Project analysis

Problem Analysis

1

The problem to be addressed involves providing a solution for customers interested in purchasing a Trotec Laser machine. The aim is to offer assistance through a chatbot that facilitates access to technical and functional information about the laser cutting machines, as well as details about their prices.

2

Research

It was discovered that most customer inquiries, from both experts and non-experts, revolve around the lack of knowledge about certain aspects of the laser machines, such as the work area, power, and specific models of the machines.

Data Analysis

3

Through the use of the chatbot, the goal is to automatically provide basic information about the characteristics of the laser machines. The system will focus on the most requested models, specifically the R, SP, and SpeedMarker Series.

4

Conclusions

The information provided by the chatbot is found to be sufficient to inform potential customers who wish to purchase a Trotec laser machine.