**Project Title:** Chatbot Deployment with IBM Cloud Watson Assistant

**Phase 1:** Problem Definition and Design Thinking

**Problem Definition:**

In today's fast-paced digital age, businesses are faced with the challenge of providing efficient and effective customer support. Traditional customer service channels often lead to long wait times, human errors, and inconsistent responses. This project aims to address these issues by developing a chatbot for customer care.

**Design Thinking:**

The design thinking process of this chatbot includes the following personalities:

**Persona Design:**

* Define the chatbot's name and make it relatable to the purpose of the chatbot.
* Determine the chatbot's tone and style of communication, whether it should be formal, informal, friendly, or professional.

**User Scenarios:**

* Identify common user scenarios and frequently asked questions (FAQs) related to the chatbot's domain.
* Understand the user's needs and pain points that the chatbot can address effectively.
* Prioritize the scenarios based on user importance and business goals.

**Conversation Flow:**

* Design a logical conversation flow that guides users through interactions with the chatbot.
* Create a flowchart or diagram illustrating how the chatbot responds to different user inputs and intents.

**Response Configuration:**

* Utilize Natural Language Processing (NLP) tools like Watson Assistant's intents and entities to train the chatbot to understand user inputs.
* Develop a dialog tree with dialog nodes that represent various conversation paths and responses.
* Define intents for common user queries and map them to appropriate dialog nodes for accurate responses.

**Platform Integration:**

* Integrate the chatbot with popular messaging platforms like Facebook Messenger, Slack, or your preferred channels.
* Ensure compatibility and a consistent user experience across different platforms.
* Implement features specific to each platform, such as interactive buttons or quick replies.

**User Experience:**

* Focus on the user interface and make sure it is intuitive and user-friendly.
* Provide clear and concise prompts to guide users through interactions.
* Use natural language responses that are informative and easy to understand.
* Consider user feedback and iterate on the chatbot's design to continually improve the user experience.

**Team Members Details:**

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