

GuruCool IBM Project Build-A-Thon

Project

On

Chatbot To Shop For Essentials During Pandemic Using Watson

Assistant

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1. INTRODUCTION

1.1 Overview

Today, because of social distancing and other issues it can be risky for some people to shop for essential items in person. This project helps with this issue by giving people an online option to shop for essentials. With the help of Watson assistant, a chatbot can be built to solve the shopping woes when you are unable step out of home.

1.2 Purpose

The project mainly focuses on easing people's shopping woes in this pandemic. A chatbot is built which used Natural Language Understanding and Artificial Intelligence.

This chat has the following capabilities:

1. Give the list of items in the Store
2. Should show the prices of vegetables
3. Display if there are any offers or discounts
4. The bot should be able to take details like name, contact number, address, and the items to place the order.

2. LITERATURE SURVEY

a. Existing Problem

Today, because of social distancing and other issues it can be risky for some people to shop for essential items in person.

As the coronavirus outbreak continues to limit the amount of “brick and mortar” shopping people around the world can (or want to) do, more and more customers are turning to ecommerce as a solution to get the items they need and want — but that’s turning out to be both a blessing and a curse for some online businesses.

Many ecommerce and other businesses are reporting issues with inventory and supply chain, especially with products that are made overseas, though that’s been the case for many for several weeks . If that’s the case with your business, you’ll want to make sure you’re being transparent and communicating these delays and challenges to customers.

One solution is to provide an effective means of communicating with the user and giving recommendation of what to buy. Here is where ChatBot comes into picture.

b. Proposed Solution

This project helps with this issue by giving people an online option to shop for essentials. With the help of Watson assistant, a chatbot is built.

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This chat has the following capabilities:

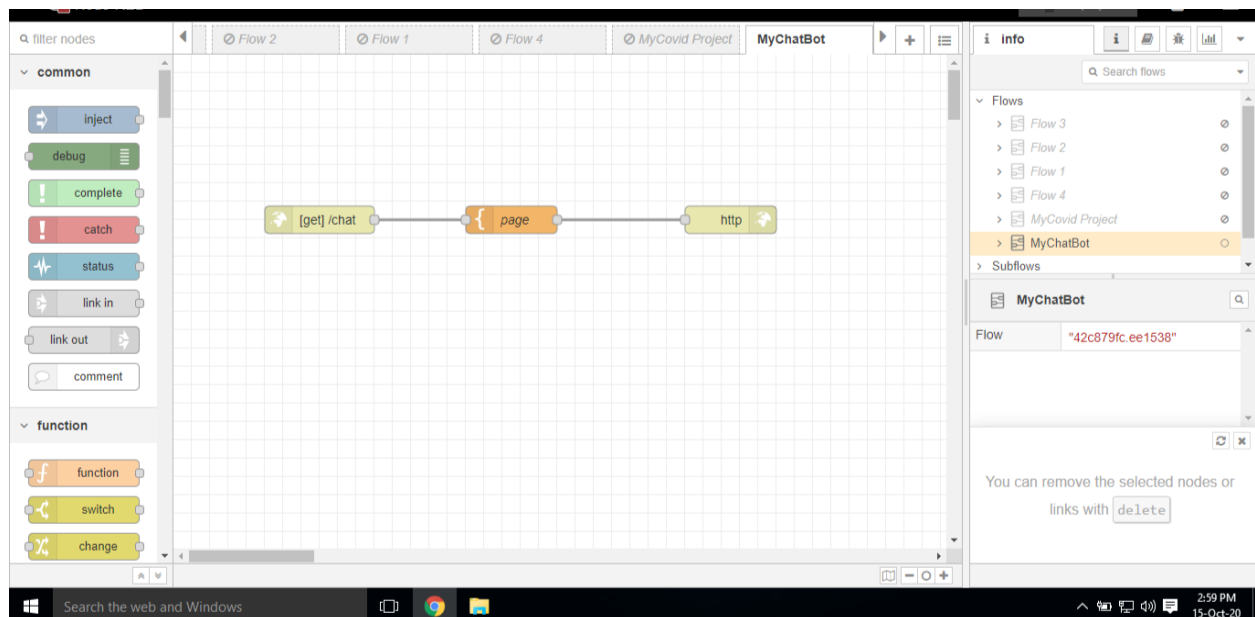
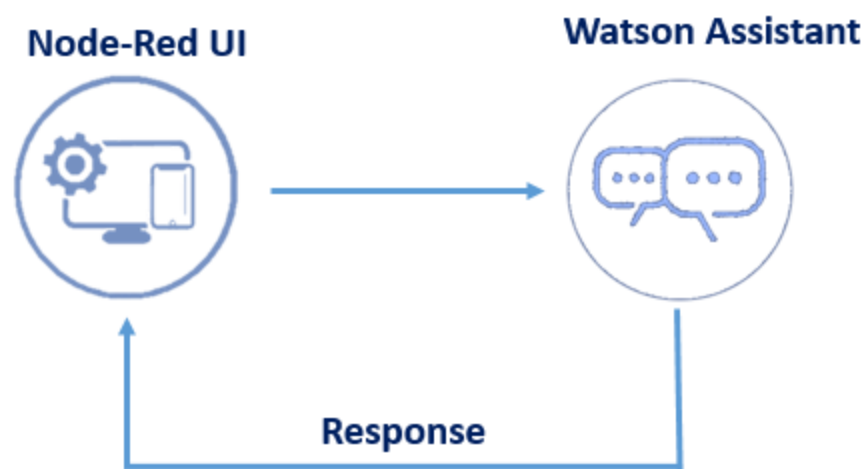
1. Give the list of items in the Store

