

Anthropic AI Hackathon

Digital Support Gurus

Smart Customer Support Chatbot

We are a team of skilled Nigerian developers committed to pushing the boundaries of AI integration with our Smart Customer Support Chatbot!

ANTHROPIC



Smart Customer Support Chatbot

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Our chatbot has several key features to enhance the customer experience and provide efficient and personalized support. Let's dive into the details!



The Team



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Product Designer



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Frontend Engineer



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Copywriter



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Software developer



Project Overview

Our mission is to create an advanced e-commerce chatbot that improves customers' satisfaction. Eg. History retention, multilingual support, sentiment analysis, intent recognition and recommendation system

Problem Statement

Our aim is to address the shortcomings of current e-commerce chatbots by providing an efficient and personalized customer service experience. We will overcome language barriers and enhance understanding of customer sentiment and intent, leading to improved customer loyalty and engagement, benefiting the company's bottom line.



Recommendation System

We included a recommendation engine that generates personalized product suggestions based on customer preferences. This enhances customer engagement and creates cross-selling and upselling opportunities.

Intent Recognition

utilizing advanced natural language understanding techniques to accurately recognise customer intent will improve prompt and accurate response.



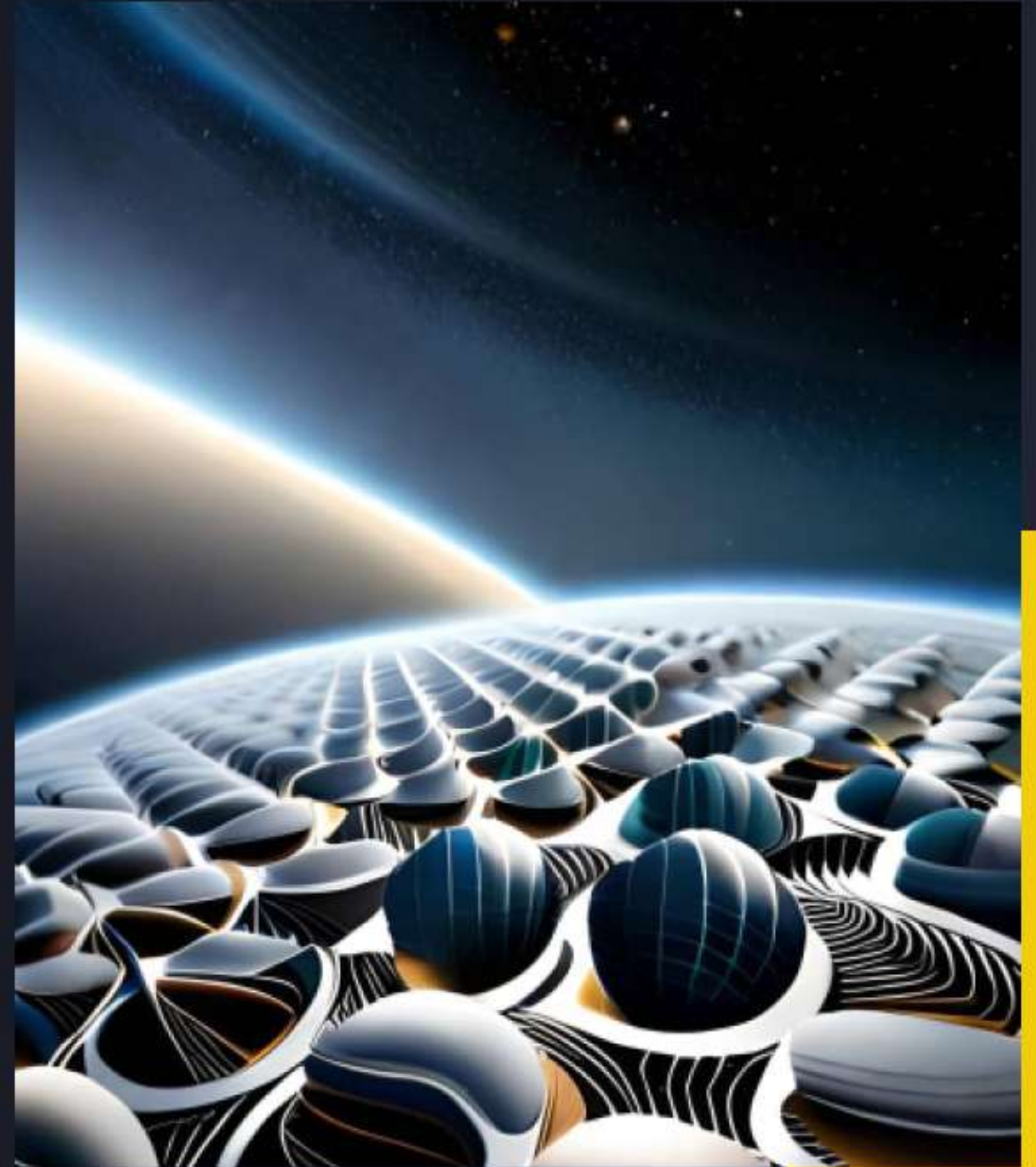
Sentiment Analysis



We will employ sentiment analysis algorithms to gauge customer satisfaction and adjust responses accordingly. This proactive approach enables us to address negative feedback and enhance the overall customer experience.

