# Chapter One

## Introduction

Supply chains are the lifeblood of any business, impacting everything from the quality, delivery, and costs of a business’s products and services to customer service and satisfaction to ultimately profitability and return on assets (TED, SHAY, & BEN, 2018)

## Background of Study

One of these is machine learning, which in 2016 cemented its place in the technology mainstream. 47% of supply chain leaders from our larger community believe that artificial intelligence is disruptive and important with respect to supply chain strategies (Danle & Benton, 2020).

Chatbots are increasingly getting popular in supply chain management and the latest [Supply Chain Report](http://img03.en25.com/Web/FCBusinessIntelligenceLtd/%7B00307362-596f-4989-a8d1-949aea2157c5%7D_1980_EfTransport_Hot_Trends_Q2_Report_V3_CSCO.PDF) clearly shows this with a figure. 79% of companies back in the last quarter of 2016 said they are not going to use Chatbots in their business operation or as part of a digital interface. Now when surveyed in the second quarter of 2017 51% of them have said that they are already using Chatbots in various capacities (Atman, 2021).

Definition of terms

**Chatbot**: A chatbot is basically an artificial intelligence-powered application that converses with a human being to solve a problem or to answer a certain query. This reduces the operational time and enhances efficiency, that aides to the market growth (Mondor, 2020).

# Chapter Two

## Literature Review

# Chapter Three

## System Analysis and Design