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For

eyeBot - A Virtual Assistant for Customer Care Solutions

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ABSTRACT

Customer satisfaction has become a vital component of any organization where serving customers as they desire becomes the first step in making new businesses succeed. Interaction with the customers to clarify their requirements can be done in many ways. Some of the methods can be real time conversations by meeting the clients, via voice calls and emails. These mentioned methods consume time and sometimes might not be very responsive which may cause incidents where customers can be missed.

With the rapid growth of innovative technologies and social networking methods new businesses tend to use communication methods such as WhatsApp, Viber, Telegram and email groups. As these social networking methods cannot be integrated with the official sites the organizations needs to duplicate and invest time and effort in replicating the answers provided to the customers. Also, only Telegram is compatible with bot integration compatibility where else WhatsApp and Viber does not support these features. Further to maintain these groups there should a dedicated subject matter expert to answer the client questions.

With chat bot solutions, the subject matter experts can be eliminated or the questions answered by the subject matter experts can be reduced. With comparison to the traditional methods the SME (Subject Matter Expert) will not have to answer the same question twice as the AI (Artificial Intelligence) chat bot will train itself and answer the questions accordingly.

The dissertation discusses this approach to provide a smart chat bot solution to provide an optimized method of providing real-time customer care.

Subject Descriptors:

> I.4.1: Feature Measurement
>
> I.6.6: Simulation Output Analysis
>
> I.2.1: Applications and Expert Systems
>
> I.2.7: Natural Language Processing

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