

Conversational Intelligence: Unveiling the Power of Chatbots in Modern Solutions

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Objectives

In the dynamic landscape of digital communication, chatbots have emerged as transformative tools, revolutionizing the way businesses engage with their audience. Today, chatbots are more than just automated responders; they embody conversational intelligence, leveraging natural language processing and machine learning to understand user queries and provide contextually relevant responses. The trends in chatbot development reflect an emphasis on personalization, where tailored user experiences are delivered seamlessly across various platforms. Integration with messaging apps, voice-activated assistants, and the adoption of AI-driven decision-making further enhance the capabilities of modern chatbots. Moreover, the rise of low-code and no-code platforms has democratized chatbot development, enabling businesses of all sizes to harness the potential of these virtual assistants. As chatbots continue to evolve, they play a pivotal role in customer support, e-commerce, and beyond, offering a scalable and efficient means of interaction that aligns with the growing expectations of today's tech-savvy consumers. In this project, our ambition is to craft a comprehensive case study delving into the effective utilization of chatbots to address real-world problems.

Keywords

Web programming, web services, software engineering.

Workplan

The workplan encompasses complementary tasks as presented below:

- T1 - Technological background study (0.5 months);
- T2 - Requirements analysis (0.5 months);
- T3 - Design and development (1 month);
- T4 - Testing and evaluation (1 month);
- T5 - The writing of the report (1 month).

	March	April	May	June
T1	X			
T2	X			
T3		X		
T4			X	
T5				X

Required Skills

Hard skills: Programming and software engineering skills.

Soft skills: Creative, proactive, responsible, resilient, willing to learn, and able to work in a team.

Deliverables

In this project work the following deliverables are expected:

- A validated computational tool;
- A report describing the method and the validation results.