**1. What is the main purpose of your project?**

✔ To develop a **Business & Service Website** with an **AI Chatbot** for automated customer support and service recommendations.

**2. How does your AI Chatbot work?**

✔ The chatbot uses **Natural Language Processing (NLP)** to understand customer queries, process text, and generate accurate responses.

**3. What programming languages did you use?**

✔ **Frontend:** React.js / HTML, CSS, JavaScript  
✔ **Backend:** Flask (Python)  
✔ **AI Chatbot:** Python (NLP models like GPT)

**4. Why did you choose NLP for chatbot development?**

✔ NLP allows chatbots to **understand human language**, detect intent, and respond intelligently instead of using pre-defined rules.

**5. How does your chatbot improve customer experience?**

✔ **Instant responses**, **24/7 availability**, **personalized service recommendations**, and **reduces customer wait time**.

**6. What is the difference between your chatbot and rule-based chatbots?**

✔ **Rule-based chatbots** have **fixed responses**, while our **AI-powered chatbot learns and understands natural language** for dynamic responses.

**7. How did you train the chatbot?**

✔ Used **training datasets** of FAQs, service-related queries, and **real customer interactions** to improve chatbot accuracy.

**8. Which AI models did you use?**

✔ **GPT** which provide **high accuracy and real-time response generation**.

**9. How do you evaluate the chatbot’s performance?**

✔ Using **accuracy, precision, recall, and user feedback** to measure response quality.

**10. How can this system be improved in the future?**

✔ Adding **voice recognition**, **multi-language support**, and **integration with business CRM systems**.