Project Title: Conversational Agent at a Contact Centre

**Current Status**:

The project is currently in the build phase, where we are developing a computer The initial version of the Conversational Agent for the Contact Centre has been successfully developed and tested in a console-based environment using Python. The chatbot currently handles basic interactions through a rule-based approach, recognizing user intents such as greetings, business hours, billing inquiries, complaints, and callback requests. Each intent is matched using simple keyword detection, and appropriate responses are returned in real time. The system is functional and runs smoothly in a terminal, providing a strong foundation for future enhancements such as natural language understanding, GUI integration, and deployment to a web-based platform.

**Key Milestones Achieved:**

 Defined project scope and finalized chatbot objectives.

 Built a functional console-based chatbot using core Python.

 Implemented rule-based intent detection for key queries.

 Enabled real-time conversation through a terminal interface.

**Challenges Faced:**

 Limited intent recognition due to use of basic keyword matching.

 Inability to handle complex or vague user queries.

 No memory of previous conversation context (no multi-turn flow).

 No GUI or web interface — limited to terminal-based use.

**Skillset Support Required**:

 Guidance on improving intent detection using NLP or ML techniques.

 Help with implementing multi-turn conversations and context retention.

 Support in designing a user-friendly web-based chat interface (HTML/CSS/JavaScript or React).

 Assistance with deploying the chatbot online using platforms like Render or GitHub Pages.

**Next Steps:**

 Expand the intent base to cover more customer support scenarios.

 Integrate basic memory to support multi-turn conversations.

 Transition from console to a web-based user interface.

**Links:**

- GitHub Repository: https://github.com/farhan2114/chatbot-contact-centre/commit/a323c925f07e9914f5c90531e1d0843fae15fe4c

- Video Pitch: