

Zzapkart Website Chatbot: FAQ & Functional Requirements

Overview

Zzapkart is a customer-centric e-commerce platform offering a wide range of quality products with an emphasis on convenience and reliability. The chatbot will operate on the Zzapkart website in English, reflecting the brand's friendly, helpful tone. It will handle common service tasks – order cancellations, replacements, and tracking – in accordance with Zzapkart's policies. For example, Zzapkart's replacement policy emphasizes a transparent, hassle-free process and specifies that replacement requests must be made within 7 days of delivery. The chatbot FAQ answers and flows below align with these guidelines (e.g. verifying order ID, collecting images for defective items, contacting support@zzapkart.com for assistance).

Functional Requirements

- **Language & Environment:** English-only operation on the website chatbot interface. Interfaces should match Zzapkart's design language (clean, intuitive, and mobile-responsive).
- **Cancel Order:** The bot must initiate cancellation flows when the user requests to cancel. It should verify the order ID, check cancellation eligibility, and confirm action with the user. Cancellations should only be allowed if the order hasn't shipped (ideally immediately after purchase), with final confirmation sent to the user.
- **Replace Product:** Following Zzapkart's replacement policy, the bot will handle replacement requests for damaged/defective/wrong items. It must ask for an order ID and product details, verify eligibility (e.g. within 7-day window, unused condition), and collect evidence if needed (e.g. prompt the user to upload photos of the item). Approved replacements trigger scheduling a pickup and dispatching a replacement. If ineligible (e.g. outside policy, no original packaging), the bot should explain the policy (per the Replacement Policy's rules) and offer alternative resolution (refund or credit).
- **Track Order:** The bot will retrieve and display the current shipping status for a given order ID. It should ask for the order ID, then use the order-management system to fetch status (e.g. "Processing," "Shipped," "Out for delivery," or a tracking number). The bot should present this information clearly and offer to email or message the tracking link.
- **Verification Steps:** For each action, the bot must authenticate the order ID before proceeding. For replacements, it may ask the user to upload images/videos of the product for verification. The bot should remind users about key policy points (e.g. 7-day window, original packaging requirements).

- **Support Integration:** If the bot cannot process a request (e.g. invalid ID, unrecognized command, or user requests human help), it should direct the user to support@zzapkart.com or a live agent. All references to support should cite Zzapkart's official contact (e.g. "For any assistance, contact support@zzapkart.com").
- **Triggers & Fallbacks:** Use clear trigger phrases (e.g. "cancel order," "replace item," "track order"). If the bot doesn't recognize input, it should use a friendly fallback message (e.g. "I'm sorry, I didn't understand. Could you rephrase?"). Fallbacks can also offer suggested options (e.g. "Would you like to cancel, replace, or track an order?").

Use Case: Order Cancellation

FAQ Example: *"How do I cancel my order?"*

Answer: The chatbot will respond that it can help cancel an order if it hasn't shipped. It asks for the **Order ID** to verify the request. If the ID is valid and cancellation is allowed, the bot confirms the cancellation and notifies the user. If the order is already shipped or the ID is invalid, the bot apologizes and offers alternatives (e.g. return after delivery).

Conversation Flow (Cancel):

- **Trigger:** User says "cancel my order" or selects "Cancel Order." This starts the cancellation path.
- **Ask for Order ID:** Bot: "Please provide your Order ID to proceed with cancellation."
- **Verify ID:** Check the order's status in the system. If **valid and unshipped**, continue; else go to **Fail Path**.
 - **If valid:** Bot: "We found your order. Would you like me to cancel it now?"
 - *User confirms:* Bot processes cancellation and says "Your order [#ID] has been cancelled. You will receive a confirmation email shortly." End.
 - *User declines:* Bot says "No problem. Your order remains active. Let me know if you need anything else." End.
 - **If invalid:** Bot: "I'm sorry, I can't find that Order ID. Please check the ID or contact support@zzapkart.com for help." (Optionally reprompt or end.)
- **Fallback:** If the user's response isn't understood (e.g. gibberish), Bot: "I'm sorry, I didn't catch that. To cancel an order, please type your Order ID."

Triggers & Fallback: Valid trigger examples include "cancel order," "I want to cancel," etc. The bot's fallback is a gentle request to rephrase or offer menu options.

Use Case: Product Replacement

FAQ Example: “What is Zzapkart’s replacement policy?”

Answer: The chatbot explains that replacements are available for defective, damaged or incorrect items. It asks the user for the Order ID, product name/description, and details of the issue. The bot reminds the user that replacement requests must be made within **7 days** of delivery and the item should be unused with original packaging.

Conversation Flow (Replace):

- **Trigger:** User says “replace product,” “I got a damaged item,” etc.
- **Collect Information:** Bot: “Please provide your Order ID and tell me which item you’d like to replace and why.”
- **Verify Eligibility:** Check order date and policy: If within 7-day window and the reason qualifies (damaged/defective/incorrect), continue; else explain ineligibility.
 - **If eligible:** Bot: “Thank you. I see your order is eligible. To process the replacement, could you upload a photo of the product or its packing?” (Provides upload link or instructions.)
 - *User uploads photo:* Bot acknowledges and proceeds with replacement: “Your replacement has been approved. We will schedule a pickup and ship the new item in 4–5 business days.” End.
 - *User skips upload:* Bot says “Without a photo, we cannot verify the issue. Please upload an image to continue or contact support.”
 - **If not eligible:** Bot: “I’m sorry, this item isn’t eligible for replacement according to our policy.” It then offers next steps (refund or credit) and provides support email.
- **Fallback:** If the user’s input is unexpected, Bot: “I’m not sure I understand. Are you looking to *cancel, replace, or track* an order?”

