



PACKAGE TRACKER

CUSTOMER SERVICE CHATBOT

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DESIGN CHOICES

Interface:

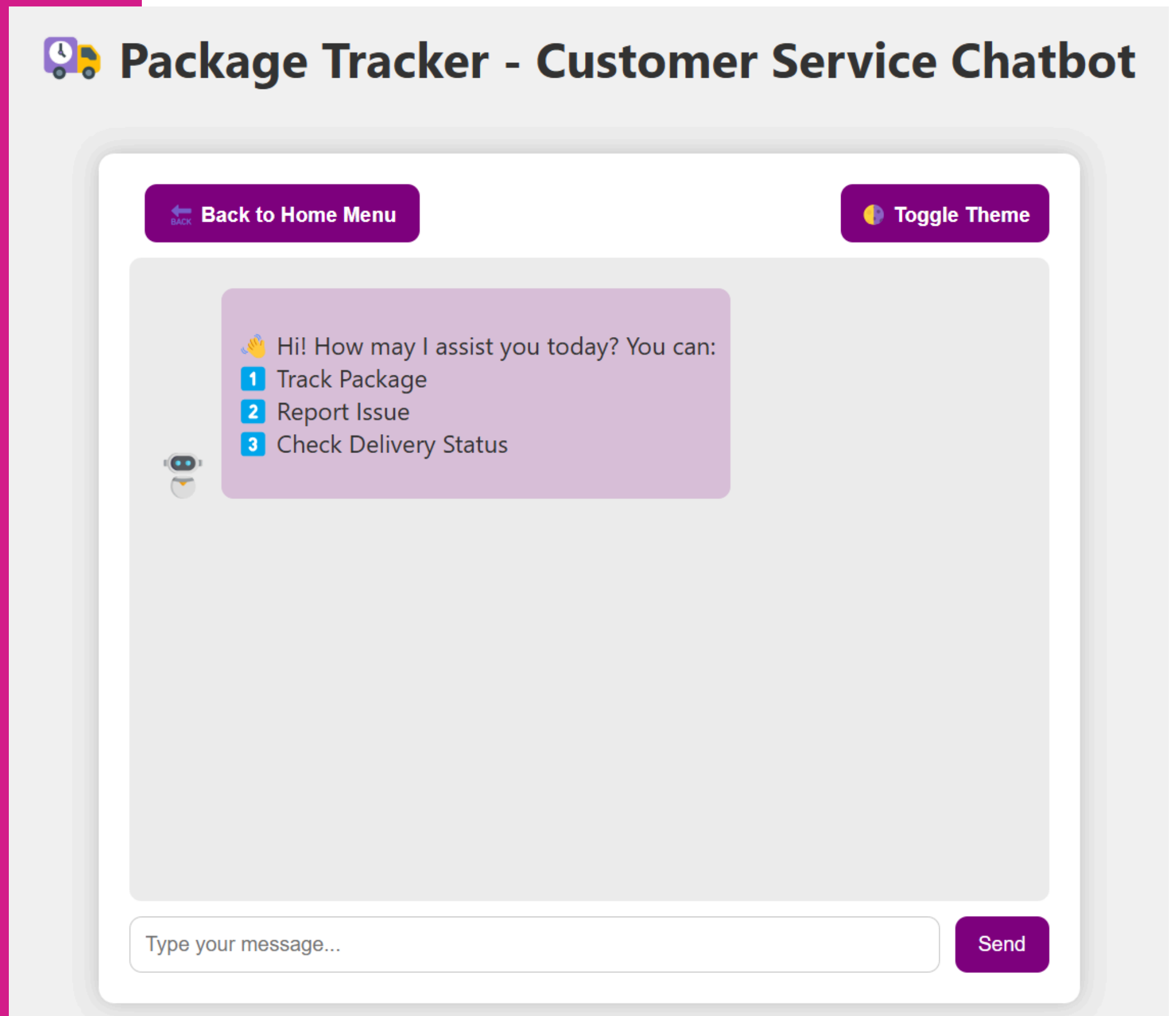
- **Clean, Intuitive chat interface**
- **Clear distinction between user and bot messages**

Conversational Flow:

- **Keyword based intent recognition.**
- **Step-by-step prompts.**
- **Focus on core functionality.**

Visual Hierarchy:

- **Color, spacing and typography for clarity.**
- **Clear headings and labels.**



TECHNICAL IMPLEMENTATION

Django Framework:

- **Web Application Interface**
- **URL routing** (``chatbot/urls.py``).
- **Template rendering.**
- **Session management** (``chatbot/views.py``)

Python Logic:

- ``chatbot/views.py`` for input processing and response generation.
- **Regular expressions** for ID validation.
- **Dictionaries** for package data.



CHALLENGES AND IMPROVEMENT

Challenges:

- **Keyword matching is basic.**
- **Struggles with complex language**
- **Error handling**
- **Implementing Conversation flow considering the edge cases**

Improvements:

- **Use of trained AI model instead of hardcoded data**
- **Integrate NLP & Improve intent/sentiment recognition.**
- **Considering wide range of customer edge cases.**
- **Robust backend and Database integration to store**
- **data persistently.**
- **Realtime tracking if possible**

