تكامل تطبيق المحادثة لتحسين دعم الزبائن في تكنولوجيا شبكات المعلومات

Chatbot Integration for Enhanced Customer Support in Information Technology Networks

مشروع التخرج هو احد متطلبات الحصول على درجة البكالوريوس في تخصص شبكات المعلومات في تكنولوجيا المعلومات.

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Abstract

In today's digital era, efficient and effective resolution of IT network issues is paramount for businesses and individuals alike. Traditional support methods often require time-consuming interactions with human agents, leading to delays in problem resolution. To address this challenge, we present a specialized chatbot designed to provide expert assistance with IT network problems. Unlike generic chatbots, our solution leverages a domain-specific approach, trained on a vast repository of network-related questions and answers sourced from the renowned Stack Overflow platform.

The core objective of our chatbot project is to empower users and customers with timely and accurate support for IT network issues, eliminating the need for extensive troubleshooting or expert intervention. By harnessing the power of artificial intelligence, specifically natural language processing (NLP) techniques, our chatbot seamlessly integrates with the widely-used WhatsApp application, ensuring accessibility and ease of use for a diverse user base.

Our project represents a significant advancement in chatbot technology, offering a specialized solution tailored specifically for IT network support. By harnessing the collective knowledge of the online community and leveraging cutting-edge AI techniques, we aim to revolutionize the way IT network issues are addressed, providing users with unprecedented levels of efficiency, accuracy, and convenience.