chatbot to shop for essentials during pandemic using Watson Assistant

A chatbot is an artificial intelligence (AI) software that can simulate a conversation (or a chat) with a user in natural language through messaging applications, websites, mobile apps or through the telephone. Movie Ticketing Bot is proposed to facilitate display of movie list, different shows timings and book the tickets for the movie.

Background Study

What is Chat Bot?

A chatbot is an artificial intelligence (AI) software that can simulate a conversation (or a chat) with a user in natural language through messaging applications, websites, mobile apps or through the telephone.

Importance of ChatBot

A chatbot is often described as one of the most advanced and promising expressions of interaction between humans and machines. However, from a technological point of view, a chatbot only represents the natural evolution of a Question Answering system leveraging Natural Language Processing (NLP).Formulating responses to questions in natural language is one of the most typical Examples of Natural Language Processing applied in various enterprises' end-use applications.

How Chatbot works?

There are two different tasks at the core of a chatbot:

1) User request analysis

User request analysis: this is the first task that a chatbot performs. It analyzes the user's request

to identify the user intent and to extract relevant entities.

2) Returning the response

Returning the response: once the user's intent has been identified, the chatbot must provide the

most appropriate response for the user's request.

Major Objective of proposed system is

•To Provide list of tems available.

•To take order once item is selceted

•To place order

Services Used:

1.IBM Watson Assistant

2.Node-Red

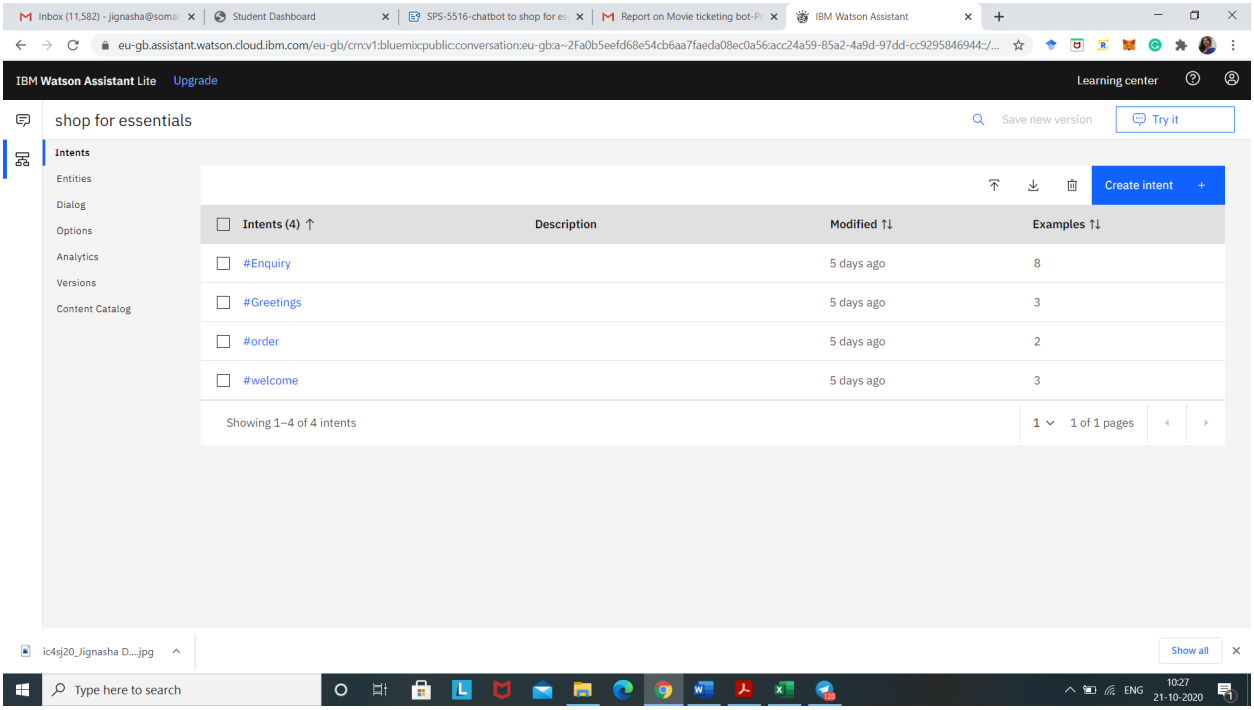
Implementation & Result Screenshot

In IBM Watson Assistant major components to build chatbot are Intent, Entities & Dialogs. There are four intents made in proposed system each of which will separately take care of each goal of bot.

Intents

1. Greetings Intent-: It takes care of initial user responses
2. Welcome Intent-: It takes care of informing user what this chatbot does.
3. Enquiry Intent-: It takes care of shopping items enquiry
4. Order Intent-: It takes care of placement of order

Intents



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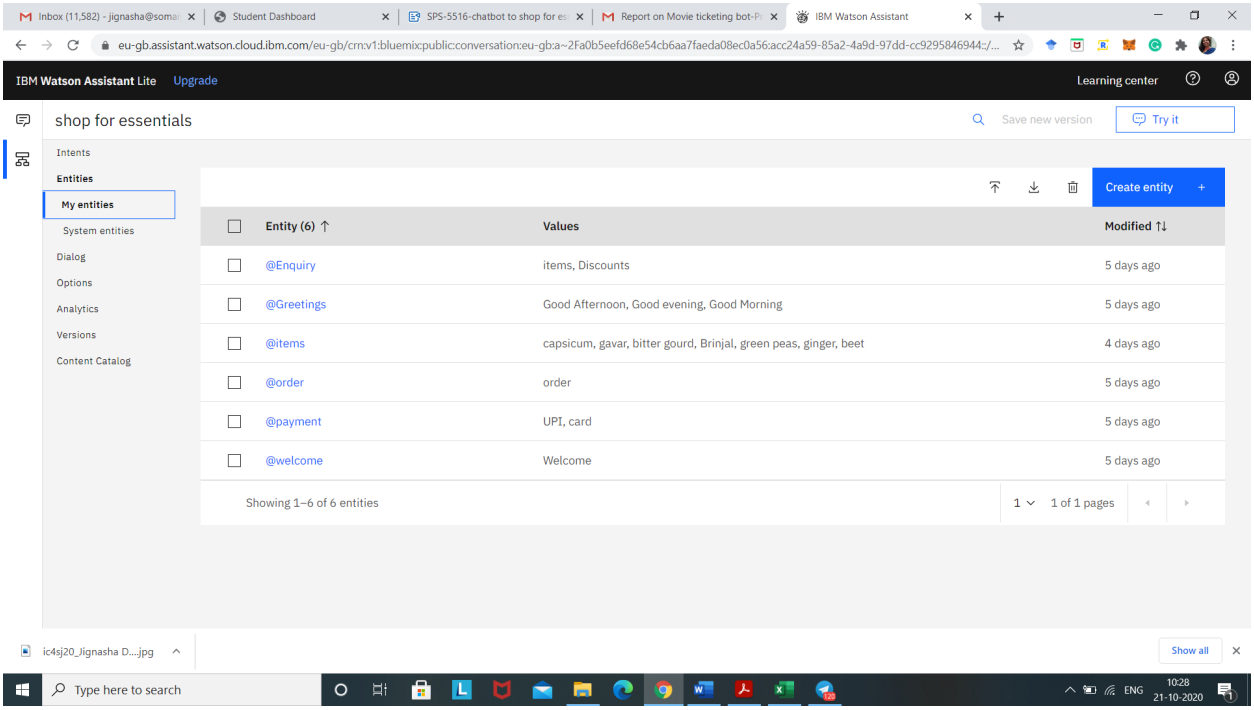
