

Literature Survey

AWS Chatbot

Chatbot

At the most basic level, a chatbot is a computer program that simulates and processes human conversation (either written or spoken), allowing humans to interact with digital devices as if they were communicating with a real person. Chatbots can be as simple as rudimentary programs that answer a simple query with a single-line response, or as sophisticated as digital assistants that learn and evolve to deliver increasing levels of personalization as they gather and process information.

Best example of a chatbot is Amazon Web Service (AWS) Chatbot. AWS Chatbot is an AWS service that enables DevOps and software development teams to use messaging program chat rooms to monitor and respond to operational events in their AWS Cloud. AWS Chatbot processes AWS service notifications from Amazon Simple Notification Service (Amazon SNS), and forwards them to chat rooms so teams can analyze and act on them immediately, regardless of location. You can also run AWS CLI commands in Slack channels using AWS Chatbot.

Drawbacks of using a Chatbot

- One of the biggest challenges with using chatbots in customer support comes with interpreting the messages and understanding the user intention. Programming flexible algorithms for interpreting the intention of the message is a top priority upon making a chatbot.
- Chatbots have limited responses, so they're not often able to answer multi-part questions or questions that require decisions. This often means your customers are left without a solution, and have to go through more steps to contact your support team.
- One of the main reasons behind the failure of chatbots is the lack of human intervention that plays a crucial role in configuring, training, and optimizing the system without which bots risk failure. As a result, many companies have not been able to implement them even after investing in them.

Project Description

We have come up with a new innovative solution through which you can directly do your online shopping based on your choice without any search. It can be done by using the chatbot.

Features of Chatbot

- Using chatbot we can manage user's choices and orders.
- The chatbot can give recommendations to the users based on their interests.
- It can promote the best deals and offers on that day.
- It will store the customer's details and orders in the database.
- The chatbot will send a notification to customers if the order is confirmed.
- Chatbots can also help in collecting customer feedback.