

Customer service - Chatbot Google Cloud Platform

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As per empirical data moreover, shows that **66%** of customers try to use self-service first. And one of the most effective self-service customer support tools that uses texting is a chatbot in new AI Era.

A conversational chatbot is design to understand and respond to a conversation in a natural, human-like manner and is equipped with artificial intelligence and access to knowledge databases and other information so it can become 'contextually aware'.

Problem:

Hang up, call again- Company losses customer for this future plan

Take advantage of Twitter causes financial and reputation loss



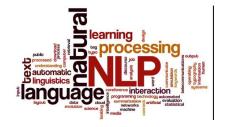
Advantages :

Chatbot is Instant & 24/7 system





Pitch In...



- Powered with **NLP capabilities**, Chabot is perfect companion to our valued Customer to help them processing tasks with speed and perfection.
- Now Air lines can utilize staff on more productive tasks. Leaving most of the process automated 24x7....Like lot of queries from customers and travel booking companies regarding cancellations, date change, information request, upgrades, seat booking etc..

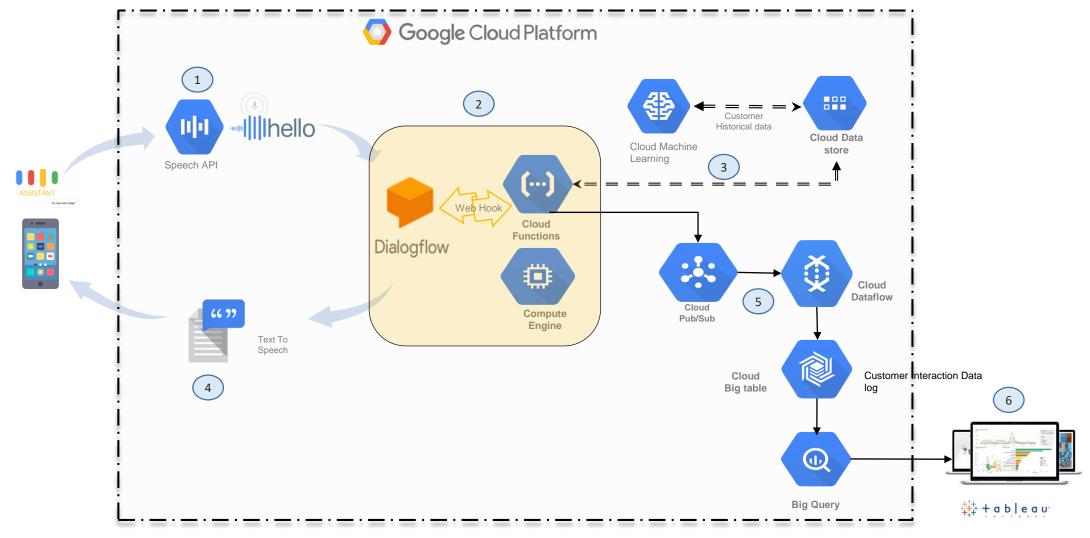


- ☐ Near Real-time prediction or action of customer request
- ☐ Model can trained using human-powered chats having logs of conversations on Logistic Regression, Random Forest, ANN using Tensorflow, Keras and implemented Machine Learning algorithms with ease on ML API.



- ☐ Harnessing the Business Intelligence out of data feed receiving from customers.
- ☐ Helping management and back operations to better plan strategy based on insight from generated.
- ☐ Tableau will act as feedback loop in system to make corrective majors after studying visualization

Proposed Solution Design



^{**}Some of the features utilizing Vision and Translation API is not mentioned in the architecture *It is optional and may be extended to recommending tour plan based upon browsing history etc

