Problem is the need to better be able to respond to service status inquiries through automation.Creation of bot with automated outputs to key phrases input by the user and bot token to be baked into ec2 instance for security. Outputs are either a single response or a suggestion the bot gives from the options in an array. The bot has built-in checks to check for functionality before deploying into the server. Future improvements would be to increase the amount of key phrase inputs and to increase the amount/type of outputs other than text.