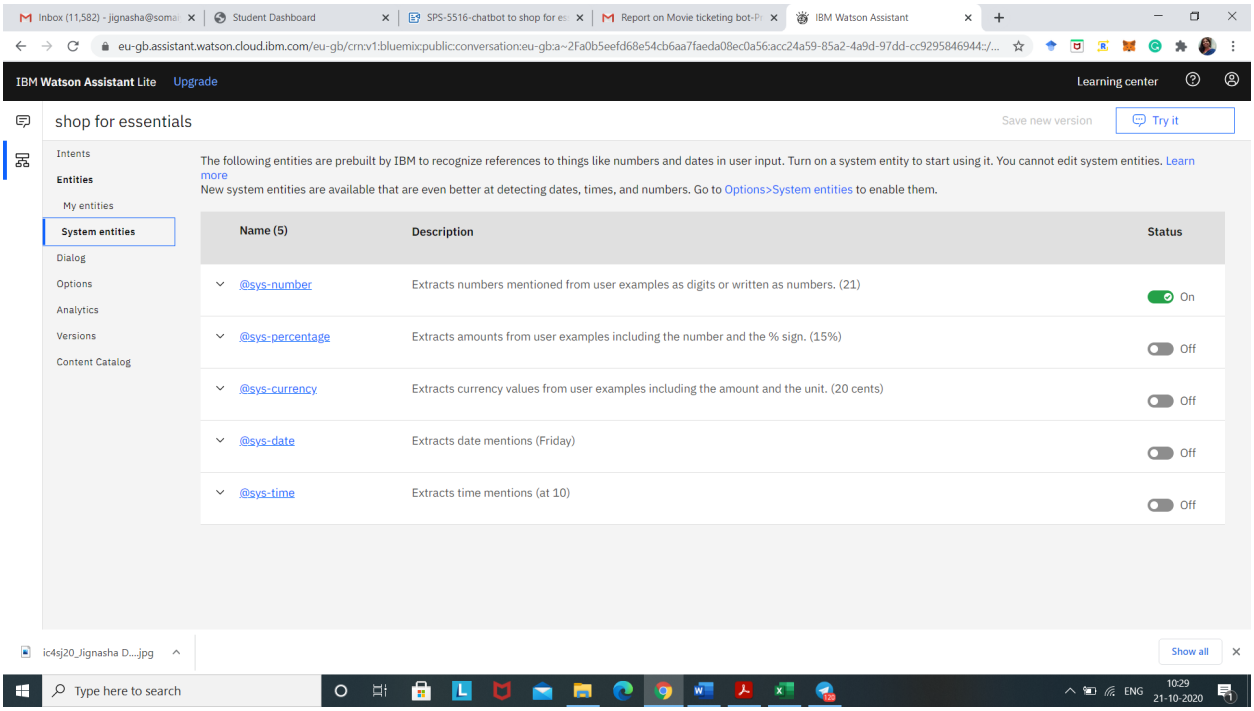
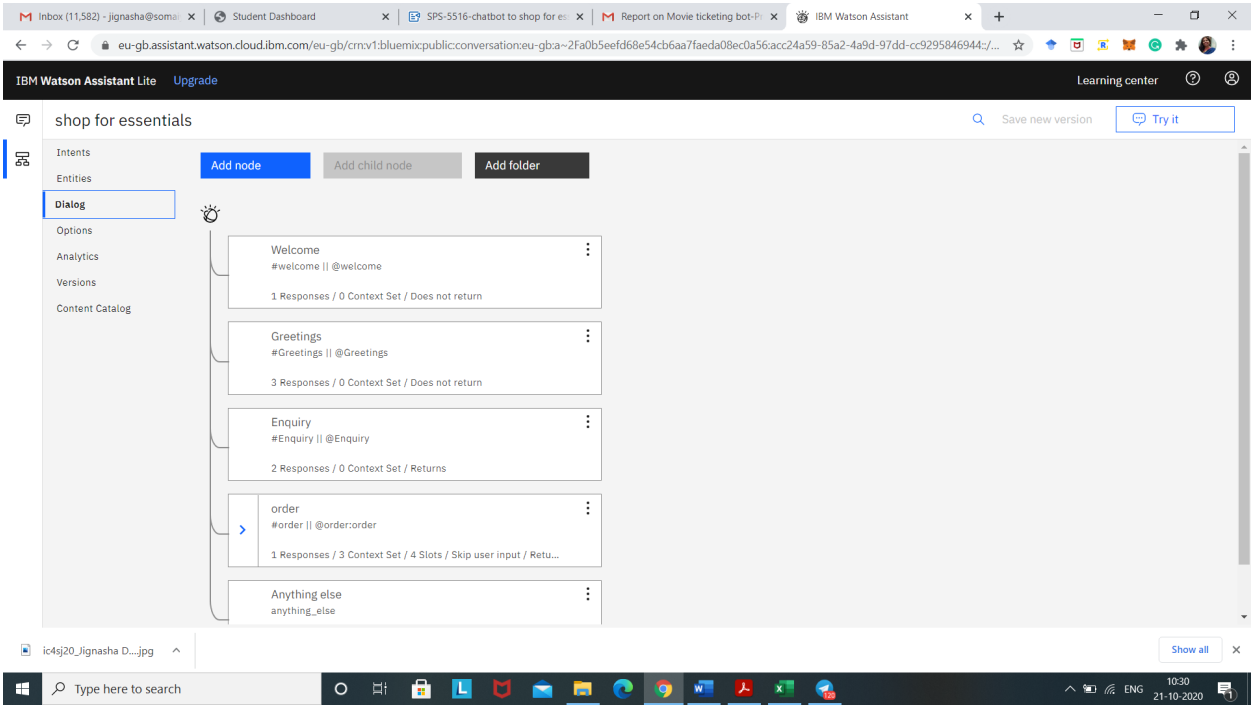


