

CFI PROJECT

TOPIC : CUSTOMER SERVICE CHATBOT



LINK FOR PROJECT: https://github.com/anaya1012/Customer_Service_Chatbot

WHAT THE CHATBOT DOES?



It is a Customer and Employee Service Chatbot which communicates with the user, provides visuals, suggestions and accepts feedback.

TECHNOLOGY USED

- RETRIEVAL BASED CHATBOT :
 1. Natural language Processing(NLTK)
 2. KERAS
 3. Python
- GUI
 1. Tkinter



DATA SETS USED

1. **intents.json:** Json file containing pre defined intents, patterns and responses
2. **images.json:** Json file containing pre defined patterns and associated images
3. **suggestions.json:** Json file containing patterns and associated suggestions

ADDITIONAL FILES USED

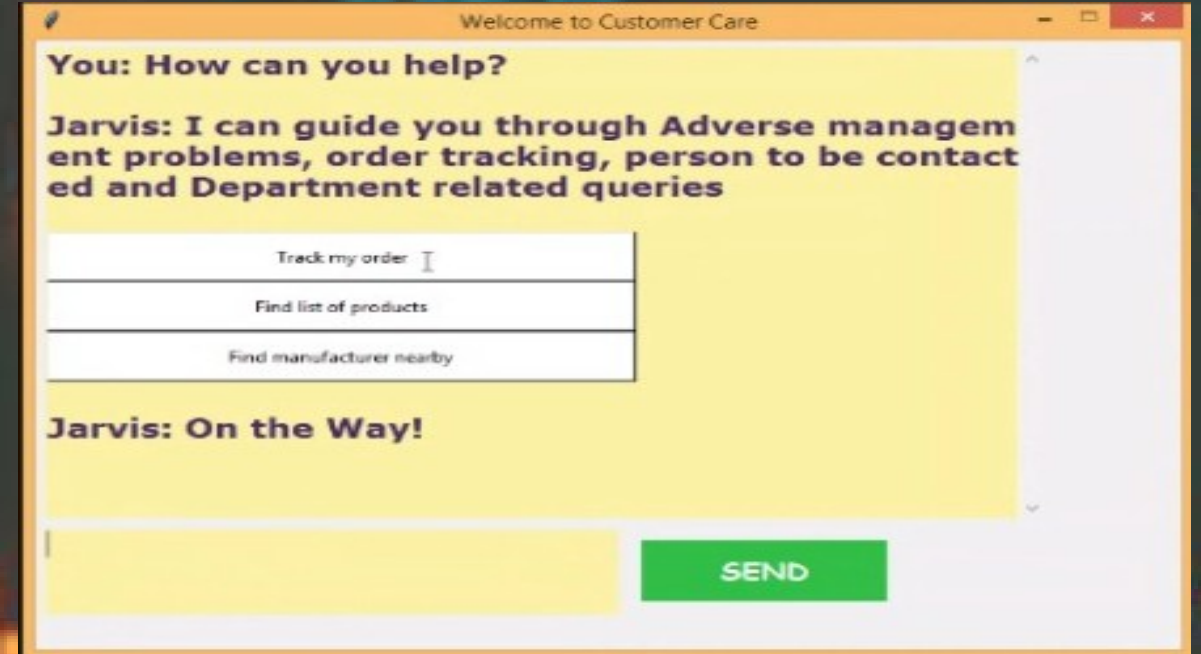
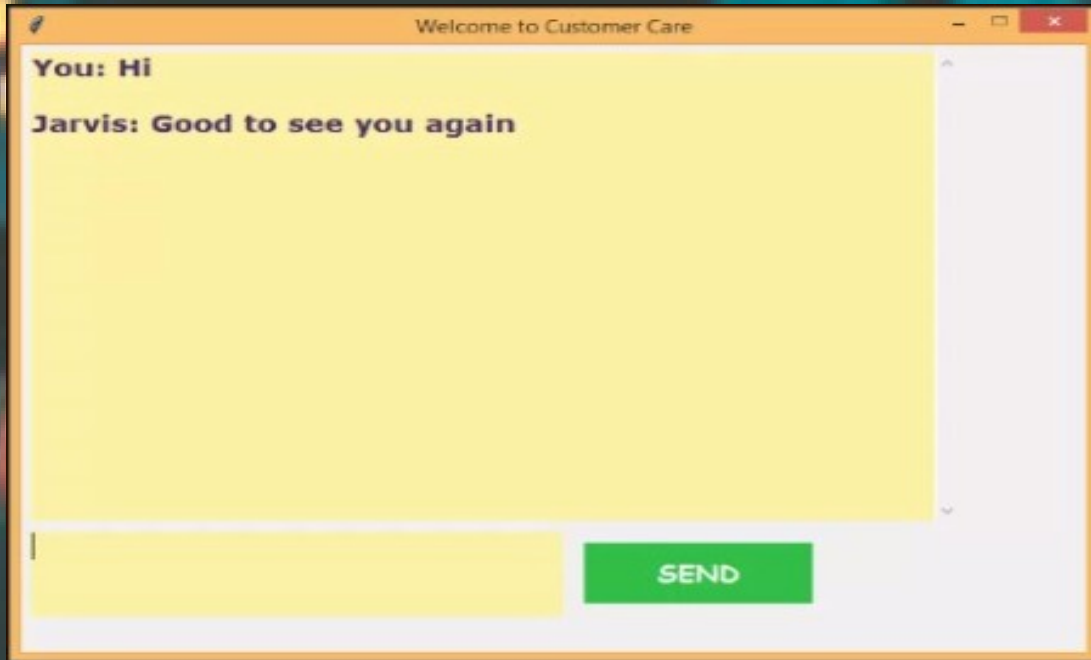
1. **words.pkl:** This is a pickle file in which we store the words Python object that contains a list of our vocabulary.
2. **classes.pkl :** The classes pickle file contains the list of categories. 3) **chatbot_model.h5 :** This is the trained model that contains information about the model and has weights of the neurons.
3. **chatbot_model.h5 :** This is the trained model that contains information about the model and has weights of the neurons.



