

1. Introduction

1.1 Overview

COVID-19 pandemic has lead many urban communities to go under lockdown, small scale organizations are being requested to close, and customers are for the most part maintaining their resentment towards public places. Shopping has reduced for mostly everything except the essential items like groceries, safety and hygiene products. Brands are adjusting and becoming adaptable to address evolving issues.

Consumer Behavior towards online shopping in this pandemic period of COVID - 19 is changing rapidly. Almost every aspect of our lifestyle has been altered due to this pandemic. There are many factors popping up in these difficult times which are governing the buying decisions and preferences of the people. To meet these changing preferences and in order to help the consumers during this pandemic, E-commerce is working very hard. Consumer mindsets during this pandemic is mainly focusing on purchasing essentials and even giving priority to safety rather than discounts. Hence there is need for a tool to help consumer which manage their essential requiriements.

1.2 Purpose

The purpose of this project Chat bot is to help many Ecommerce firms to understand the changing demands and behavior of its customers during this difficult time and give the best of services leading to customer delight.

A chatbot is a tool that provides online communication platform with an agent and is usually used by organizations as a customer service agent to promote their products and deliver help services on their web or apps .

2. Literature Survey

2.1 Existing problem

In the present pandemic situation buying for essentials has become a big headache for the common man. He has to take care of wearing masks, sanitizing his hands or washing hands with soap and water frequently to avoid getting infected by the virus. Inspite of all the precaution of social distancing and other issues it can be risky for

some people to shop for essential items in person. Everyone would prefer shopping online with ease by staying at home.

2.2 Proposed solution

Providing people an online option to shop for essentials, helping them by chatting to know all their requirements and giving service appropriately is the focus of this project. The look and feel of shopping can be made possible in online mode by building a tool that understands the need of the consumer.

With the help of Watson assistant, a chatbot is built. This chat will have the following capabilities:

- Give the list of items in the Store

- Show the prices of Vegetables, Milk Products, Groceries and Medical supply

- Display if there are any offers or discounts

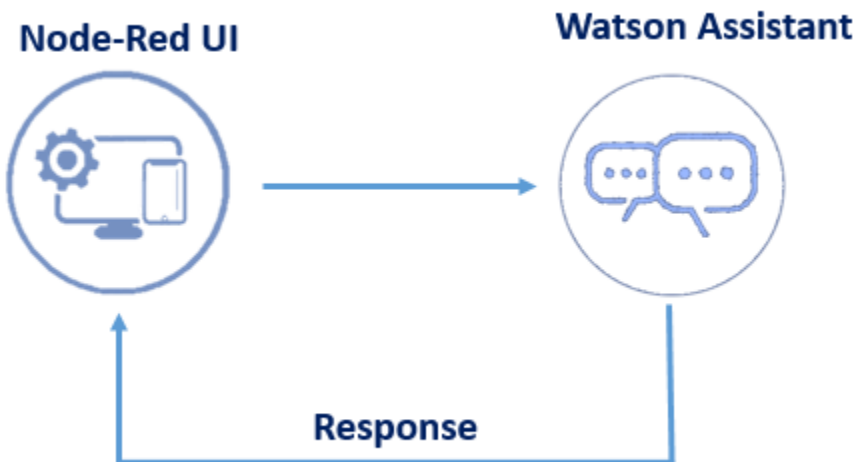
The bot takes details like name, contact number, address, and the items to place the order.

It also has been increasingly used in education to assist students as a virtual tutor in different subject areas. However, there are many questions about the potential and the limits of the use of chatbots for learning a programming language. Nowadays, as education is shifting towards Education 4.0, its system must adapt to new circumstances and changes in roles. The use of chatbot as a substitution in the process of learning may act as a virtual learning tutor to fulfil the need of education towards Education 4.0. This project exploits a rule-based technique, to generate a solution for finding a suitable control structure for a given computational problem. While text matching is deployed to automatically give instant responses to the users based on template-based questions such as greetings and general theoretical questions.

The existence of well-known chatbots are Cortana produced by Microsoft, Siri e-JAVA Chatbot for Learning Programming Language. Some of the tasks of Chatbots are to assist us to get information quickly, support health that impacts behaviour and reduce the psychological damage triggered by fear [9]. Many domains have utilized the benefit of this new trend.

3. Theoretical Analysis

3.1 Architecture:



Service used are

1. IBM cloud Watson Assistant.
2. Node-Red for User Interface.

Procedure followed:

- step1: Login to IBM account
- step2: Go to catalog and search for watson assistant
- step3: Create watson assistant service
- step4: Click on launch watson assistant
- step5: Create a skill in watson assistant
- step6: Create intents entities and dialogs
- step7: Integrate the model with UI using Node-Red

Conclusion

The aspects have dramatically changed how consumers are shopping for their needs during this unfortunate period. One of the reactions which are being seen among individuals during this time of seclusion and vulnerability is how their buying behaviour decisions are moving towards the online shopping practices. From marketplace purchasing to marketspace shopping, individuals are changing in their product preferences, their buying process and their buying frequencies. Finally Chatbot helps to build a close relation with customers to understand their taste of shopping and provide recommendations.