**PROBLEM STATEMENT**

Integration of an online food ordering system to your restaurant’s website is one of the best ways to increase your sales, provide better customer support and improve user engagement. Although, restaurants owners can reap various benefits from an online ordering and service system, it might be troublesome for some customers. Problems that customers face while ordering includes timeliness, lack of customer support, accessibility, etc., most of these problems can be solved through chatbots. Chatbots are a form of conversational AI designed to simplify human interaction with computers. Using chatbots, computers can understand and respond to human input through spoken language. They are programmed to simulate human conversation and exhibit intelligent behavior of human. Many industries use chatbots to improve or streamline customer service that provide in-depth responses and tailored suggestions based on previous conversations. Chatbots communicate through speech or text. Both rely on artificial intelligence technologies like machine learning and natural language processing. Natural language processing is a branch of artificial intelligence that teaches machines to read, analyze and interpret human language. This technology gives chatbots a baseline for understanding language structure and meaning. NLP in essence allows the computer to understand what you are asking and how to appropriately respond.

Chatbot applications streamline interactions between people and services, enhancing customer experience. Chatbots reach your customers where they want to be reached. “People are now spending more time on their messaging apps than their social media apps” says Ilkovich. At the same time, they offer companies new opportunities to improve the customers’ engagement process and operational efficiency by reducing the typical cost of customer service. Chatbots are not only good for the restaurant staff in reducing work and pain but can provide a better user experience for the customers. Other benefits of chatbots include:

1. Chatbots essentially changes the way we order, it makes the entire ordering process easier and something that is more likely to be repeated by the customer.
2. Chatbots makes ordering more enjoyable for customers. Chatbots don’t just stop at receiving orders but also keep the conversation interesting by sharing trivia, asking questions, cracking occasional jokes, etc.
3. Chatbots can even recommend a meal according to the mentioned limits by the customer.