

**A
Academic Internship Report
On
Bot Factory Component, oneAssist.AI Portal
At
American Express (India) Private Limited**

Submitted in partial fulfillment of the requirement for the award of

**BACHELOR OF TECHNOLOGY
in
COMPUTER SCIENCE & ENGINEERING**

**SUBMITTED AND PRESENTED TO
DR. PRINCY MATLANI
Assistant Professor, Dept. of CSE, SoS(E&T), GGV Bilaspur**

**SUBMITTED BY
AMOGH PRAVIN PETE
19103306(06)**

DEPARTMENT OF COMPUTER SCIENCE & ENGINEERING



**INSTITUTE OF TECHNOLOGY
GURU GHASIDAS VISHWAVIDYALAYA, BILASPUR, INDIA**

Submission Date: 2nd November, 2022

CERTIFICATE

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American Express (India) Private Limited
Commercial Block – 3, (Zone - 6)
DLF City, Phase – V
Gurgaon – 122 002 (Haryana)
Tel: 91 (0124) 467 6002
Fax: 91 (0124) 467 7655

CERTIFICATE OF INTERNSHIP COMPLETION

This is to certify that below mentioned intern has completed his Academic internship with **American Express (India) Private Limited** from **9-May-22** till **1-Jul-22**

Name – Amogh Pravin Pete

College Name – Guru Ghasidas Central University

Team – Technology

Project Name – Bot Factory Component, oneAssist.AI Portal

We certify that he has completed his Internship successfully and displayed professionalism throughout the internship period.

The project undertaken by him contains proprietary data of American Express which cannot be shared outside of American Express.

With Regards,

Dr Sachin Gulati
Director – India Campus Recruitment

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CHAPTER 1 INTRODUCTION

1.1 GENERAL BACKGROUND

American Express is a globally integrated payments company that provides customers with access to products, insights and experiences that enrich lives and build business success.

American Express (India) Pvt. Ltd. provides credit card services as well as accounting, bookkeeping, and related auditing services. The Company markets its services to individuals, families, and businesses throughout India.

American Express Technology creates digital products and services that enhance the lives of their global, digitally-connected customers and deepen relationships. They provide trusted and personalized digital experiences that meet people where they are and where they are going.

All the digital products we create are underpinned by a deep appreciation and understanding of what our customers need and expect.

Our focus on four core areas – Data & Technology, Platforms & Capabilities, Engaging and Intentional Experiences, and a Deep Partner Ecosystem – enables us to bring compelling experiences to our customers at every touch point.

1.2 Vision

1. Provide the world's best customer experience every day.
2. Backing Our Customers: Our mission is to become essential to our customers by providing differentiated products and services to help them achieve their aspirations.
3. Backing Our Colleagues: As a diverse community of over 60,000 colleagues, we work together to uphold our powerful backing promise to our customers and each other every day.
4. Backing Our Communities: We are committed to responsibly backing our communities to build equitable and resilient futures.