THIS PROJECT IS DONE BY ARIJEET GHOSAL

This is the chatbot that I created for the complaint Bot. The Bot's front end is designed in Streamlit and the back end is in Python.

The work of the Complaint bot is fetching the deal's details from Pipedrive and then using the OpenAI API we can generate a report for further investigation. This project helps automate the manual work of looking at every activity inside a deal and fetching the right information based on all the activities. We also have a dialogue box to specify the activity that we particularly need.

The front end looks like this where we can enter the deal id and the subject of the complaint.

When we filled the right information it asks us to download the report in txt file and then it fetches all the details from pipedrive and displays.

This is the message that it displays in the txt file.

Complaint Report: Test Deal

Client: : Test

Deal Description:
- Client: Test
- Case Type: Legal Representation
- Current Stage: Negotiation/Review
- Expected Close Date: [Enter Expected Close Date]

Complaint Overview:
- **Received On:** [Enter Date]
- **Complaint Type:** Service Quality
- **Submitted By:** Arijeet Ghosal

Complaint Details:

1. **Issue Description:**
   - The client has expressed dissatisfaction regarding the legal services provided. The main points of contention are:
     - Lack of timely responses to inquiries.
     - Inadequate explanation of legal processes.

- Delays in the progression of the case.

2. **Communication Concerns:**
   - The client reported multiple instances where emails and phone calls went unanswered or were significantly delayed. He feels this lack of communication undermines his confidence in the legal representation provided.

3. **Service Quality:**
   - The client has raised concerns that the legal advice received has been unclear or incomplete. Mr. Hiller feels that important aspects of his case are not being adequately explained, leaving him unsure of how to proceed.

4. **Case Progress Delays:**
   - There have been delays in advancing the case, attributes to the firm's lack of diligence. Timelines agreed upon have not been adhered to, leading to frustration and a perception of unprofessionalism.

Client's Desired Outcome:
- Prompt and clear communication regarding all aspects of the case.
- A detailed explanation of the current status and next steps of the legal process.
- Assurance that future timelines will be strictly adhered to.
- Consideration for any potential fee adjustments due to the delays and service quality issues experienced.

Internal Review:
- **Responsible Attorney:** [Enter Attorney Name]
- **Date Review Initiated:** [Enter Date]
- **Findings So Far:**
  - Review internal communication logs.
  - Assess response times versus office standards.
  - Evaluate the explanations and guidance provided to Mr. Hiller.
  - Investigate the reasons behind any delays in the case progression.

Action Plan:
1. **Immediate Communication:**
   - Contacted the client to acknowledge the complaint and arrange a meeting to discuss his concerns in detail.

2. **Review and Adjust Procedures:**
   - Ensure that all communications are timely and documented.
   - Provide Mr. Hiller with a clear and comprehensive update on his case status.

3. **Follow-Up:**
   - Schedule regular updates for Mr. Hiller to keep him informed of any developments.

   - Reassess the case timeline and ensure that future milestones are met.

4. **Compensation Consideration:**
   - Discuss potential compensation or fee adjustments due to the inconvenience caused.

Conclusion:
Addressing The client complaint promptly and effectively is a priority to restore his confidence in the legal services provided. Immediate steps will be taken to ensure better communication, clarify case proceedings, and mitigate any delays to enhance overall service quality.