

Smart Customer Support Chatbot

Tech Stack: React, Spring Boot, MongoDB, OpenAI API

Background

Most customer queries are repetitive. A chatbot can help respond to FAQs faster and reduce human support load.

Objective

Develop a chatbot that uses LLMs to answer customer queries based on stored company FAQs or documents.

Tasks

1. Build a chat interface in React with message history.
2. Store FAQ documents in MongoDB.
3. Retrieve relevant FAQ entries for a given query.
4. Combine the query and retrieved data into an LLM prompt to generate a contextual answer.

Expected Output

A working chat UI where users can ask questions and get contextual, accurate replies.

Evaluation Criteria

- Correct use of retrieval-augmented prompting (RAG)
- Relevance of chatbot answers
- Efficiency of query handling
- Frontend responsiveness and conversation persistence