2. Should show the prices of vegetables
3. Display if there are any offers or discounts
4. The bot should be able to take details like name, contact number, address, and the items to place the order.

3. THEORITICAL ANALYSIS

3.1 Block diagram

The Proposed Technical Architecture is given as below:



The following nodes are used

- http in node
- template node
- http response node

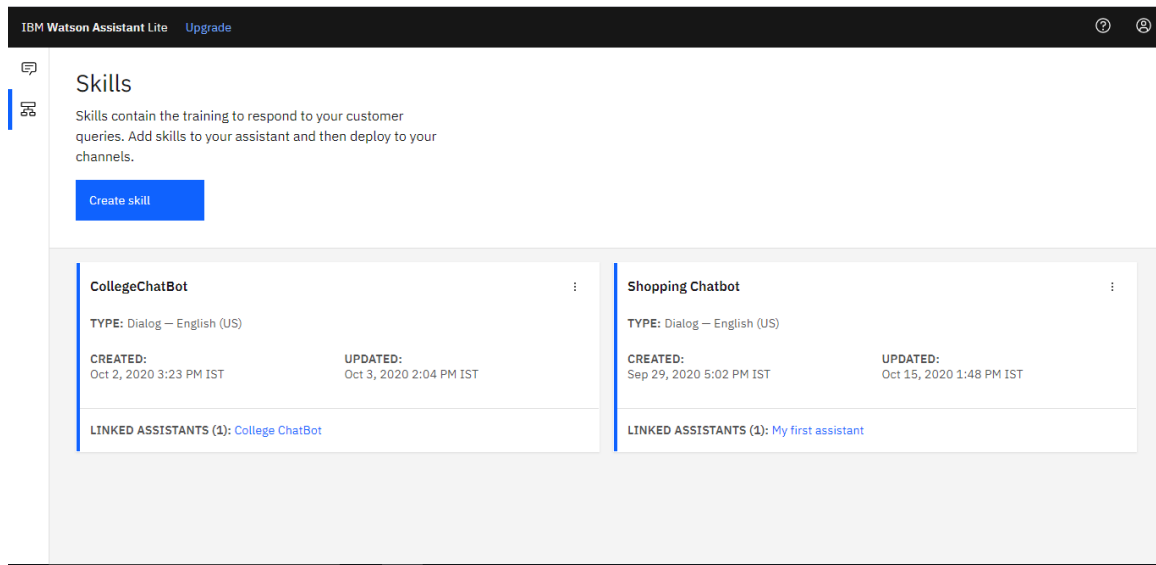
3.2 Hardware / Software designing

Software services required to implements this project are :

