Customer Service Chatbot With AI

A PROJECT REPORT

Submitted by

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Under the guidance of

Mr. Md Ziaur Rahman

in partial fulfillment for the award of the degree of

BACHELOR OF TECHNOLOGY

IN

COMPUTER SCIENCE AND ENGINEERING

At

PRESIDENCY UNIVERSITY

BENGALURU

JANUARY 2025

PRESIDENCY UNIVERSITY

SCHOOL OF COMPUTER SCIENCE ENGINEERING

CERTIFICATE

This is to certify that the Project report "**Customer Service Chatbot With AI**" being submitted by "SUDHESHNA, ANKITHA HUDEGAL, ARPITHA G, K PAVITHRA" bearing roll number(s) "20211CSE0679, 20211CSE0680, 20211CSE0682, 20211CSE0690" in partial fulfillment of the requirement for the award of the degree of Bachelor of Technology in Computer Science and Engineering is a bonafide work carried out under my supervision.

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DECLARATION

We hereby declare that the work, which is being presented in the project report "**CUSTOMER SERVICE CHATBOT WITH AI**" entitled in partial fulfillment for the award of Degree of **Bachelor of Technology** in **Computer Science and Engineering**, is a record of our own investigations carried under the guidance of, **MR. MD ZIAUR RAHMAN,** Assistant Professor, **School of Computer Science and Engineering, Presidency University, Bengaluru.**

We have not submitted the matter presented in this report anywhere for the award of any other Degree.

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ABSTRACT

Our proposed work explores the role of AI chatbots in the tourism industry, focusing on customer service, operational efficiency, and business growth. As a result of artificial intelligence and Natural Language Processing (NLP), chatbots are able to perform a broad scope of tasks, from responding to inquiries to processing bookings and giving personalized recommendations. The goal of the project is to identify how AI chatbots positively impact customer experiences by responding quickly, accurately, and relevantly, thus leading to better satisfaction and engagement. AI chatbots improve operational efficiency by handling high volumes of customer interactions instantly, reducing response times, and enabling 24/7 service. This is especially valuable in the tourism industry, where travelers often require immediate assistance. Additionally, chatbots personalize the customer journey by analyzing preferences and delivering tailored suggestions, creating a more dynamic and engaging interaction.

The findings indicate that, besides improving customer satisfaction, AI chatbots can minimize operational costs and help companies to remain competitive by offering effective, scalable customer support. The project emphasizes that adoption of AI chatbots represents innovation and customer-centric operations and pushes business growth and competitiveness in the market. In a nutshell, AI chatbots are powerful tools that can revolutionize customer service in the tourism sector. They enhance engagement, reduce costs, and provide personalized experiences, which can help businesses maintain a competitive edge in the digital age.