**Project Concept**

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| **Project number** | **SSAD03** |
| **Project Title** | **Artificial Intelligence Bot for FAQ**  **Code Name: Raphael** |
| **Document** | **SSAD Project Concept Document** |
| **Creation date** | **11 - 08 - 2016** |
| **Created By** | **Vighnesh Chenthil Kumar**  **(Other Members: Anubhab Sen, Ananya Trivedi)** |
| **Client** | **Jayanth Rasamsetti, Gibbr** |

**Description**

Searching for answers to all our questions on the FAQ section of most websites can be quite a tiresome process. Users have to scroll through a long list of questions and answers, whether relevant or irrelevant. This can prove quite labourious and frustrating, especially in times of dire need.

This process of searching for answers can be automated by using a smart bot, powered by AI, which could be fed with a set of predetermined questions and answers, and programmed to provide the most relevant answer to the questions asked by the user.

**Profile of Users**

This product is targeted in the market for all enterprises which need a sophisticated and automated FAQ page, to ease the user experience of surfing for answers, thus increasing their traffic, and thereby boosting their business.

**Usage Model**

* A plugin that could be inserted into each website's FAQ page
* A provision for a human to intervene and reply via text/Facebook Messenger in rare cases of the bot being unable to provide a relevant answer
* A console for the admins of the website to view the conversations