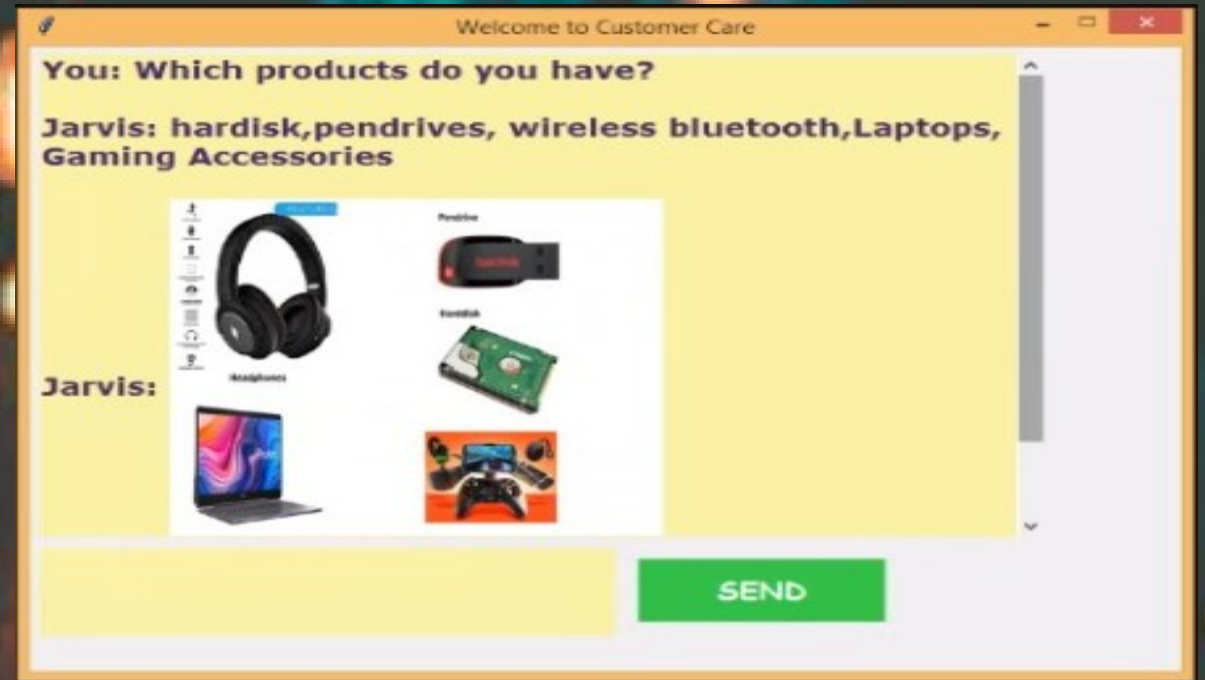
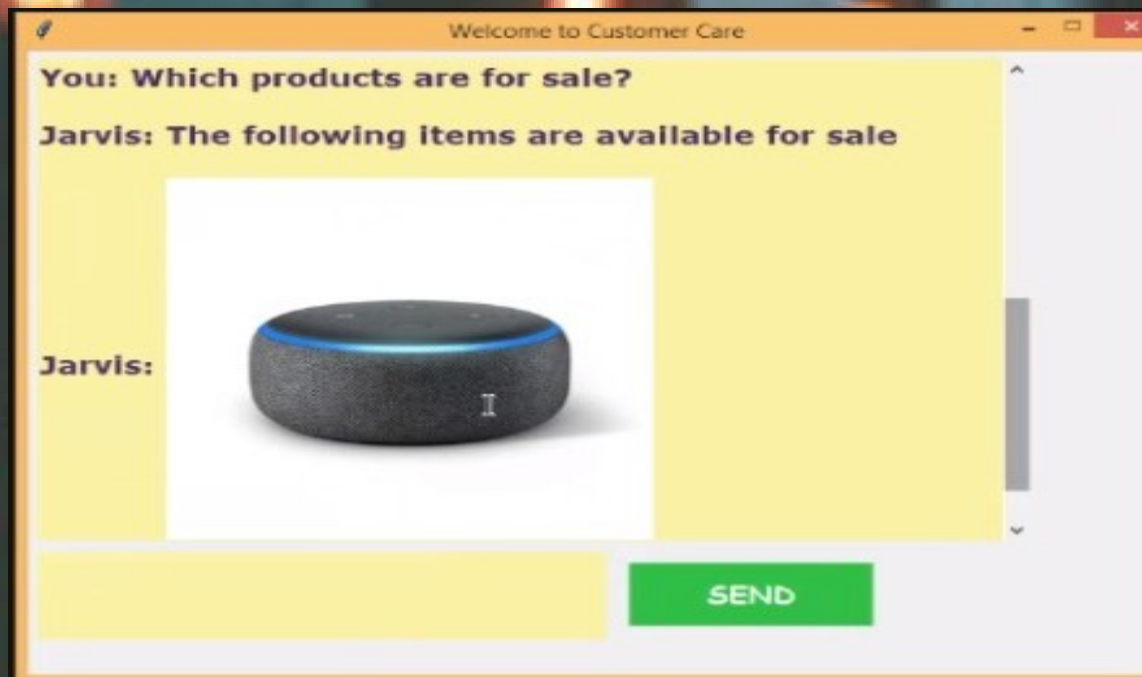
FEATURES

- Provides Suggestions
- Personalized
- Asks for Feedback
- Pre-trained
- Visually interactive interface (images)

SNAPSHOTS OF CHATBOT



SNAPSHOTS OF CHATBOT



REFERENCES

- Tkinter documentation : <https://docs.python.org/3/library/tk.html>
- Neural Networks : <https://towardsdatascience.com/>
- NLTK documentation: <https://www.nltk.org/>
- Project Idea Reference: <https://data-flair.training/blogs/python-chatbot-project/>

PLATFORM

Jupyter Notebook



THANKING YOU

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