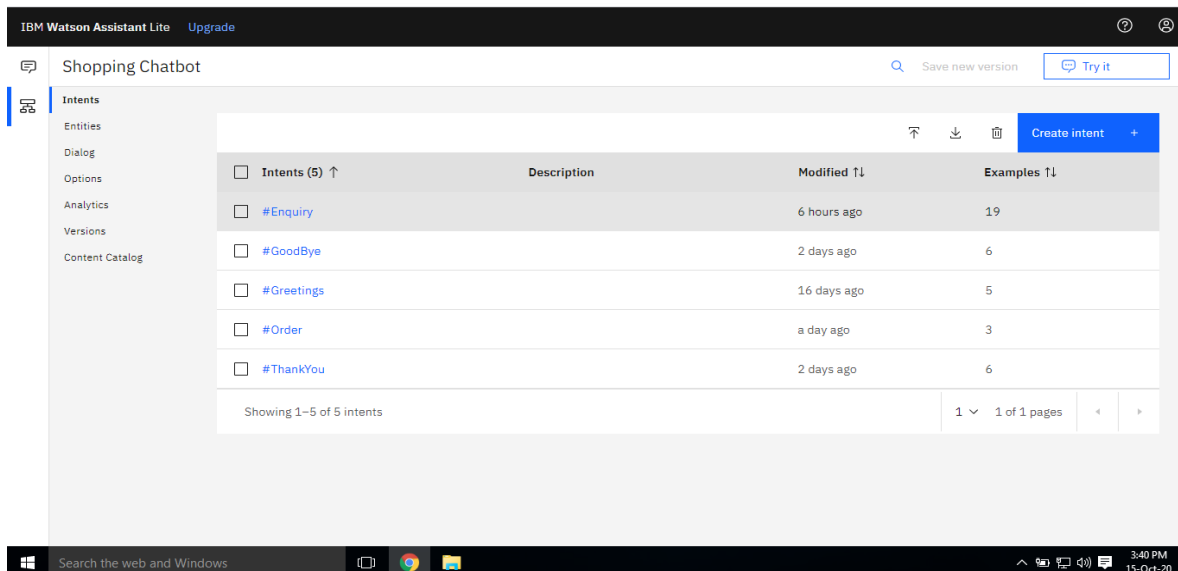
1. IBM Watson Assistant
2. IBM Nodered

4. EXPERIMENTAL INVESTIGATIONS

The project starts with creating a service named Watson Assistant in IBM Cloud. In this service, we need to add a skill. The skill is named as Shopping ChatBot



Create the entities and intents which are necessary in communicating with the user related to shopping



IBM Watson Assistant Lite Upgrade

Shopping Chatbot

Entities

My entities

Entity (13) ↑	Values	Modified ↑↓
@address	address	2 hours ago
@contactno	contactno	2 hours ago
@continue	no, yes	4 hours ago
@email	email	16 days ago
@enquiry	Bakery, offers, specials, products, Staples, Vegetables, Fruits, Dairy, Snacks, Pers...	6 hours ago
@greetings	Good Morning, Good Evening, good afternoon	16 days ago
@items	Maida Pizza Base Bread 250, Tur / Arhar Dal 2 kg, Tata Sampann High Protein Unp...	6 hours ago
@name	name	2 hours ago
@order	order	16 days ago

Create entity +

Next Create the dialog to show how the information flows between nodes.

IBM Watson Assistant Lite Upgrade

Shopping Chatbot

Dialog

Add node Add child node Add folder

```

graph TD
    Start(( )) --> Welcome[Welcome  
welcome  
1 Responses / 0 Context Set / Does not return]
    Welcome --> Email[email  
@email  
1 Responses / 1 Context Set / Return allowed]
    Email --> ThankYou[ThankYou  
#ThankYou  
1 Responses / 0 Context Set / Does not return]
    ThankYou --> Greetings[Greetings  
#Greetings || @greetings  
4 Responses / 0 Context Set / Does not return]
    Greetings --> End(( ))
  
```

Search the web and Windows

3:48 PM 15-Oct-20

IBM Watson Assistant Lite Upgrade

Shopping Chatbot

Save new version Try it

- Intents
- Entities
- Dialog**
- Options
- Analytics
- Versions
- Content Catalog

Add node Add child node Add folder

- ThankYou
#ThankYou
1 Responses / 0 Context Set / Does not return
- Greetings
#Greetings || @greetings
4 Responses / 0 Context Set / Does not return
- GoodBye
#GoodBye
1 Responses / 0 Context Set / Does not return
- Enquiry
#Enquiry || @enquiry || @Vegetables_Fruits
3 Responses / 0 Context Set / Returns
- Specials
@specials