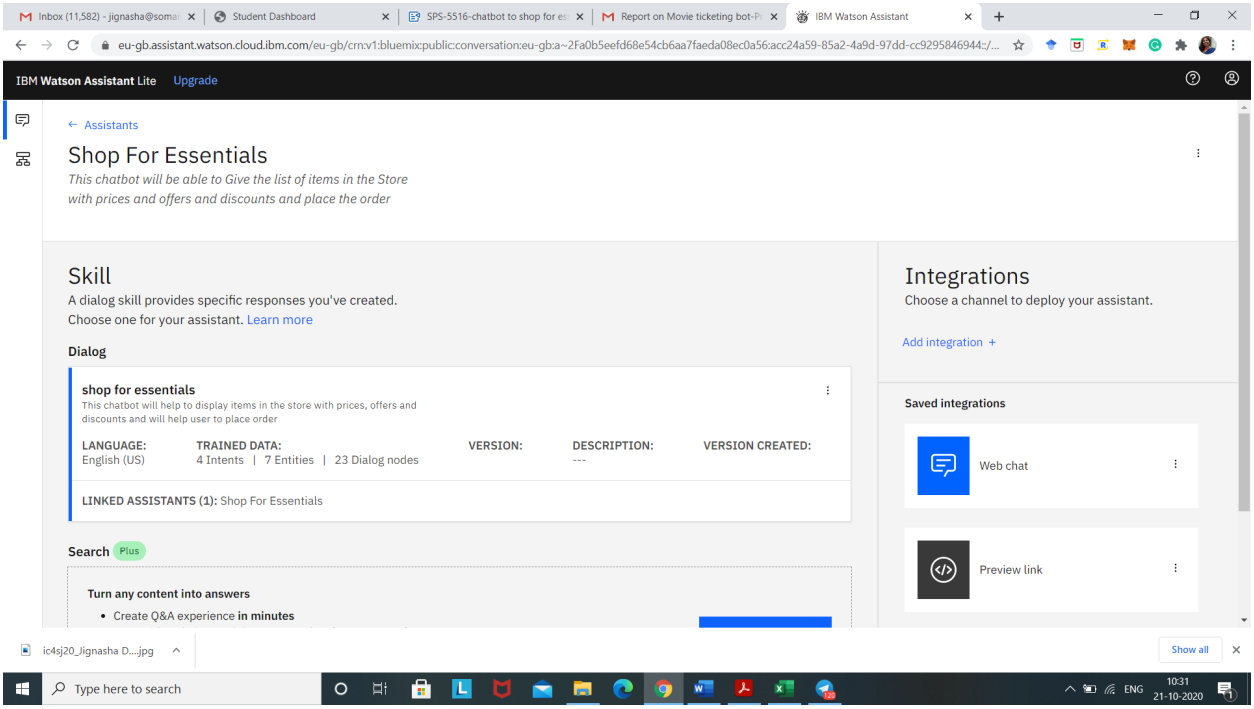
System entities



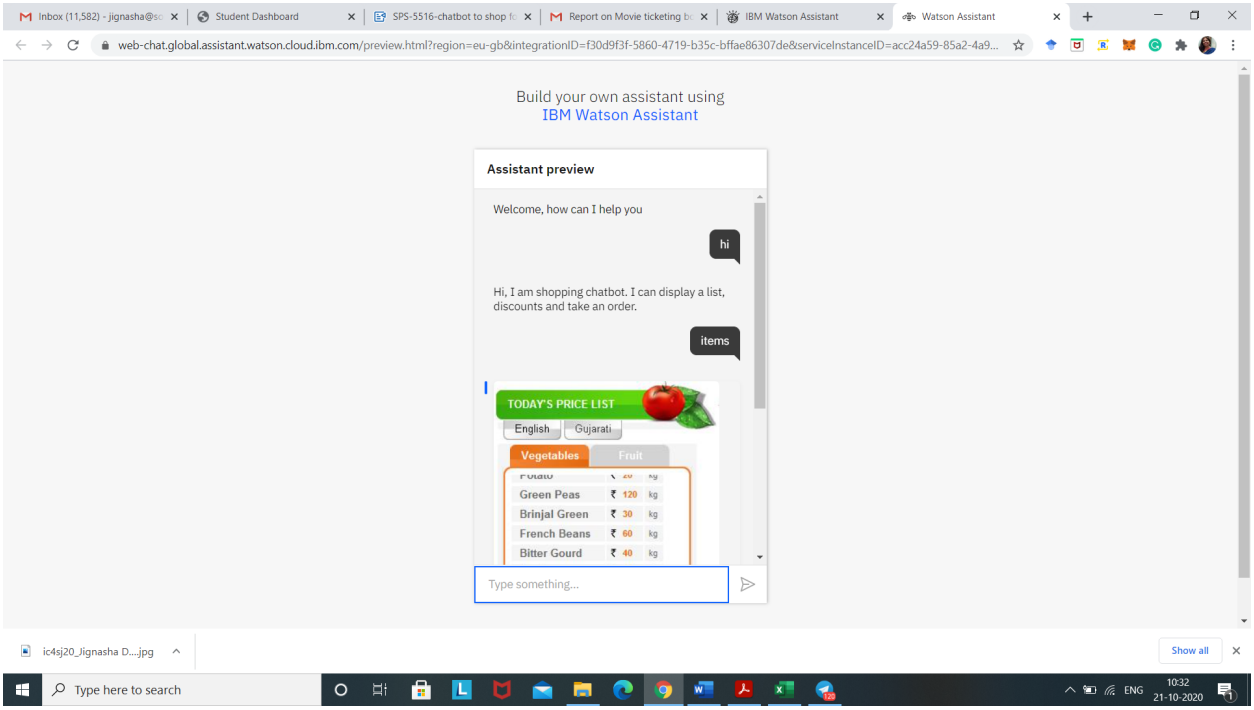
Dialogues

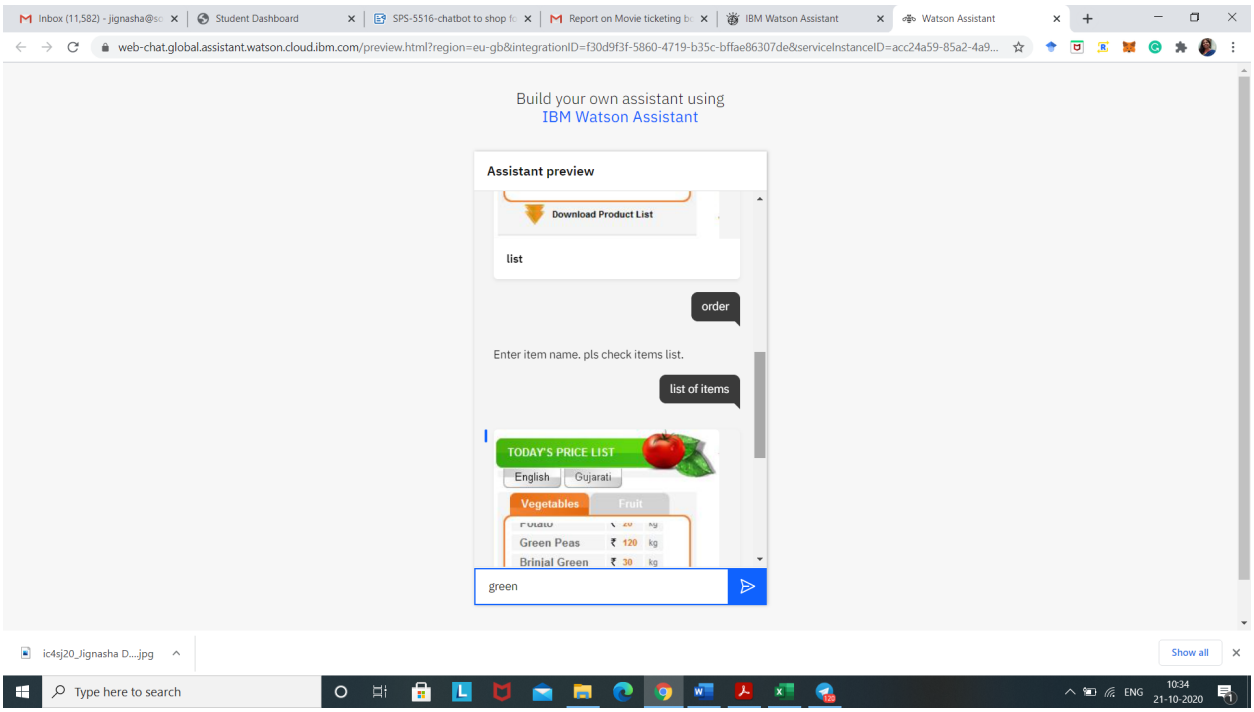


