

Developing Chatbots for Hotel Websites

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Abstract:

The purpose of this project is to build a chatbot for hotel websites which are being managed by Cyberweb Hotels, LLC. The purpose of a chatbot is to make it easier for customers to find the information for which they are looking. The customer can ask the chatbot questions, and the chatbot will reply with automated responses based on keywords given by the customer. We used a Google service called DialogFlow to create these chatbots and hosted their UIs on remote websites. The final result of the project is the completion of 25 different chatbots.

Keywords: Chatbot, Google Cloud, DialogFlow, Customer Service

Architecture:

Front End

- HTML
- CSS
- JavaScript

Back End

- DialogFlow
- JSON



Results

Impact:

Having chatbots for websites help enrich user experience as well as save companies time and resources by automating the questioning answer process.

Finishing this project has allowed us to provide these benefit to 25 clients of Cyberwebhotels.

Performance:

Goals were met and the company sponsor was pleased with work performed this semester from weekly meetings with sponsor and team advisor. Delivered chatbot model which functions well and is user friendly.

Summary:

The developed chatbots can reduce workloads of the hotel frontdesk. It can automatically answer general questions and provide instructions for perspective guest.