IBM Watson Assistant Lite Upgrade

Shopping Chatbot

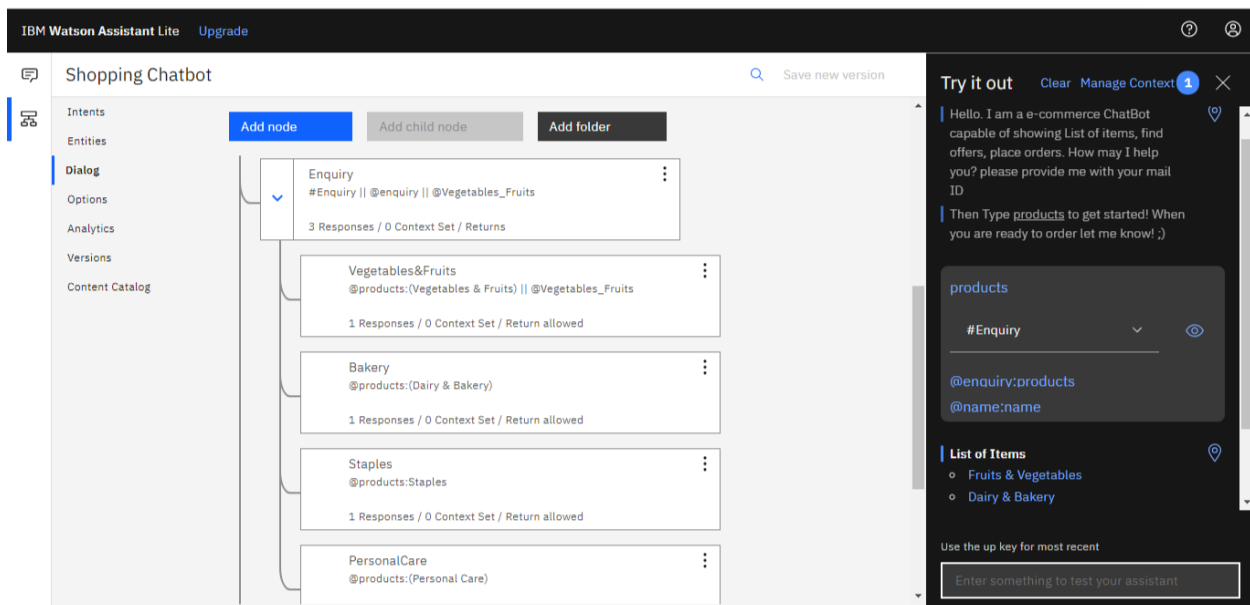
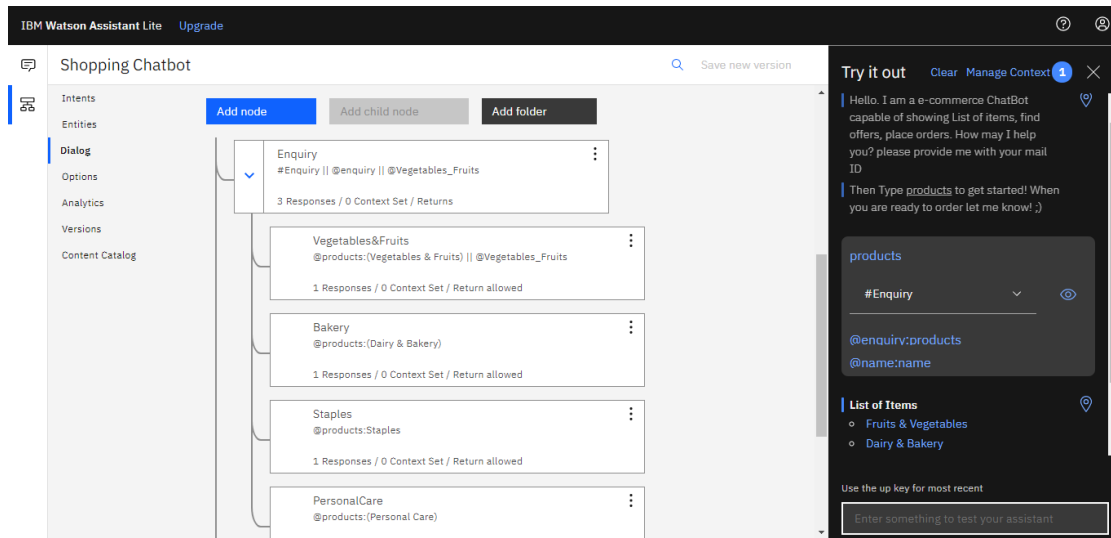
Save new version Try it

- Intents
- Entities
- Dialog**
- Options
- Analytics
- Versions
- Content Catalog

Add node Add child node Add folder

- Enquiry
#Enquiry || @enquiry || @Vegetables_Fruits
3 Responses / 0 Context Set / Returns
 - Vegetables&Fruits
@products:(Vegetables & Fruits) || @Vegetables_Fruits
1 Responses / 0 Context Set / Return allowed
 - Bakery
@products:(Dairy & Bakery)
1 Responses / 0 Context Set / Return allowed
 - Staples
@products:Staples
1 Responses / 0 Context Set / Return allowed
 - PersonalCare
@products:(Personal Care)

Try it by clicking Try it button on the right side of window.