Use Case: Order Tracking

FAQ Example: “Where is my order?”

Answer: The bot asks for the **Order ID** to locate the order. It then retrieves the latest status from Zzapkart’s shipping system and reports it (e.g. “Your order [#ID] is out for delivery and will arrive tomorrow”). The bot may also provide a tracking link or ETA.

Conversation Flow (Track):

- **Trigger:** User says “track order,” “where is my package,” etc.
- **Ask for Order ID:** Bot: “Sure! Please enter your Order ID.”
- **Lookup & Report:** Bot fetches the current shipment status.
 - *If found:* Bot: “Your order [#ID] is currently [Status] (placed on [date], shipped on [date]).” If available, it shares a tracking number/link.
 - *If not found:* Bot: “I’m sorry, I can’t find that Order ID. Please check it or contact support.”
- **Follow-Up:** Bot can ask if the user needs anything else (e.g. “Would you like to do anything else with your order?”).
- **Fallback:** As above, ask user to rephrase or select a valid option if input is not understood.

Conversational UI/UX Design Examples

The chatbot UI should be clean and user-friendly. For example, one design pattern (shown above) uses a simple chat window with quick-reply buttons to guide the user. In this medical chatbot example, the interface asks clear questions (e.g. symptom checks) and presents “Yes/No” buttons, which could be adapted to Zzapkart’s context (e.g. “Confirm cancellation? Yes/No”). Use of contrast and spacing ensures readability and a calm tone.

Another UI approach combines text prompts with form-like inputs. In this example, the chatbot first asks a question, then displays a numeric keypad to enter a phone number or order ID. For Zzapkart, the bot could similarly prompt for the Order ID and allow numeric entry. The interface shows the conversation clearly and highlights user actions (e.g. buttons to continue). Keeping the design simple and consistent (using Zzapkart’s brand colors and fonts) makes the experience inviting and easy to follow.

Visual engagement can also come from interactive elements. The above example shows a health-check chatbot using sliders to rate symptom severity. For Zzapkart, a similar approach could be used for gathering feedback (“How satisfied are you with our support?”). Overall, these UI examples illustrate that **clear prompts, quick-reply options, and a friendly conversational style** are key. The chatbot should speak in plain language, mirroring Zzapkart’s commitment to a seamless shopping experience.

Triggers & Fallback Responses

- **Triggers:** The bot must recognize intent keywords. For instance, typing “cancel my order” or clicking a “Cancel Order” button triggers the cancellation flow, “replace item” triggers

the replacement flow, and so on. The bot can also greet returning users (“Welcome back, how can I help today?”) as a default trigger for general assistance.

- **Fallback:** If the bot cannot map the user’s input to a known intent, it uses a fallback. For example: “I’m sorry, I didn’t understand that. Would you like to *cancel*, *replace*, or *track* an order?” This guides the user back on track. Providing options or rephrasing requests helps sustain the conversation and prevents dead ends.

Integration & Verification Notes

- **Order ID Verification:** In all flows, the chatbot should verify the order ID by calling Zzapkart’s order API or database. If the ID is invalid or belongs to another account, the bot should deny the action and advise contacting support.
- **Support Email:** The bot should have quick-access rules to hand off to the support email support@zzapkart.com. For example, if a cancellation cannot be processed, the bot says: “I’m sorry I couldn’t complete that request. Please email support@zzapkart.com with your order details for further assistance.” This matches the Replacement Policy’s guidance to contact support for help.
- **Uploading Images:** For replacements, the bot should prompt the user to upload photos of the product. (This can be done via a chat widget file-upload feature.) The bot should confirm receipt of images before moving forward.
- **Escalation:** If the user explicitly asks for human support (e.g. “talk to an agent”), the bot should transfer or provide contact options. The fallback interaction page recommends integrating live-chat handoff, which can be emulated by offering the support email and reassurance.

These FAQs and flow guidelines, along with the UI examples and triggers above, provide a complete specification for Zzapkart’s chatbot. They ensure the bot answers common customer questions in a friendly way while enforcing Zzapkart’s policies (e.g. the 7-day replacement window and packaging requirements) and integrating seamlessly with customer support channels.

Sources: Official Zzapkart documents and industry best practices (see citations above).

✓ Frequently Asked Questions (FAQ) for Zzapkart

1. How do I cancel my order?

You can cancel your order **before it is shipped**.

Steps to cancel:

- Open the chat and type **“Cancel my order”**
- Enter your **Order ID**
- If your order hasn't shipped, the chatbot will cancel it for you instantly.
- You'll receive a confirmation email after cancellation.

If your order is already shipped, please wait until it arrives and request a return or replacement if needed.

2. How can I replace a product?

You can request a replacement if you received a **damaged, defective, or wrong item**, and you're within **7 days** of delivery.

Steps to request a replacement:

- Type **“Replace product”** in the chat.
- Share your **Order ID** and describe the issue.
- Upload a photo of the item, if asked.
- If approved, we'll schedule a pickup and send you a new product in **4–5 business days**.

Make sure:

- The product is unused and in original packaging.
 - All tags, accessories, and invoice are included.
-

3. How can I track my order?

It's easy to track your order anytime.

Steps to track your order:

- Type **“Track my order”** in the chat.
- Enter your **Order ID**
- The chatbot will show you the current delivery status and tracking link (if available).