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Established vide U.P. Act 21 of 2010.

A
Synopsis
On
“CHATBOT”

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Abstract:-

A Chabot is artificial intelligence (AI) computer software that can simulate a conversation using textual or audio techniques. The basis of

chat bots is artificial intelligence, which analyses a customer's data and

blends the response with them.

Introduction:-

1.1 Basic Introduction

A chatbot (conversational interface, AI agent) is a computer program that can understand human

language and converse with a user via a website or a messaging app. Chatbots can handle various

tasks online — from answering simple questions and scheduling calls to gathering customer feedback.

At the start of conversation , the bot should introduced itself with a short description as the user

Might not be familiar with the chatbot ot it's working.The description should explain the purpose

Of the bot and prompt the user to take the first action.

2. Objective:-

Chatbots boost operational efficiency and bring cost savings to businesses while offering convenience and added service to internal employees and external customers. They allow companies to easily resolve many types of customers queries and issues while reducing the need for human interaction.

- Chatbot in mental health.
- Chatbot for college enquiry.
- Chatbot in health.
- Chatbot in e-commerce.

3. Scope:-

Chatbots are designed to give people an automated way to communicate with your company. they may answer basic questions, make product recommendations, and provide customer support.

the scoping phase of a chatbot project is when you gather all the possible intents. This is the time

to dig out a magnifying glass and play Sherlock Holmes. Just like a detective, you need to poke

around in the dusty corners, interview witnesses and listen for the truth.

This is the phase where you'll look into all the possible questions your bot **could** answer. If you're

feeling impatient and want to know what your bot **should** answer, skip ahead to the next section.

The future of chatbots is that businesses will automate simple payments and allow users to pay

Directly over live chat or facebook messenger apps. The instant process makes the customer happy

And improves customer's satisfaction.



I think chatbots are the future of engagement between
a fan and a brand or celebrity.

— **Christina Milian** (Forbes) —

4.USE OF THE PROJECT:-

- A global logistics firm.
- A public energy utility.
- A property management real estate company.
- An educational institute or private school.
- A regional airline.
- Retail bank or credit union.
- An international D2C retail store.
- Gain a competitive advantage in every industry.

5.FUCNTIONAL SPECIFICATION:-

- **Channels.** Which channels do you want your chatbot to be on? [Website](#), [WhatsApp](#), Facebook, [SMS](#), [Instagram](#), email, etc.
- **Languages.** Which languages do you want your chatbot to “speak”? English, French, German, Arabian, etc? Should it speak one language or multiple?
- **Integrations.** Which tools do you need the chatbot to be integrated with? CRM, payment system, calendars, maps, custom internal tool, etc.
- **Chatbot's look and tone of voice.** If you have a specific vision of the chatbot, be sure to include this in the requirements. Also, if you have a very prominent brand personality and tone of voice, include that in your requirements as well.
- **KPIs and metrics.** Be sure to specify if you have any specific [metrics and KPIs](#) you have that you want the chatbot to meet.
- **Analytics and Dashboards.** Do you want the analytics to be in real-time? Are there any specific data you want to have on your dashboard like the number of users, automation rate, etc?
- **Technologies.** Do you have any specific technologies you want the chatbot to be built with?
- **NLP and AI.** Do you want the chatbot to have decision tree logic, Machine Learning (ML), Natural Language Processing (NLP), or Artificial intelligence (AI)?
- **Accessibility.** Do you need to meet some specific accessibility requirements like WCAG or ADA?

- **Users.** How many people from your team are going to use the chatbot? How many of your customers or conversations do you expect to use the chatbot?
- **Rich media.** Should the chatbot's responses include text, hyperlinks, images, gifs, video, and PDF attachments?
- **Security.** Do you have any specific security measures and requirements you want the vendor or the chatbot to meet?
- **Hosting.** Where the chatbot and the user data will be hosted: on your own servers or on the cloud? If on the cloud, what will be the cloud service provider and server's location?

3.Requirement

1. Hardware Requirement

- 32 GB RAM.
- 8 Octa Core Processor.
- 500 GB hard disk space .¹
- Ensure C: drive has 100 GB plus free hard disk space

2. Software Requirement

- ✓ Database Management System.
- ✓ Automation anywhere control room.
- ✓ Supported web browsers.
- ✓ Dependencies.

6.Conclusion:-

A chatbot is one of the simple ways to transport data from a computer without having to think for proper keywords to look up in a search or browse several web pages to collect information;users can easily type their query in natural language *and retrieve information...*

Tech-savvy consumers of today are always on the lookout for the best and most personalized customer experiences. It can seem an impossible task to fulfill the onslaught of ever-loving demands

However, there is one solution primed to satisfy the modern customer, and that is a chatbot. With a chatbot, your organization can easily offer high-quality support and conflict resolution any time of day, and for a large quantity of customers simultaneously.

According to Microsoft, **90%** of consumers expect an online portal for customer service. As a significant aspect of business evolution, the need for AI-powered chatbots will only continue to rise. Now is the time to deploy a chatbot solution so that your company doesn't get left behind.

“

Chatbots are important digital touchpoints and essential to an organization's digitalization journey.

”

Taru Jussila (Yrittajat)

7. Features Requirement:-

- **Conversational maturity....**
- **Omni-capable....**
- **Integrates with CRM....**
- **Emotionally intelligent...**
- **Free to explore....**
- **Autonomous reasoning...**
- **Pre-Trained....**