Now generate the Link to embed in a webpage in Node Red User Interface

IBM Watson Assistant Lite

Upgrade

Built for you to explore and learn.

Skill

A dialog skill provides specific responses you've created. Choose one for your assistant. [Learn more](#)

Dialog

Shopping Chatbot

LANGUAGE:

English (US)

TRAINED DATA:

5 Intents | 14 Entities | 34 Dialog nodes

VERSION:

DESCRIPTION:

VERSION CREATED:

LINKED ASSISTANTS (1):

My first assistant

Search Plus

Turn any content into answers

- Create Q&A experience in **minutes**
- Sync with websites and data sources for **always up-to-date** answers
- Handle **even complex questions** with inclusive, contextual responses

Try Plus plan

javascriptvoid()

[Watch a brief demonstration](#)

Integrations

Choose a channel to deploy your assistant.

[Add integration +](#)

Saved integrations

Web chat

Preview link

Preview link

Smart Internz

Student Dash

SPS-5612-cha

SmartPractice

IBM Watson S

IBM Watson A

Microsoft Offi

Trees.pptx - M

eu-gb.assistant.watson.cloud.ibm.com/eu-gb/crn:v1:bluemixpublicconversation:eu-gb:a~2F113c38826e974da0b54627b98a3a329c5c569d8f-7cd5-4914-9989-98e051ef3933...

IBM Watson Assistant Lite

Upgrade

Preview link integration

Integration name

Preview link

Description

A public link you can share to test your assistant outside of the tooling.

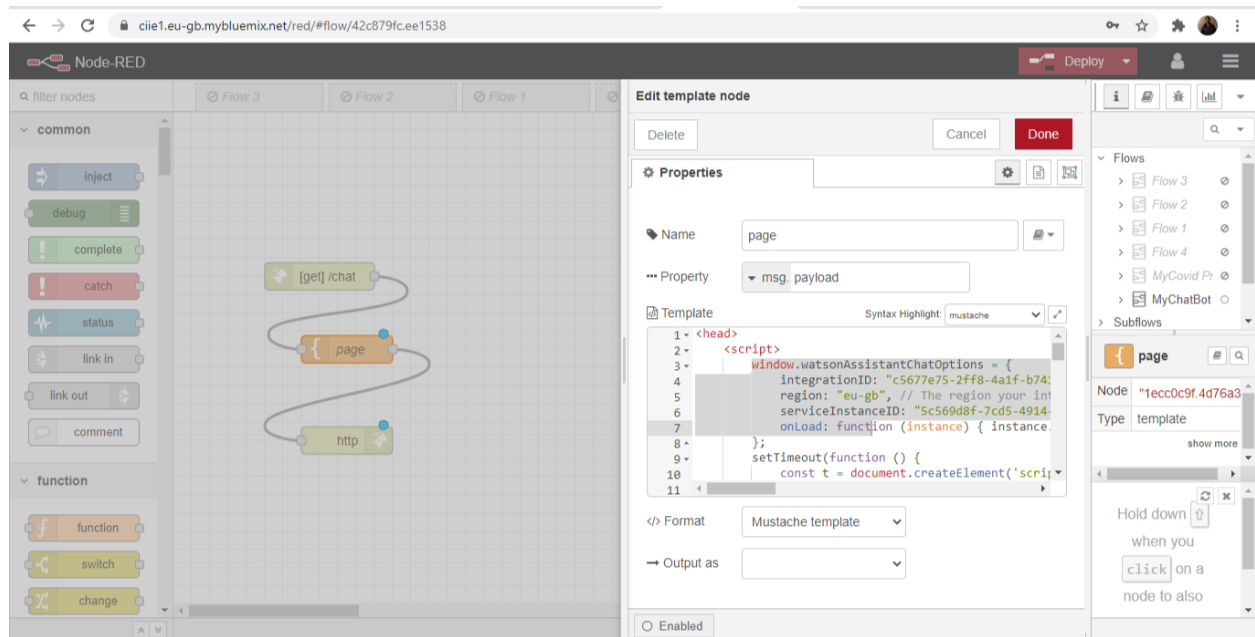
Try it out and share the link

Use of the assistant embedded in this web page incurs billing charges. ⓘ

<https://web-chat.global.assistant.watson.cloud.ibm.com/preview.html?region=eu-gb&integrationID=c5677e75-2ff8-4a1f-b741-eccc587e2b44&serviceInstanceID=5c569d8f-7cd5-4914-9989-98e051ef3933>

