Project Analysis

# Background of Project

1. Background:

IBM is an American funded technology company headquartered in New York, USA. IBM offers a wide variety of cloud platform and cognitive solutions to its customers, Watson being their most popular and sophisticated creation.

1. Identification of the problem:

- They have too many options/solutions to choose from.

- They don’t have a chatbot available in their page.

- Company receives too many emails from customers.

- Chatbot could reduce the amount of emails customer support receive.

- It will make information much easier to find for customers.

- It will give related information to a topic of interest.

- Makes the website more users friendly.

# Evidence of analysis

# Objectives

# Log/diary of research

# Description of the current system

# Prospective users

# Modelling of the problem

# Further research

# Proposed solution details

# Data volumes