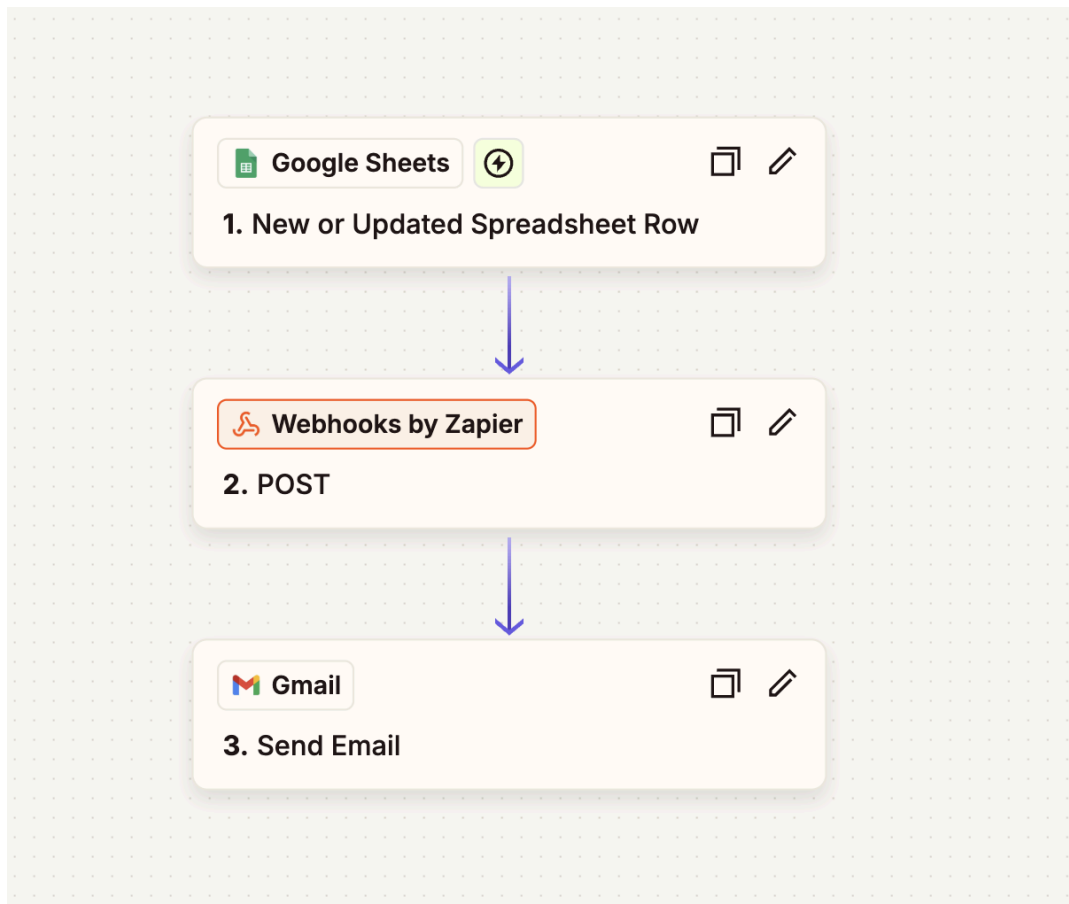


# Task1 Explanation

This is an explanation of my workflow that I have created for task 1

1. Front-End: Google-Forms to take customer dispute information [Customer Dispute form](#)
2. Workflow: Zapier



3. API implementation: Built a Basic Flask APP and used Gemini API trained with a strong system instruction that can even handle “Hinglish” Language for the classification  
Reason for choice of Gemini: Free API service
4. Used ngrok to tunnel the Local host API and uploaded ngrok url as Webhook
5. An automated email response to the concerned department



## Future Improvements:

This is a simple implementation but with a few future improvements can be very powerful, some of them are:

1. An improved frontend with multiple options such as voice which can be transcribed using tools like [Whisper API](#)
2. Have a feedback loop from the support team after dispute resolution so that the AI can adapt to various parameters that vary bank to bank such as the “Time to resolve a particular dispute “ and adjust the Priority ranking based on bank performance for a certain type of dispute.
3. Add more regional language support so that more users can avail the service
4. Have a whatsapp chatbot as it would be convenient for majority users