Call for Proposal for ChatBot

1.Introduction:

This project aims at developing an Artificial Intelligence Enabled Multi-purpose System that will be able to provide a simple, informative, and easy-to-use interface. It will use ChatBot to address various requirements.

2.Project Description:

It can be done in any of the following domains:

a)Field Support ChatBot:

Each application deployed in field has 3 levels: Level1,Level2,Level3. Level1 is the one which addresses the issue in the field. The issue is entered into a database -corresponding solution maybe achieved at that point. If not, Level2 comes into the scenario where,manpower in the call-centre tries to simulate or explore the similar issue in the database and achieve a solution. When both Level1 and Level2 fail to give the solution, Level3,which involves the intervention of technical or designer team is required.

ChatBot will aim at automated support of Level1 and Level2 use-cases where, conversational AI will automate it either by chat/voice support with solutions.If Level1 and Level2 doesnt gather the required solution, the same can be forwarded to Level3 without human intervention.

b)VMeet ChatBot:

ChatBot can be used to have a cohesive inference of minutes of the virtual meetings, with transcript.Conversational AI can convert the speech to text and provide the inferred information about what is being discussed in the meetings.

c)Analysis of call records:

This project aims at developing the analysis of call records of the in-house call centre. It will convert the speech to text and provide a inference analysis on the corresponding call to have a better perspective. Collected data is analyzed to extract opinion such as the sentiment etc.

d)Review of CDOT products:

The review of products,how the products are accepted,the sentiment of the product in the field, can be accumulated using ChatBot. Conversational AI can yield in achieving the same.For example, feedback from CDOT website/product websites etc can be considered.

3. Roles and responsibilities of CDOT:

C-DOT team will conduct algorithm, design and code reviews. It will assess/test the deliverables and monitor the project.

4. Roles and responsibilities of participants:

The partner is expected to develop the models of the solution and make it client-ready. The partners need to document the entire process, have regular update meetings, provide expertise and deliver the product on time.

5. Ownership of outcomes:

CDOT will own the IPR of the developed solution/Joint IPR.

6. Format of response:

Companies / organizations / institutions / individuals developing enabling technologies / modules / components / subsystems / products in this area are required to respond to this EOI in the format provided
https://www.cdot.in/cdotweb/web/ccrp.php

7. Submission Procedure:

A separate response shall be emailed to connect-ccrp@cdot.in, not later than three weeks from date of issue of this EoI.

8. The Next Steps:

On receipt and evaluation of responses, C-DOT will make an assessment of indigenous technologies available for achieving objectives of the project.

A Product Requirement Specifications of the final product to be built collaboratively with Partners will be evolved through an open process of consultations with all concerned stake holders. A formal Request For Proposal (RFP) shall be issued for selection of collaboration Partners for the project.