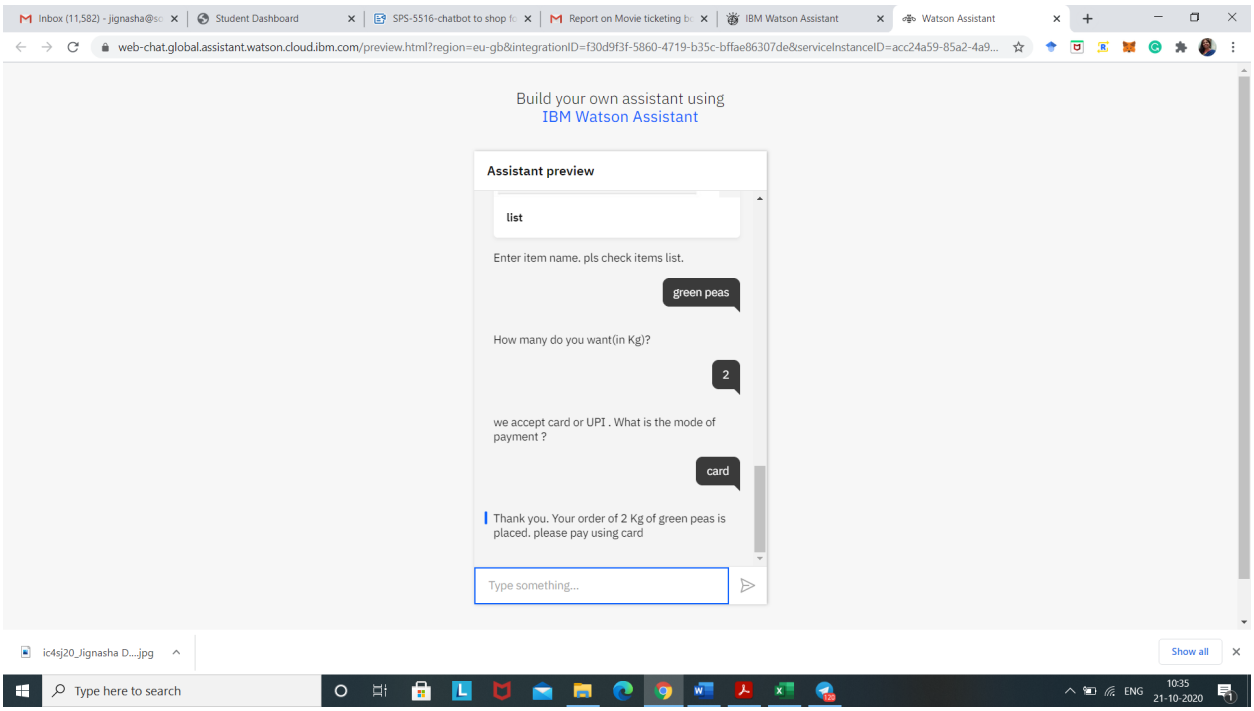
Creation of BOT Link



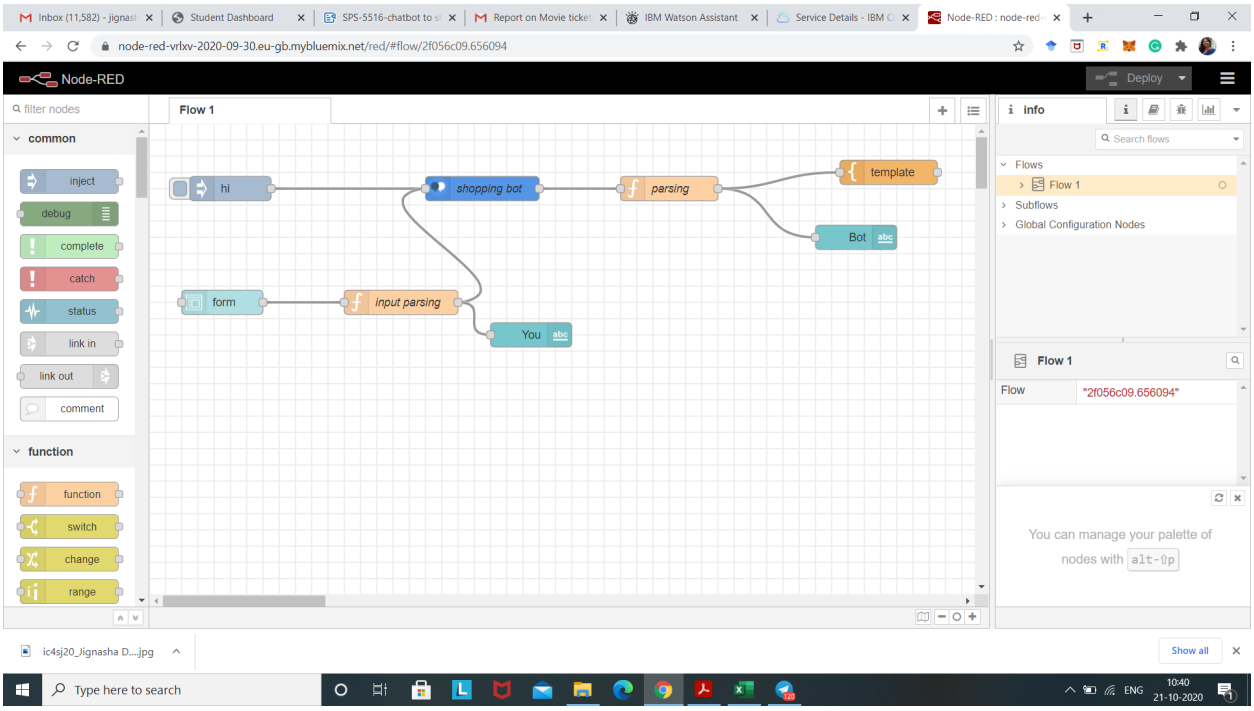
Results And screen shots

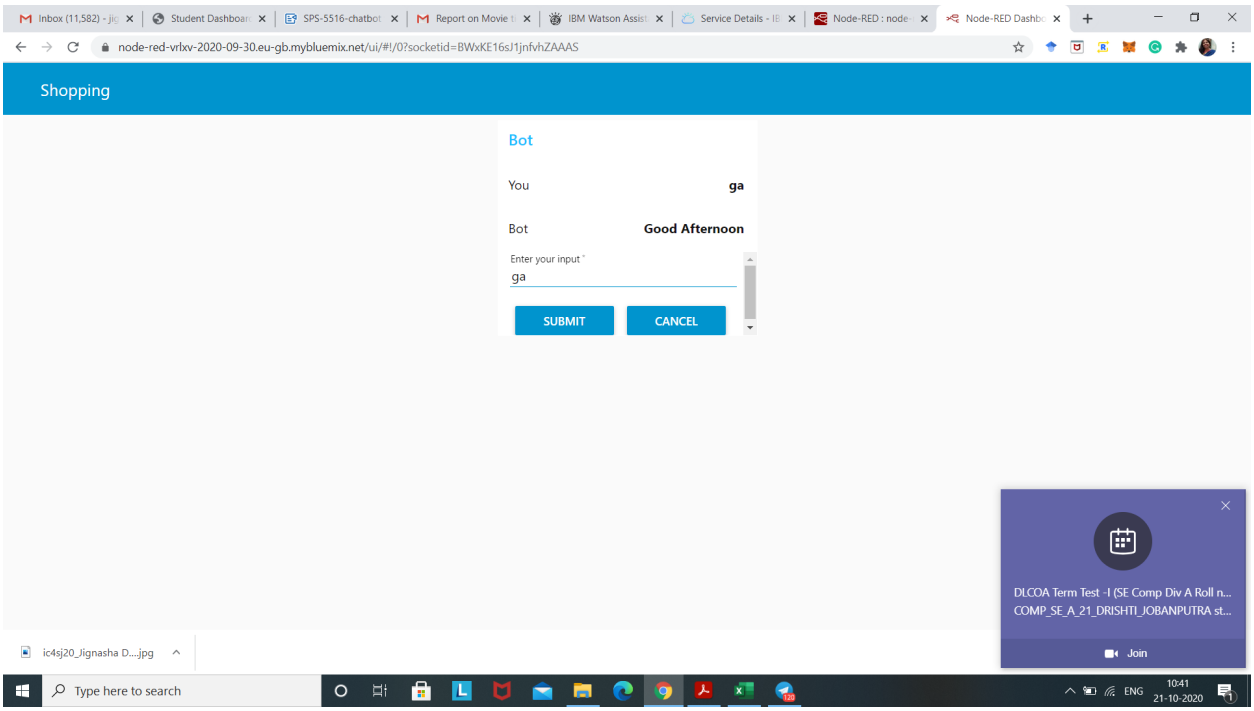






