AI Chat-Bot For Customer Recommendation

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Abstract

Likewise, an industry tremendous in IT products, Microsoft manufacture a huge number of electronic Products, such as computers, tablets and so one. Many of these products are similar in respect of hardware like CPU power, RAM size, which is very tough to choose the desirable hardware for the customer who doesn't have much knowledge. Although, they can't directly talk to the salesman for clearing their confusions. To solve this problem, this project will help those customers by developing an online chatbot that will be able to talk to the customers and recommend the best electronic products they want.

Goal

- Develop an AI Bot to recommend suitable devices and handle complaints.
- To build an easy to use talking bot that can talk with customer and provide recommendation based on their requirements.
- The bot is going to be deployed in three different places, including Bot framework portal, Skype and Facebook messenger. There will be other platforms in future , e.g., Email, Kik, Slack, Telegram etc.
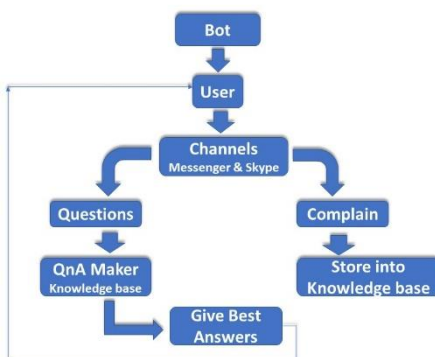
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Methodology
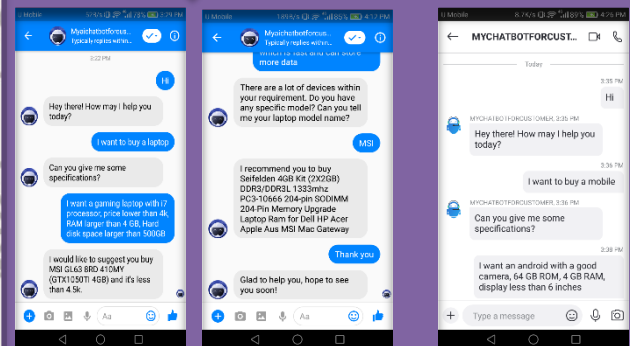
❑ **Microsoft Azure QnA Maker**

- QnA Maker is a cloud-based API service that creates a conversational question and answer layer over the data.
- QnA Maker service answers the user's natural language questions by matching it with the best possible answer from the QnAs and the knowledge base.

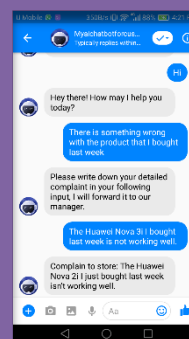❑ **Microsoft Azure Bot Service**

- Azure Bot Service provides an integrated environment that is purpose-built for bot development, enabling you to build, connect, test, deploy, and manage intelligent bots, all from one place.

Bot Prototype

❖ Bot Conversation with Messenger and Skype

User's complain about a device

Reference:
[1] Microsoft [Internet]. USA: Microsoft QnAMaker Service. [cited 2018 Nov 10]. Available from: https://www.qnamaker.ai/

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