Customer Support Web Chatbot

MINI PROJECT REPORT

Submitted to

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BELAGAVI - 590018

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in partial fulfillment of the requirements for the award of the degree of

Bachelor of Engineering

Department of Information Science and Engineering

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CERTIFICATE

Certified that the project work titled "**Customer Support Web Chatbot**" is carried out by **Mr. Charana H U, USN: 4SU17IS008**, **Mr. Shankar B G, USN: 4SU17IS032** and **Mr. Sharathkumar R, USN: 4SU17IS0333** are bonafied students of SDM Institute of Technology, Ujire, in partial fulfillment for requirement for VII semester **Web Technology Laboratory with Mini Project** in Information Science and Engineering of Visvesvaraya Technological University, Belagavi during the year 2020-2021. It is certified that all the corrections/ suggestions indicated for Internal Assessment have been incorporated in the report deposited in the departmental library. The report has been approved as it satisfies the academic requirements in respect of mini project work prescribed for the said Laboratory.

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Acknowledgement

Abstract

Chatbots, or conversational interfaces as they are also known, present a new way for individuals to interact with computer systems. Traditionally, to get a question answered by a software program involved using a search engine, or filling out a form. A chatbot allows a user to simply ask questions in the same manner that they would address a human. The most well-known chatbots currently are voice chatbots: Alexa and Siri. However, chatbots are currently being adopted at a high rate on computer chat platforms. A simple chatbot can be created by loading an FAQ (frequently asked questions) into chatbot software. The functionality of the chatbot can be improved by integrating it into the organization's enterprise software, allowing more personal questions to be answered, like "What is my balance?", or "What is the status of my order?". Most commercial chatbots are dependent on platforms created by the technology giants for their natural language processing. These include Amazon Lex, Microsoft Cognitive Services, Google Cloud Natural Language API, Facebook Deep Text, and IBM Watson. Platforms where chatbots are deployed include Facebook Messenger, Skype, and Slack, among many others.

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