Integration with Node-red

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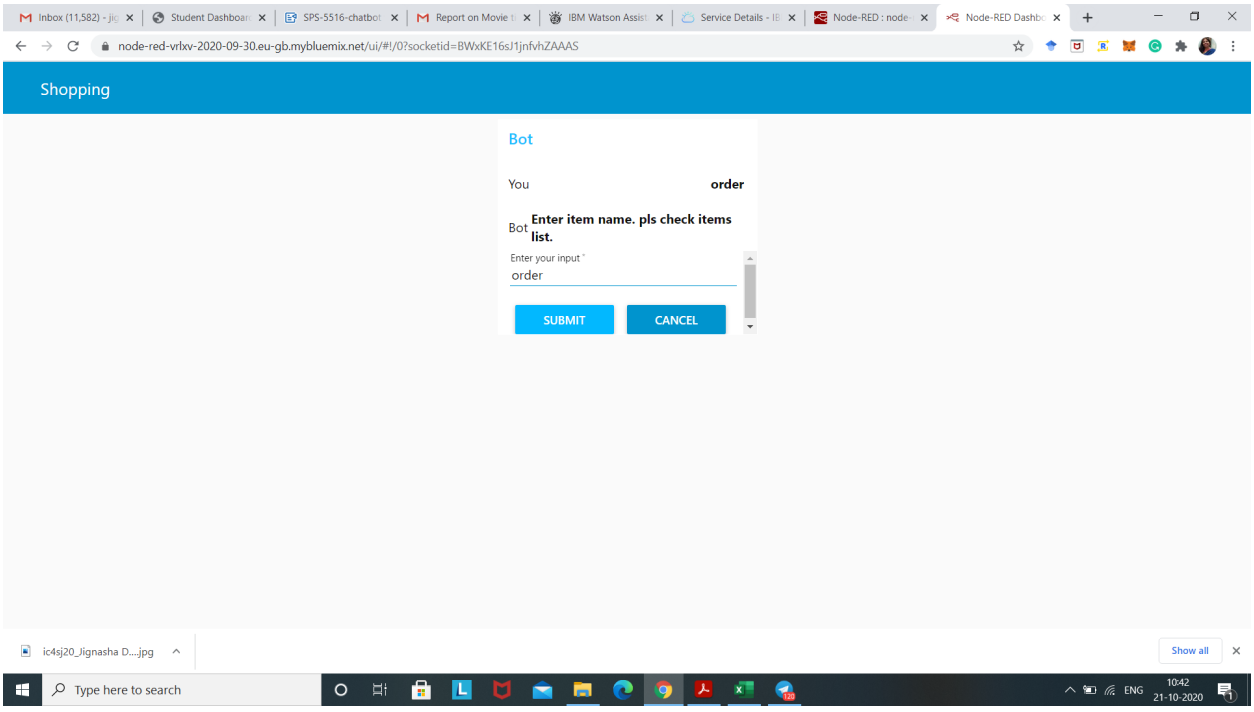
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