Title: AI-Powered Customer Support Chatbot

Problem Statement: Customers often experience long wait times when trying to connect with support agents, leading to frustration and dissatisfaction. This epic introduces an AI-powered chatbot capable of resolving common support queries in real-time, improving customer satisfaction and reducing support load.

User Stories:

1. As a customer, I want to receive instant answers to FAQs, so I don't have to wait for a human agent.
2. As a support manager, I want to see reports on chatbot performance, so I can track its effectiveness.

Product Outcome & Instrumentation: Outcome: Reduce average first response time by 70%, and decrease support ticket volume by 40%. Metric: Number of tickets auto-resolved by chatbot per day, average response time.