PUBLIC RELEASE

CHATBOT APPLICATION
NAVAL PAY OFFICE

1. In line with digital initiatives of the *IN* and towards ease of doing business, Naval Pay Office has undertaken the task of digitising and improving processes that were heavily reliant on manual interventions, leading to significant delays in their final execution.

2. **ChatBot**. The Chatbot Assistant developed in-house by NPO, serves as an interactive communication platform connecting users with NPO. The Chatbot has been meticulously designed to offer comprehensive real-time information on various aspects of NPO such as pay, allowances, provident fund, leave, promotion, retirement, income tax and more. Users can seamlessly access Chatbot via the NPO NUD websites' web interface to obtain the information they need. By leveraging technology, the Chatbot would significantly reduce response time and streamline repetitive tasks without human interface. The application is designed to address queries, document tracking / status and aid in decision making. This would lead to enhanced user satisfaction and increased operational efficiency.

3. **Features & Advantages**. The application encompasses features a menu driven dashboard listing functions in form of seven main heads in the Main menu which are further bifurcated into sub-menu and sub-sub-menu according to various functions under them. The major advantages that the *Chatbot* will hold over the existing contemporary methods of query redressal include: -

(a) **24/7 Availability**. Provide round-the-clock query support, ensuring easy access to information and assistance even during off working hours.

(b) **Instant Responses**. Offer real-time responses to user queries, reducing waiting time and enhance the overall user experience.

(c) **Scalability**. It can handle multiple interactions simultaneously, making it ideal for managing high volume of queries without accretion of manpower.

(d) **Consistency**. It will deliver consistent responses and information, ensuring that users receive accurate information regardless of the time or staff they interact with.

(e) **Quick Problem Resolution**. *Chatbot* can provide quick solutions to common issues, streamlining problem-solving processes and enhancing customer satisfaction.

(f) **Data Collection and Analysis**. Based on the recurring queries, the *Chatbot's* AI technology will enable gathering user data and interactions, providing valuable insights that can be used to improve services, products, and customer experience.

(g) **Reduced Human Error**. Will enable in eliminating the possibility of human errors in responses, ensuring consistency and accuracy in information provided to users.

4. Detailed letter published on NUD under Policy Letters->DPA->Coord.

PUBLIC RELEASE