Proposal: Embedding Solution Set in a React App with Virtual Customer Service Rep

Introduction

We propose building a web application that embeds a product solution set directly within a React app. This application will also feature an AI-powered virtual customer service representative to assist users with product inquiries, FAQs, account creation, and appointment booking.

Objectives

Seamless integration of product data via Excel files.

Efficient customer query handling through an LLM chatbot.

Voice and text-based support for improved accessibility.

Scope of Work

Backend Components

Data Handling: SheetJS (for Excel parsing)

LLM & Chatbot: OpenAI API or Deepseek or groq

Voice Support: Deepgram API or Openai whisper

Deployment: Vercel / Netlify

Timeline & Deliverables

Week 1: Backend setup, Excel parsing integration.

Week 2: Chatbot implementation, voice features.

Week 3: Bot training with product data and FAQs.

Week 4: Testing, optimization, and deployment.

Budget

Total Cost: $750

Breakdown:

Backend Development: $300

Chatbot & AI Integration: $250

Deployment & Testing: $200