



# Customer service - Chatbot

Google Cloud Platform

Piyush Pande

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

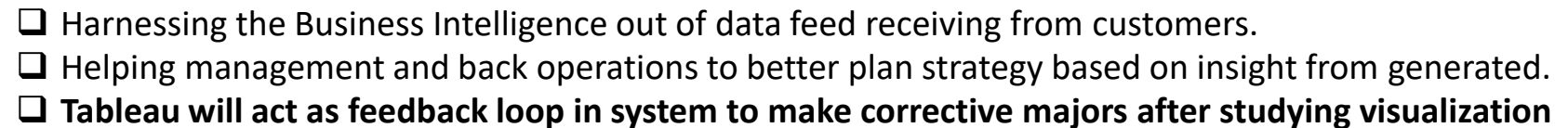
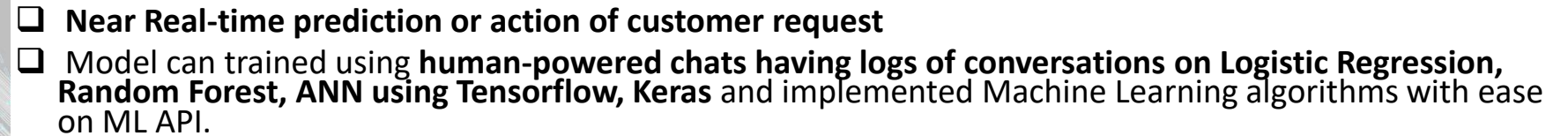
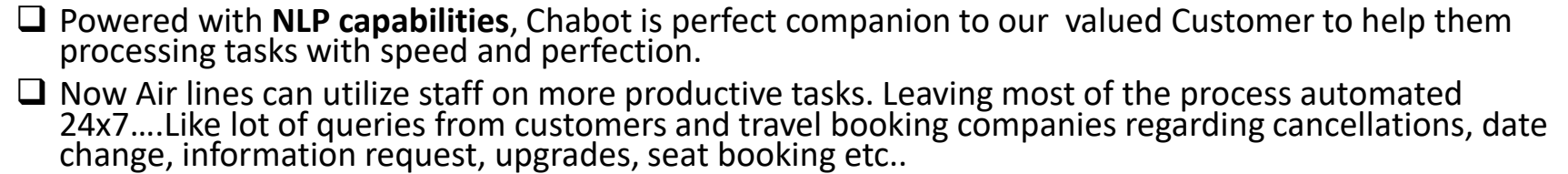
Take advantage of Twitter causes financial and reputation loss



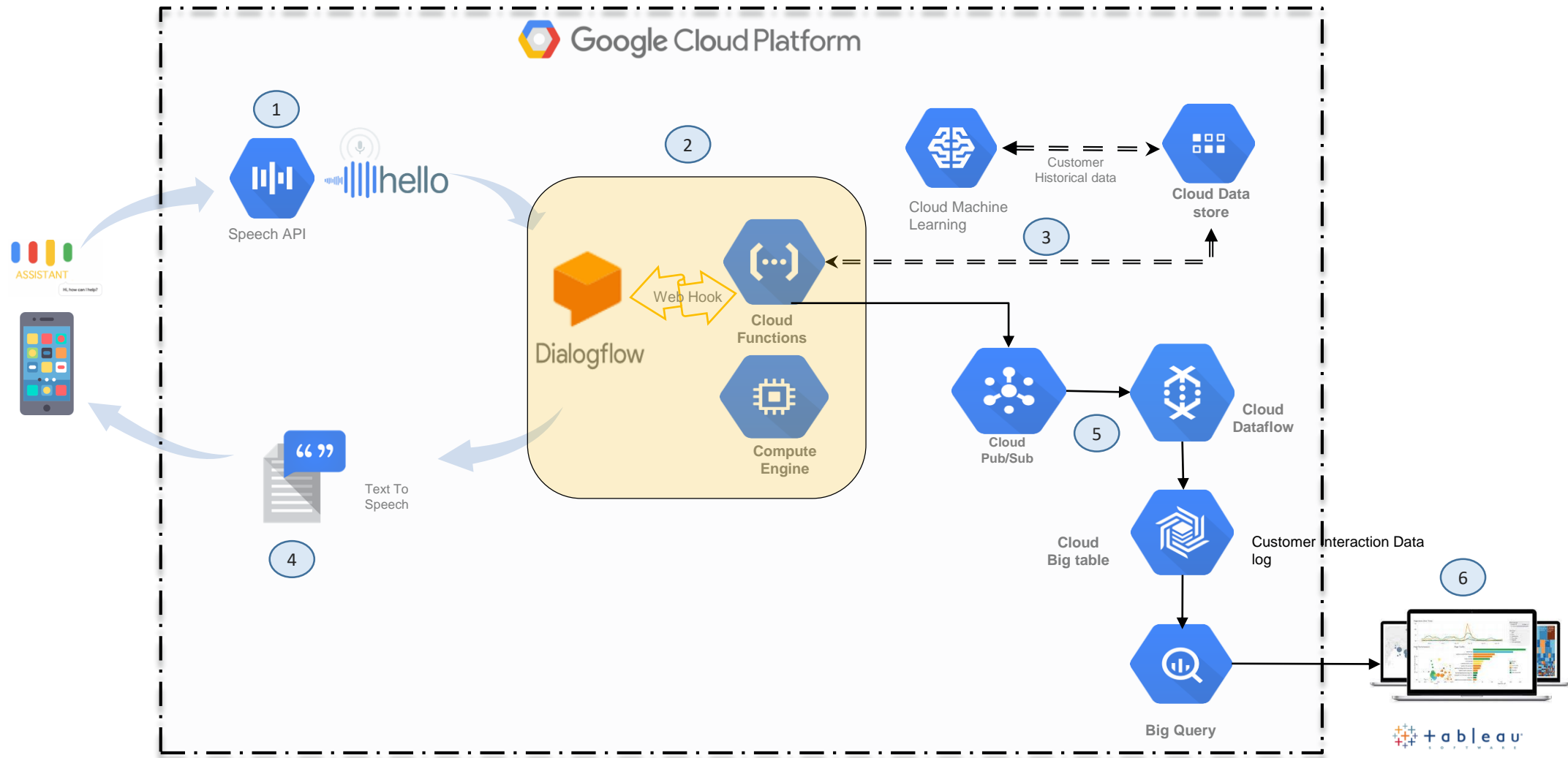
**Advantages :**

Chatbot is Instant & 24/7 system





# 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