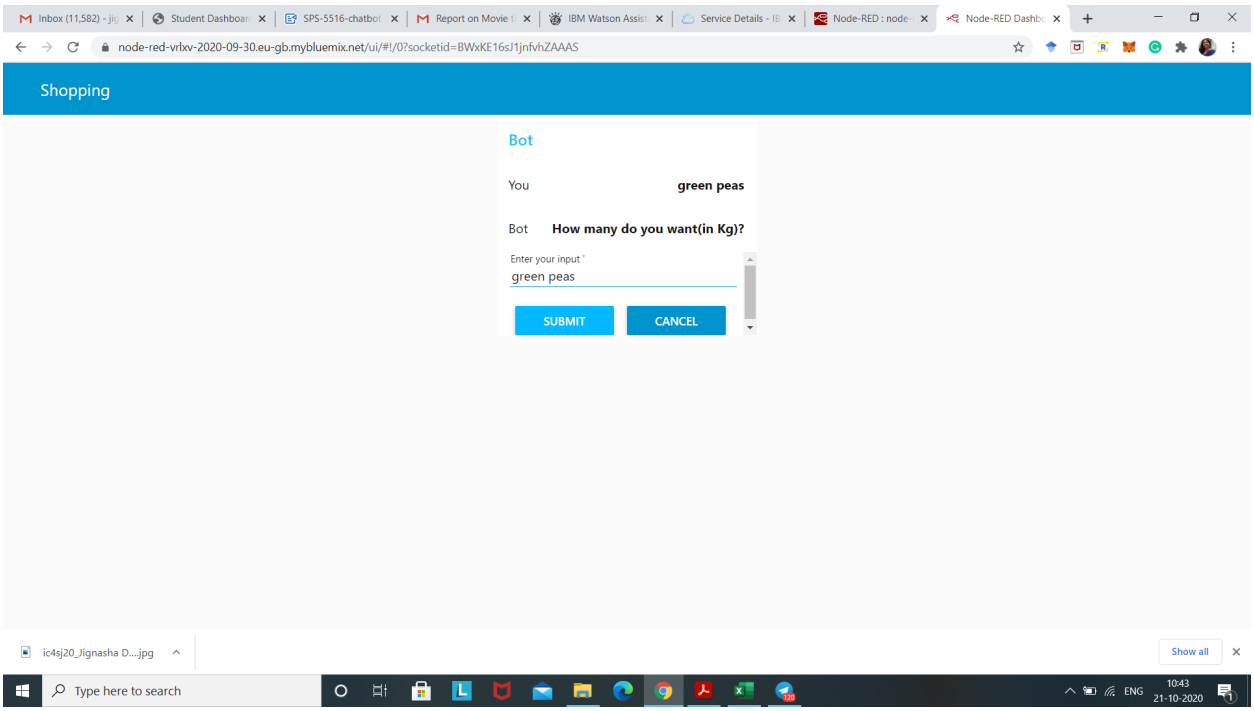
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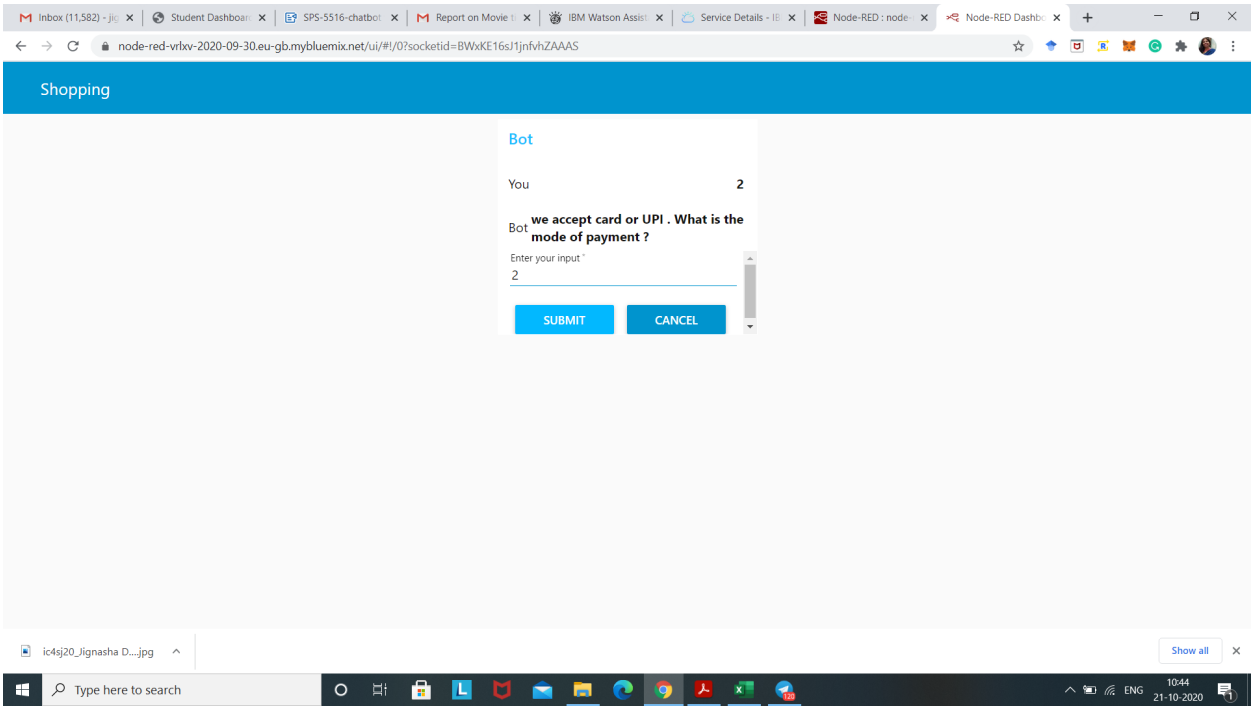