Multilingual Support

Our chatbot will support multiple languages, utilizing NLP and machine translation techniques to accurately interpret and respond to queries in different languages. This global reach will enable effective customer support on a broader scale.



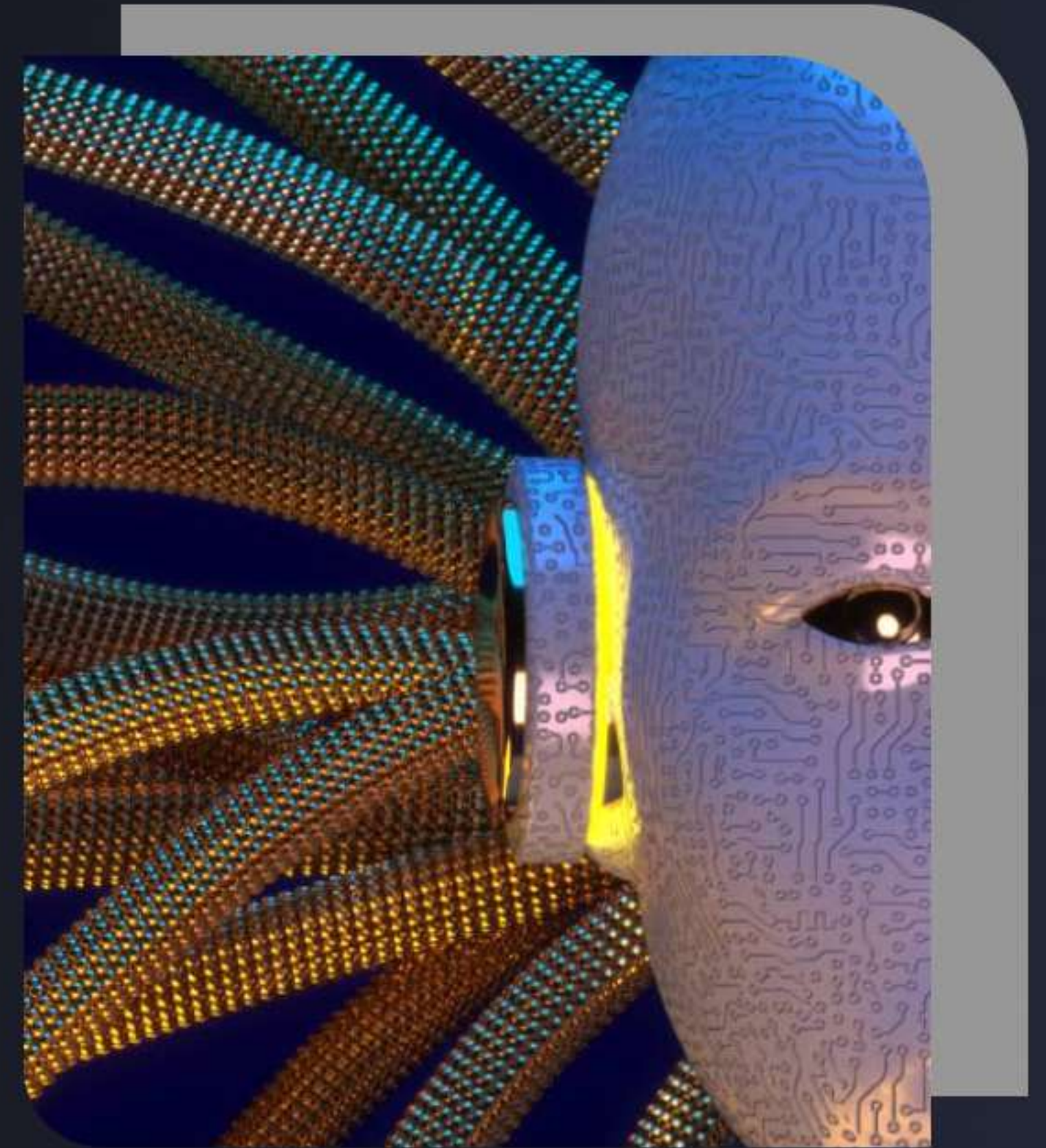
Customer History Retention

Our chatbot will leverage advanced data storage and retrieval techniques to maintain a comprehensive customer history log. This enables personalized and context-aware responses, as the chatbot can recall previous interactions, quickly resolve issues, provide tailored recommendations, and ensure a seamless customer experience.

Business model

We have a monthly subscription-based business model that offers a value-packed experience at \$50.00.

However, we intend to add subscription discounts at intervals to foster a strong relationship with customers.





Conclusion

Having examined the aforementioned problems and solutions, the Digital Support Gurus aim to revolutionize e-commerce customer service. Leveraging modern technologies, our goal is to enhance satisfaction, drive sales, and foster lasting customer relationships.