ASSIGNMENT 02

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KMart Chatbot User Guide

1. Greetings and Shopping Initiation

- When you start the chatbot, it will greet you and ask for your name.
- It will then inquire if you are looking to do some shopping.

2. Shopping Queries

- You can ask the chatbot about the shelf numbers of various goods available in KMart.
- Examples of goods include bread, milk, eggs, butter, cheese, rice, pasta, etc.
- You can input your queries in natural language. Make sure to add the word shelf/shelves in the query. (e.g., "What is the shelf number of milk?").

3. Responses

- The chatbot will respond with the shelf numbers of the requested items.
- If it cannot find the requested item, it will suggest asking a staff member for assistance.

4. Interaction

- The chatbot will engage in a conversation, responding to your inputs until you decide to exit.
- You can exit the conversation by typing keywords such as "quit," "exit," "bye," etc.

5. Features

- Case Insensitivity: The chatbot handles inputs case-insensitively, so "Bread" and "bread" will be treated the same.
- Error Handling: If the chatbot doesn't understand the query, it will ask for more details to clarify.

6. Exiting

- You can end the conversation at any time by typing one of the exit commands.

Example Usage

Hello Customer! Welcome to KMart. What's your name?
[User enters name]
Hello, [User]! Are you looking to do some shopping?
[User responds affirmatively]
[Chatbot prompts with a random question]
[User asks for the shelf number of "milk"]
[Chatbot provides shelf number and asks "What else do you want to know?"]
[User asks for the shelf number of "bread"]
[Chatbot provides shelf number and asks "What else do you want to know?"]
[User decides to quit]
Thank you for choosing KMart, [User]! Have a nice day!