

Project Name:



AI-Powered Complaint Management System for Online Delivery Services

Team Members:

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Project Purpose:

This project aims to develop an AI-driven system to automate the processing of customer complaints for online delivery services, such as Wolt and 10bis. Utilizing advanced Natural Language Processing (NLP) and machine learning algorithms, the system will extract key details from complaints, classify them, and apply business-specific compensation rules to provide efficient resolutions with minimal human intervention. The primary objectives are to reduce complaint resolution times, enhance customer satisfaction, and improve operational efficiency.

Innovation in the Project:

While existing solutions like Zendesk and Intercom offer AI-powered customer service tools, they often lack industry-specific customization, particularly for online delivery services. This project introduces several innovative features:

- **Sentiment Analysis:** Prioritizes complaints based on emotional tone, ensuring critical issues receive prompt attention.
- **Scalability:** Designed to handle up to 10,000 complaints daily, accommodating high-volume operations.
- **Proactive Issue Resolution:** Identifies recurring complaint patterns to address systemic issues proactively. By integrating these features, the system offers a tailored solution that addresses the unique challenges of the online delivery industry, setting it apart from more generic platforms.

Data Sources:

The development and training of the platform will utilize the following datasets:

- **Consumer Complaint Database:** A comprehensive dataset of consumer complaints from [Kaggle](#).
- **Mendeley Food Delivery Dataset:** Data on food ordering trends and patterns, accessible on [Mendeley](#).
- **Online Food Ordering Dataset:** A detailed dataset for complaint handling in food delivery, available at [GTS.ai](#).
- **Food Ordering and Delivery App Dataset:** An extensive dataset for analyzing customer interactions in delivery services, sourced from [Kaggle](#).
- **Complaint Handling Dataset:** A specialized dataset for complaint management available on [GitHub](#).
- **CFPB Consumer Finance Complaints Dataset:** A collection of consumer complaints curated by the CFPB, accessible via [Hugging Face](#).

Project Scope and Deliverables:

1. Platform Architecture and Design
2. Core System Development
3. Client Customization Tools
4. User Interface Design
5. Integration and Testing
6. Deployment and Monitoring

For more details please check on github: <https://github.com/ShovalBenjer/solosolve-ai>

References:

- [Our Literature review and competitor analysis.](#)
- [Our working environment](#)