

Assignment Objectives

A chatbot is a software application used to conduct an on-line chat conversation via text or text-to-speech, in lieu of providing direct contact with a live human agent.

Chatbots are used in dialog systems for various purposes including customer service, request routing, or for information gathering. While some chatbot applications use extensive word-classification processes, natural language processors, and sophisticated AI, others simply scan for general keywords and generate responses using common phrases obtained from an associated library or database.

Most chatbots are accessed on-line via website popups or through virtual assistants. They can be classified into usage categories that include commerce (e-commerce via chat), education, entertainment, finance, health, news, and productivity.

Create a finance or accounts or business related chatbot. A template could be: <https://snatchbot.me/botstore/template/41246>

Possible features of the chatbot include:

- Interact with website
- Interact with user
- Interact with Email
- API with Application like Telegram

Min Link is 10.

You may take the content from website (example is MSBA)

Please refer to DBS chatbot for

reference: https://www.dbs.com.sg/sme/default.page?pk_source=google&pk_medium=organic&pk_campaign=seo

Explain how your chatbot work, with flow chart if possible.

Does your Chatbot solve any business problem? (with reference will be better).