with other third-party applications.

Analytics and insights: We want to be able to track and analyze the performance of the chatbot and the reporting system. We need to be able to gather data on customer inquiries, frequently asked questions, and user feedback. This information will help us improve the chatbot's performance and provide better support to our customers.

Here is a diagram that clearly shows how the chat bot should function:

In summary, we are looking for a comprehensive chatbot solution that offers efficiency, accuracy, and a user-friendly interface. We believe that this chatbot will be an essential tool for enhancing our customer support capabilities and improving customer satisfaction.

We look forward to hearing your ideas and suggestions for how we can work together to achieve our goals. Thank you for your time and consideration.

<p style="text-align:center">20 QUESTIONS WITH ANSWERS.</p>

1. Which services Winn Software Solutions companies provide?

- 1. Web Development
- 2. Mobile Application Development
- 3. Cloud Application Development
- 4. Storage and Traffic Monitoring
- 5. Customer support
These are services Winn software solution provides.

2. Does Winn Software Solution charge for their services

- Yes, Winn Software Solution charges for their services depending on the usage once you have registered yourself for a service.

3. How do you charge if I buy any of your services?

- Winn Software solution only charge for those services for which you registered. You will be charged according to the consumption of the service.

4. How long have you been in this business?

- Winn Software solution is a small-medium scale company and we are steadily progressively company for the last 5 years.

5. How do you guarantee the product quality?

- We work in a short iteration mode and regularly test the work result, taking into account all customer preferences. This approach allows us to provide our customers with high-quality products, observing the specified deadline. Quality is our top most Priority.

6. Do you Provide support services after the app development is complete?

- Yes, we are always glad to provide technical and support services for the apps we have developed. We can also further develop your

software products if you need to implement new features or integrate services.

7. **Is your help desk available 24/7?**

● Yes, we are providing quality services to our customer and we are available
to help anytime throughout the day for our customers.

8. **How do I contact Winn software solutions?**

● You can get in touch with us through the company email on the Contact Us page on our website, you can get all contact details there including the company address.

9. **What technologies and Programming languages do you utilise in your work at Winn Software Solutions?**

● Our experts Possess a wide range of skills, enabling us to offer our customers the best solutions to achieve their goals. Winn software solutions basically work with HTML, CSS, React Js , Node Js, MongoDB, MySQL, cross platform, Android sdk, java, js, Kotlin,selenium, testComplete and Sahi.

10. **Employee details of Winn software Solution?**

● Vladyslava Bondareva (CTO)
IOS Developer and Web Developer with work experience in HTML, CSS, SQL
and database design, Swift and knowledge in UI/UX design. Created IOS
mobile application using MVC architecture patterns and Swift. Has experience in building web applications using C#, MySQL and php.
● Umar Bhat (SBM)
Network Security and Support Engineer with more than 4 years of working

experience in the IT sector. Worked with premium and SMB customers across
the world. Worked on LAN, WAN, WLAN, VPN zone based architectures and
provided solutions to complex issues. Also worked as Broadcast Media
Engineer and provided RCA for complex streaming issues which included
availability, latency and last mile issues.

- Baran Basaran (Tech Lead)
  Full Stack Developer with hands-on experience in HTML, CSS, JQuery,
  MongoDB, Node.js, and React.js. Worked as a backend developer on tasks
  such as API design, database design, unit testing and integration with
  frontend technologies. Has experience with client-side and server-side
  development using technologies such as Material Design, Bootstrap, HTML,
  and CSS for creating responsive and visually appealing user interfaces.
- Aditi Devdas Bhoir (Web Designer)
  Web Designer and Network Engineer with experience in working on
  Network Simulator version 2 on Ubuntu to create a FANET network of
  UAVs. Has knowledge of Java, Python, C, C++, HTML programming
  languages.
- Lynn D'cunha (CRE)
  An active member of the Winn software solutions with knowledge about
  various programming languages like HTML, CSS, C++, python. Worked on a
  project for OFS cargo where in developed front-end skills.
- Saljith Subash (Full Stack Developer)
  A highly talented Software Engineer who is passionate about design,
  integration, and solving problems. React JS, JavaScript, and SQL aficionados
  with experience converting business needs into technical solutions.
- Timilehin Ayeni (QA Engineer)

A responsible and hardworking self-starter with a high sense of initiative
and a vision to achieve the organisation goal and objective. Network Engineer and Software Engineer with experience in providing complete
end-to-end engineering and installation of route-based IP network solution
and Networking [PTP] link installation and integration.
- For more details you can visit the About Us page on our website.

11. How do company's business models work?

12. Where are you located?

- Winn Software solutions is primarily located in DUBLIN ,IRELAND.

13. Whom do I need to contact incase of any issue or errors?

- In case of any issue report one can contact the customer relationship executive (CRE) of the company, you can get their details on the Contact Us page on our website.

14. What is the status of my order/request?
- May I have your contact details and order details please.(Emails only)
- The status of your order will be Updated on the contact details you provided.

15. Where can I find the amount of usage of the services?

- If you are a registered customer you can find these details on your profile once you have logged In.

16. What information do you need from me to start work?

- Share the details of your project to the CRE of our company for which the details are provided in the Contact Us page on our website.

17. Should I be familiar with the technical details to work with you?

- There is absolutely no need for this.You do not have to be an expert in software development because, actually we are. We are ready to

explain to you all unclear moments and the essence of all stages while working on the project.

- On your part, all you need is a clear vision of what objectives you want to achieve using the desired software product.

18. How long does software development take?

- We cannot possibly answer this question precisely because there are projects which take 2 to 3 weeks but also there are projects which take months. To provide you with a precise answer, we have to evaluate the project complexity and the work scope.Knowing this information, we can provide you with the estimated time frame.

19. How does the project work process take place?

- Each project is unique and requires a customised approach, but most of the development stages are relevant to all of them. However, the very process of their implementation may differ somewhat. We recommend you to read more about our work processes on our website.

20. Will you be able to increase the number of people in your team if necessary?

- If you wish to Partly reduce the project work intensity, or on the contrary,to increase it at times, we are always ready to adapt to your needs. When necessary, we will easily involve more team members in you project to meet your expectations.