

## **Chapter 2**

# **SYSTEM REQUIREMENTS**

### **2.1 Purpose:**

The purpose of chat bots is to support and scale business teams in their relations with customers. Chatbots are much faster and reliable asset compared to a human. They are also fast and cost less when compared to humans. To eradicate the flaws in the manual system where the human is responsible for answering the user queries. Using this method, we can save time and effort.

### **2.2 Scope:**

This project aims at fetching the raw data and storing it in a document and comparing the user query with the preprocessed data present in the document by using cosine similarity which works on the principle of dot product. This method can be used even for a larger source of data. This application can be used in several sectors such as Banking, College, Retail Stores etc.

### **2.3 Hardware System Configuration**

Processor - Intel Core i5

Speed - 1.8 GHz

RAM - 512 MB (min)

Hard Disk - 10 GB

### **Software System Configuration**

Operating System – Windows 10

Programming Language - Python

Compiler – CMD Prompt