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# Earth X Hack - Intuit's Innovation Challenge

## Challenge:

Intuit's customer support representatives do a fantastic job addressing the needs of our customers. However, they often get flooded with customer calls. To create a better user experience, create an automated and intuitive solution using which customers can get their queries resolved without having to call the support. The solution could provide an easy way for auto escalations, proper notifications, and quick resolutions.

## Target Customers:

Accountants, individual tax payers, and small business owners.

## Guard Rails for the Challenge

Your solution could be a web application, mobile application, a conversational UI or any other innovative user interface that can solve this problem.

Your solution should be able to answer general repetitive questions using a knowledge base.

If a customer is facing problems like 'feature is not working'. It would be good if your solution sends alerts to the administrator.

Gather feedback if the customer is not satisfied with the answer given by your application and wants a representative to follow-up on it.

We assume that there will be a spike in the volume of these service requests raised related to a specific feature by our customers when it is broken. It would be good if your solution is smart enough to recognize the pattern and send alerts to the administrator.

## Evaluation Criteria

- Smartness of your solution
- Usability of your solution
- Technical difficulty involved
- Optimization and Innovation involved

### Link for Knowledge Base:

intuit.

<https://accountants-community.intuit.com/proconnect-tax-online-us-en>