**ASSIGNMENT 02**

NAME : W.A.D. SHENARA

REGISTRATION NO : 102716

INDEX NO : 21/ENG/157

SUBMISSION DATE : 07/07/2024

**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!