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(71)Name of Applicant :

1)Mrs.Srilakshmi Puli

Address of Applicant :Head of the Department, Department of CSE-DS, AI & ML, Avanthi Institute of Engineering and Technology, Near Tagarapuvalasa, Vizianagaram Dist., Andhra Pradesh-531162 ----- --

2)Dr.N.Srinivasu

3)Dr. P K Kumar

4)Dr. Ravi Kumar Saidala

5)Anjali Surendran

6)Dr. A. N. Arularasan

Name of Applicant : NA

Address of Applicant : NA

(72)Name of Inventor :

1)Mrs.Srilakshmi Puli

Address of Applicant :Head of the Department, Department of CSE-DS, AI & ML, Avanthi Institute of Engineering and Technology, Near Tagarapuvalasa, Vizianagaram Dist., Andhra Pradesh-531162 ----- --

2)Dr.N.Srinivasu

Address of Applicant :Professor, Department of CSE, Koneru Lakshmaiah Education Foundation, Vaddeswaram, Guntur Dist., Andhra Pradesh-522502 -----

3)Dr. P K Kumar

Address of Applicant :Senior Physical Director, Sri Sairam Engineering College, Sai Leo Nagar, West Tambaram, Chennai - 600044 ----- --

4)Dr. Ravi Kumar Saidala

Address of Applicant :Assistant Professor, Department of Artificial Intelligence and Data Engineering, Faculty of Engineering and Technology, JAIN (Deemed-to-be University), Bengaluru 562112, India -

5)Anjali Surendran

Address of Applicant :Assistant Professor, Department of Computer Applications, School of CSA, Reva University, Bangalore, Rukmini Knowledge Park, Kattigenahalli, SH 104, Srinivasa Nagar, Bengaluru, Karnataka 560064 -----

6)Dr. A. N. Arularasan

Address of Applicant :Department of Artificial Intelligence and Data Science, Panimalar Engineering College, Chennai - 600123, India -----

(57) Abstract :

The present invention provides an AI-based customer service chatbot with emotional intelligence and a method for providing customer service using the same. The system includes a natural language processing module, a sentiment analysis module, an emotional intelligence module, and a machine learning module. The method involves analyzing customer queries and responses, determining the emotional state of the customer, generating personalized responses based on the customer's emotional state, and learning from customer interactions to improve the chatbot's emotional intelligence. The chatbot can be customized to the specific needs of individual businesses and deployed on a website or messaging app to provide efficient and effective customer support. The chatbot can also be integrated with existing customer service systems and used to provide personalized recommendations and advice to customers, resulting in increased sales and revenue for the business. The present invention improves customer satisfaction and loyalty by providing personalized and efficient customer support.

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