

## NLP based automated customer service chatbot

Hello my name is Daffa Haj and I'm here representing our company to tell you a little bit about our service. First let's talk about customer service of online shop, we know it's tiring when customers asking the same questions all the time, not only its irritate us because sometimes the questions is already answered in the description of the product or our store, but it can drain us mentally to do this work at all, this is why automate such hassle is an important for the store owner.

Our Service is based on General Purpose QA Machine Learning Model to process customer's questions, we provide sub-second response service where your online shop can get the answer faster than human response with 80% percent accuracy, not only it will ease your customer service and your store owner's work load, but it also improved your customer's satisfaction towards your shop.