Project Roadmap

Objective

- Develop a multilingual chatbot tailored specifically for generating leads.

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1. Tech Stack

- **Programming Language:** Python, reactJS

- **Tools:**

    - **Machine Learning:** PyTorch, Scikit-learn

    - **LLM-based translation:** OpenAI's GPT API

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2. Functional Requirements

A. Multilingual Support

- The chatbot was designed to support 3 languages: English, Chinese, and Spanish with the flexibility to add additional language support in the future.

B. Data Collection

- The chatbot was set to gather essential user details, including:

    - Name

    - Email

- o Phone number

- o Location (for demographic targeting)

- o Service interest details tailored to various industries

- All data was securely collected and stored in a protected database.

C. Customizable Questions

- The chatbot was designed with the flexibility to customize its questions to suit specific industry requirements, such as asking, "What type of properties are you interested in?" for real estate or "Which services would you like cleaned?" for cleaning businesses.

- A user-friendly interface was created to enable the end user to edit these questions effortlessly.

D. Lead Management

- The chatbot was designed to allow lead export via CSV or email for the end user.

- Leads were well-organized and accessible for follow-up by end user.

E. Email Personalization

- The chatbot allowed for sending personalized emails tailored to data gathered during interactions. It also provided the flexibility to customize the sender's email address (e.g., using the company's or CEO's email) and edit templates to incorporate dynamic elements like the recipient's name, location, and areas of interest.

F. Security

- Robust encryption protocols were implemented to safeguard sensitive user data, such as contact details.

- The chatbot was designed to adhere to established privacy standards and regulations, such as GDPR or other applicable laws.

G. Industry Adaptability

- The chatbot was versatile enough to cater to various industries, including real estate, cleaning, and accounting.

- The end user was provided for the option to customize the chatbot's question flow and data collection processes to suit their specific services.

H. Lead Delivery

- Upon collecting data, the chatbot was able to automatically deliver leads to the specified email address.