1. Overall approach used:

- Flask web application with a simple HTML/CSS/JavaScript frontend

- Pre-defined corpus for common questions

- OpenAI's GPT-3 integration for handling out-of-corpus questions

- Ngrok for exposing the local server to the internet

2. Frameworks/libraries/tools used:

- Flask: Web application framework

- OpenAI API: For GPT-3 integration

- Flask-ngrok: For exposing the local server

- HTML/CSS/JavaScript: For the frontend interface

3. Problems faced and solutions:

- The code shows an error related to the deprecated `text-davinci-003` model. This can be resolved by updating to a newer model like `gpt-3.5-turbo`.

- There's an error related to ngrok connection. This might be due to ngrok not being properly set up or running. Ensure ngrok is installed and running correctly.

4. Future scope:

- Implement a more robust natural language processing system for better question understanding

- Add a database to store and retrieve wine information dynamically

- Implement user authentication for personalized recommendations

- Add multi-language support for international customers

- Integrate with a wine inventory system for real-time stock information

- Implement a recommendation system based on user preferences and past interactions

- Add image recognition capabilities for wine label scanning

- Integrate with social media platforms for wider accessibility

- Implement voice recognition for hands-free interaction

- Add a feature for virtual wine tasting sessions