

Student Names:

| Student-Name | Role | Student-ID |
|-------------------|-------------|------------|
| Fouad Alkadri | Assistant | 218110075 |
| Ibrahim Khurfan | Team Leader | 218110082 |
| Abdullah Rajoub | Assistant | 218110141 |
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Topic Choice:

The topic that we've chosen is coffee shop Chatbot.

Goal:

The coffee chatbot has 3 main objectives as inputs:

1. Take orders
2. Take questions
3. Take Complaints

As and output for each input:

1. Will initiate an order and send it to the coffee branch.
2. Will answer questions based on a predefined set of questions and if the answer is not there it will reconnect the customer with the call center.
3. Will record complaints and send it for the quality assurance team to solve it.