“I’ll Order” Bot Project

# **DMS Class Project**

BE – CS – IV

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# Aim:

To build a chat bot which uses databases to store data.

# Idea Short Description:

I’llOrder is an intelligent bot which connects between consumers and a network of local businesses through human stimulated conversations for placing an order from menu enquiry to delivery.

The bot will show a catalog of the local stores with its data such as menu and timings. The user will select the shop bases on the location or by search. Once the shop is selected ordering process will start and the local retailer will reply in real-time thought the bot. The whole process will be done in a human conversation and the data of the user will be saved for future purchases.

# Concept:

**The Problem:** It’s not easy ordering from a local store while you’re busy at work or spending time with your family. Menu, Order, Location and payment stages are expensive regarding to resources such as trained staff for call ordering or app.

This can be simplified though building a bot which communicates between the consumer and the salesman at the local shop.

**The Value Proposition:**

Buyers: The easiest way for fulfilling commodities without having to physically visiting the local store. Hence improve productivity of the consumers.

Local Businesses: A new selling channel which need not to minimal infrastructure to leverage and make its operations easier.

# Technology:

The Bot will be developed using Azure’s Bot framework which will be built on Machine Learning Module Language Understanding Intelligent Service (Luis.ai) to be able to execute tasks from the conversation.

I’llOrder bot will be set up initially on Facebook Messenger and Telegram. Telegram is one of the top emerging messaging apps which uniquely provided its Bot API.

The sharing features in both platforms will empower the word of mouth among the users.

Bots also enable notification which feels more friendly for users. This will allow more advanced marketing features such as regular order reminders and promotions.

All the date will be kept in cloud services and will store the users and business information.



# User Scenarios:

Buyer: Jack is working in his office and he need to order from a restaurant. Jack will open the bot > finds the restaurant > the bot will present what they are offering today > Jack selects > Order gets placed and the location of Jack is noted with payment option in the app or when delivered> He gets the confirmation from the retailer > delivered at the correct time.

Retailer: Mark gets a notification in his massaging app notifying him of Jack’s order details > He sends a confirmation (which reaches Jack) > Prepare the order > Delivers it.

# Feasibility:

The costs in this business model will be mostly on the development of the software and scaling it.

The revenue based on premium features on the platform which the users need such as: push notifications, or autoresponder messages based on the proximity of the users.

The go-to-market strategy will be based on launching the bot in specific locations with premium accounts with rewarding the first batch of users of free credit which they can use for purchases when doing referral to other users.