



AI-Driven Help Desk Integration: Enhancing Customer Support with Chatbots, Sentiment Analysis, and SLA Automation

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I certify that I have read this thesis and that in my opinion it is fully adequate, in scope and in quality, as a thesis for the degree of Master of Science.



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DECLARATION

This is to certify that the work is entirely my own and not of any other person, unless explicitly acknowledged (including citation of published and unpublished sources). The work has not previously been submitted in any form to the Sri Lanka Institute of Information Technology or to any other institution for assessment for any other purpose.



Sign: Nimnadi Dilsika

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