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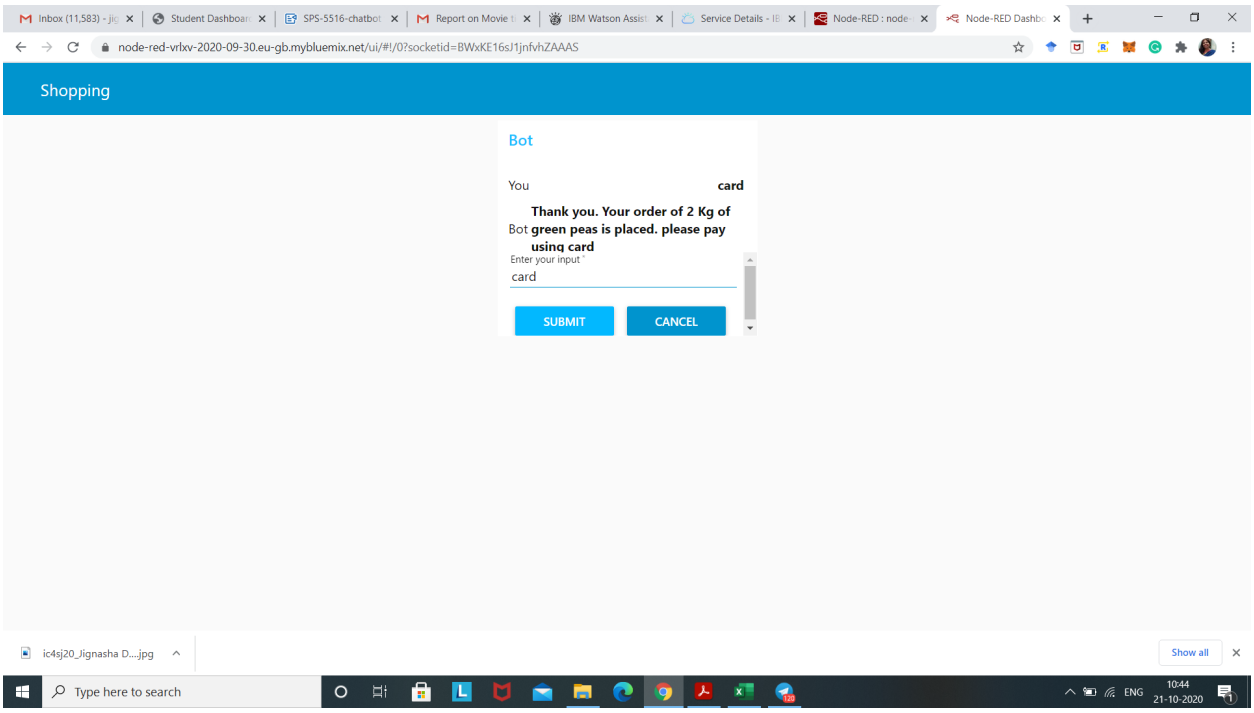

Conclusion: This shopping BoT will help users to display list of items and place order.