

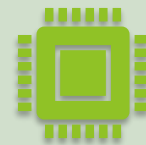
Team- ShivShakti



Background- We are 3rd year engineering undergrads from Netaji Subhash University Of Technology, Delhi



Record and vision to succeed- We are a young team that shares a wide array of skill between the six of us. This is our first endeavour together and we will work hard to make a big success.



Vision/Mission - Our mission is to create smart alternatives to existing technologies and systems that are cost effective .

Team Info

Team Leader - Sumit Kumar Jha

Member 1 - Sonali

Member 2 - Bhavesh Dass

Member 3 - Shubham Jha

Member 4 - Khustar

Member 5 - Eshan Bhatt

Problem

- ▶ Most of the government websites that either provide a service or is an information portal require a lot of customer care support only to answer a lot of frequently asked questions. This leads to a waste of both the customers time and makes the sites less user friendly.
- ▶ Moreover with everything going online ,the footfall is only going to increase. This will further clutter the user experience who could have visited a particular site for the resolution of a simple query or was looking for a step by step solution to a problem they are facing.
- ▶ Most of the bandwidth of customer agents, IT and HR helpdesk staff is consumed in handling repetitive customer and employee queries. These lost man-hours mean a concerning loss of productivity, efficiency and increased support costs.



Solution

- ▶ We can create An FAQ chatbot. It is a type of bot that **helps answer some of the most frequently asked questions** your customers or prospects may have on your site or social media page. FAQ bots provide **well-structured answers** about your business brand, products or services, and help direct your customers to the appropriate website pages any time of the day. They are usually **available 24 hours of the day, every day.**
- ▶ We can develop an AI based Chatbot (mobile/web app) to create answers to queries based on FAQs and more FAQs getting automatically added including categorization. We can use machine learning algorithms to increase the dataset of questions and answers and ensure that the mapping of questions and answers remain maintained every time there is an increase in the dataset.

A close-up photograph of an hourglass with green sand. The sand is flowing from the top bulb to the bottom bulb. The hourglass is positioned on the left side of the slide, with the top bulb at the top and the bottom bulb at the bottom. The sand is a vibrant green color, and the glass of the hourglass is clear. The background is a dark blue-grey color with abstract green geometric shapes on the right side.

Market Validation

- ▶ Development time 1 week

Product

Architecture - It is a software product

Ecosystem

Adjacent markets

Metrics

Saleability

Channels

Business Model



Opportunities- Can be used on Government Portals, Help Pages of Websites/Apps, Digital Assistants



Sources of revenue - We can sell the software on a Subscription Basis to generate Revenue.



Intended customer base - Government, Website/App owners

Competition

↓ [FAQ Bot - Chatbot, Help Pages, Live Chat](#)

↓ [Call Center Software | Call Center Solution | Helpdesk Software - Ameyo](#)



Financial model and projections

- We currently do not have a revenue generation model but we can provide this service on subscription basis to generate Revenue.



Risks



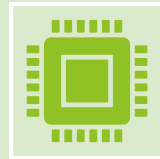
Our model can overfit on the dataset as is the problem with a lot of neural network-based solutions. **Solution:** Adding dropout layer and selecting better activation functions can solve the problem to a great extent.



User communicates in a different language. **Solution:** Provide better language support using google translate API or deepL Translate API.



Mapping of new questions to answers could be erroneous. **Solution:** Employ better mapping algorithms.



Data Alteration by Hackers. **Solution:** Use better Security system for website/App.



Summary

- ▶ Most companies today have an online presence in the form of a website or social media channels. They must capitalize on this by utilizing custom chatbots to communicate with their target audience easily. Chatbots can now communicate with consumers in the same way humans do, thanks to advances in natural language processing. Chatbots can be used in Businesses to save resources, cost, and time. It creates answers to queries based on FAQs and more FAQs getting automatically added including categorization. We use machine learning algorithms to increase the dataset of questions and answers and ensure that the mapping of questions and answers remain maintained every time there is an increase in the dataset.

Q&A

APPENDIX/BACKUP

