

INFORMATION AND COMMUNICATION UNIVERSITY

SCHOOL OF ENGINEERING

E-GOVERNANCE & DIGITAL MARKETING

PROJECT QUESTIONS

Lecturers Details:

Name: Moses Mupeta

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Due Date: November 30, 2024.

Based on the programming languages you have learned so far, design and develop a chatbot for customer service. Ensure that the chatbot includes features such as answering FAQs, order tracking, personalized recommendations, live chat with customer support, feedback collection, and integration with a knowledge base to provide detailed product information.

Once completed, upload the chatbot to the hosting server you obtained from the department. After uploading, please let the chat pop up with your full name, student ID number (SIN), and program.

Additionally, send a skeleton of your project, hosted on the school's server space, by October 20th.

If your server has expired, kindly reach out by October 15th via email at

mosesmupeta@yahoo.com for assistance.

Please also send an email to your supervisor, Moses Mupeta, at mosesmupeta@yahoo.com to confirm.