**About**

In this era of Ai/DS, things are changing rapidly. Because of its horizontal nature, companies across the globe are adopting this technology in a quest for efficiency and optimization. One such rapidly changing sector is conversational AI because of its 3600 advantage such as:

* 24\*7 Service
* Easy Connectivity
* Unbiased Conversation
* Reduced Human Dependency
* Effective Connectivity

With the above discussed benefits these data points are also full of insights. So as a Data Scientist in this project we are responsible for extracting all the actionable insights, helpful for business.

**Objective**

*Topic Mining* & *Exploratory Analysis* for improving the Resource Allocation, Content Modification & Service Improvement.

**Data Set**

* 90 Days conversational Data
* Semi Structured Data
* Sample Conversation

*Visitor ID:* 591061.v4ien5k0d36DSO

*Visitor Name:* Visitor 66013368

*Visitor Email:*

*Visitor Notes:*

*IP:* 106.51.240.188

*Country Code:* IN

*Country Name:* India

*Region:* Karnataka

*City:* Bengaluru

*User Agent:* Mozilla/5.0 (Linux; Android 9; Redmi Note 7S) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/78.0.3904.62 Mobile Safari/537.36

*Platform:* Android

*Browser:* Chrome

**(2019-11-02 07:37:58) Mounica Patel:** Thank you for connecting with ExcelR! We don’t just train, we transform by making a POSITIVE impact on your CAREER!

Hello, how may I be of assistance to you?

**(2019-11-02 07:40:06) Visitor 66013368:** Hi

**(2019-11-02 07:40:12) Mounica Patel:** Hello, how may I be of assistance to you?

**(2019-11-02 07:40:45) Visitor 66013368:** Do you provide weekend batches

**(2019-11-02 07:41:02) Mounica Patel:** yes

**(2019-11-02 07:41:19) Visitor 66013368:** Is ur office is opened today?

**(2019-11-02 07:41:32) Visitor 66013368:** Btm 1stage

**(2019-11-02 07:42:02) Mounica Patel:** yes

**(2019-11-02 07:42:28) Visitor 66013368:** Wat is the cost of data science course

**(2019-11-02 07:42:48) Mounica Patel:** 49k

+gst

**(2019-11-02 07:42:58) Mounica Patel:** May I have your " Name, Contact number, Email id, Location " please? So, you will get a quick information about the training

**(2019-11-02 07:43:11) Visitor 66013368:** I will visit todya

**(2019-11-02 07:43:18) Visitor 66013368:** To ur brnach

**(2019-11-02 07:43:25) Mounica Patel:** okay

**(2019-11-02 07:43:32) Visitor 66013368:** I m not. A fresher

**(2019-11-02 07:43:42) Visitor 66013368:** Even the price will be smae

**(2019-11-02 07:43:44) Visitor 66013368:** ?

**(2019-11-02 07:43:57) Mounica Patel:** yes

**(2019-11-02 07:44:00) Visitor 66013368:** I don't need the placement assistance

**(2019-11-02 07:44:17) Visitor 66013368:** Even the priceis same?

**(2019-11-02 07:44:27) Mounica Patel:** yes

**(2019-11-02 07:44:35) Visitor 66013368:** Ok thank u

**(2019-11-02 07:44:50) Mounica Patel:** You are welcome.

**Actionables:**

Following are the actionables for this project.

* Parser
* Exploratory Analysis
  + *Example*
    - *Demand Analysis*
      * *Country*
      * *Region*
* Topic Mining
  + *Example*
    - *Most Searched Course*
    - *Most discussed Topics*
* Actionable Insight Extraction [Keeping the Objective in Mind]
* Presentation
* Submission