

Real World Smart Chatbot for Customer Care using a Software as a Service (SaaS)

Architecture Summary

Godson, D. M., Sanket, T., Sharddha, M., & Jeril, K. (2017). Real world smart chatbot for customer care using a software as a service (SaaS) architecture - IEEE Conference Publication. Retrieved September 16, 2018, from <https://ieeexplore.ieee.org/document/8058261>

This paper seeks to solve a problem of handling large volumes of social media for a company to improve their customer service. To ensure customer satisfaction, and quick response to customers, this project would analyze the customer comments and decide if there is need for initiating a conversation through a chatbot standing in place of a customer representative. The chat can be a group chat as well. The chatbot is created in a way that it is able to handle the conversation on its own. The analysis is enabled by technology known as machine learning lambda. The whole system will be deployed on cloud. Other technologies used include Ejabberd that ensures the message has been delivered, AWS lambda server, AWS lambda, API Gateway to ensure a robust and scalable product.

The results of this project reveal that the system can handle large volumes of customer queries and it can lessen the employees needed in the customer service department.