Please provide the following information to be shared with on capstone information exchange platform:

1. **Project number**: S20-10

2. **Project title (as will appear on the poster)**: Video Customer Service

3. **Team members**:
Rahul Katyal, Anthony Matos, Alan Patel, Akshat Shah

4. **Adviser(s) name(s)**:
Shahab Jalalvand & Hana Godrich

5. **Up to 5 keywords that will help to classify the project scope**:

6. **Project abstract (up to 250 words) to be shared with judges**:

(General guidelines: The abstract should include: (a) A background review of the state of the art in the relevant field; (b) The problem addressed in the project; (c) Objective of the proposed projects; and (d) The adopted approach)

Currently, the procedure in terms of customer service requires a lot of adjusting. Many companies employ artificial intelligence chatbots and voice calls, but do not take use videos or pictures as another means of extracting more information from the customer. With our solution, we hope to provide a real-time image analysis of houseware and electronics where AI detects a technical problem which a technician can provide a reasonable solution for. An advantage to this is that the customer is relieved of the burden of having to explain the problem over voice. With our project, we hope to achieve a seamless and effortless transition from the current customer service techniques to our video interface that allows both the user and the technician to meet and discuss in a face to face manner. Our application will aid both the user and the technician in getting the exact model of an object instead of rummaging through millions of manuals and trying to find which one applies to the object in question. We plan on doing all of this through a mobile application, which will send a photo to our server on AWS, which will then run an algorithm on the photo to detect exactly which it is and the issue, and provide some caption for both user and technician. When both the client and technician can see what the AI is analyzing, they can understand the problem right away and get started on coming up with a solution without having to waste time.