Save changes

Insert this link into Template node of Node Red



Now deploy your project to see the actual watson assistant running on the webpage

Smart Inter: x Student Di: x SPS-5612-: x SmartPracti: x Application: x Node-RED: x https://clie: x Microsoft: x Trees.pptx: x + -

clie1.eu-gb.mybluemix.net/chat

Low Prices
on all
Grocery Products

7% BELOW MRP EVERYDAY

FREE HOME DELIVERY NO MINIMUM ORDER

50% OFF

Welcome to Elena suppliers!

Today, because of COVID issues it can be risky to shop for essential items in person. So here for essentials during this pandemic from the comfort of your home!

This project helps with this issue by giving people an online option to shop for essentials. With the help of Watson assistant, a chatbot is built. This chat should have the following capabilities:

- 1) Give the list of items in the Store
- 2) Should show the prices of vegetables
- 3) Display if there are any offers or discounts
- 4) The bot is able to take details like name, contact number, address, and the items to place the order.

CONTACT US:
WhatsApp us : 70001 70011
Call Us : 1800 890 1222
8:00 AM to 8:00 PM, 365 days

Please note that you are accessing the BETA Version of www.elenamart.com. Should you encounter any bugs, glitches, lack of functionality, deliveries, billing errors or other problems on the beta website, please email us on cs@elenamart.com. **DOWNLOAD APP** Download Elena Android from Play Store Download Elenamart App for iOS from App Store

Watson Assistant

Then Type products to get started! When you are ready to order let me know! :)

products

List of Items

Select an option ^

- Fruits & Vegetables
- Dairy & Bakery
- Staples
- Snacks
- Personal Care

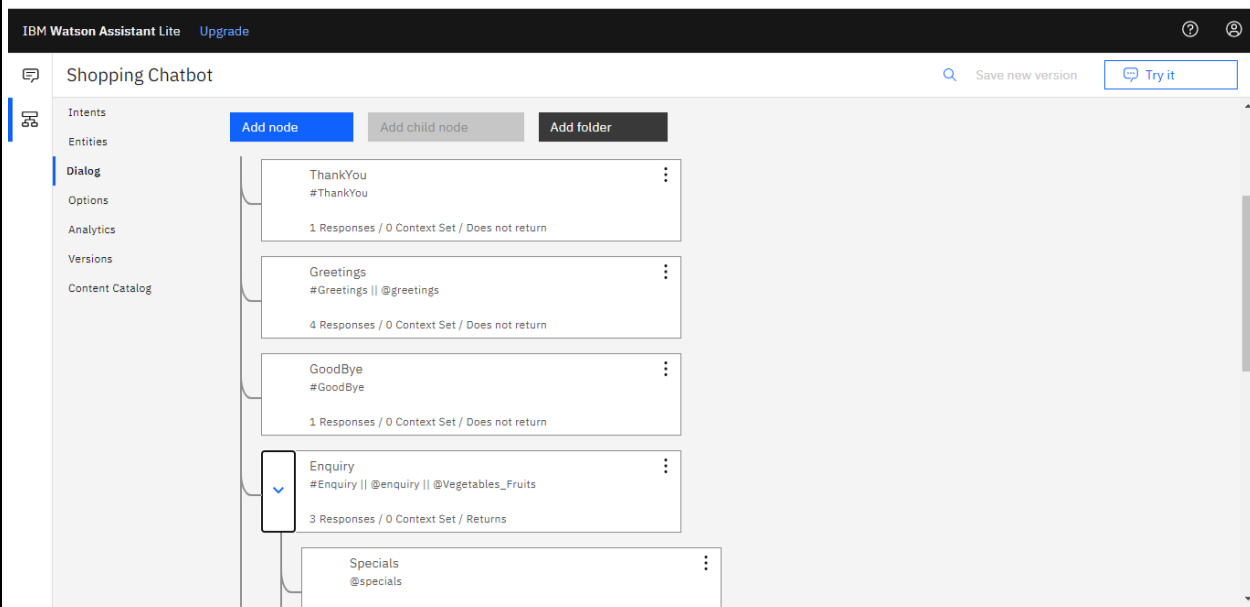
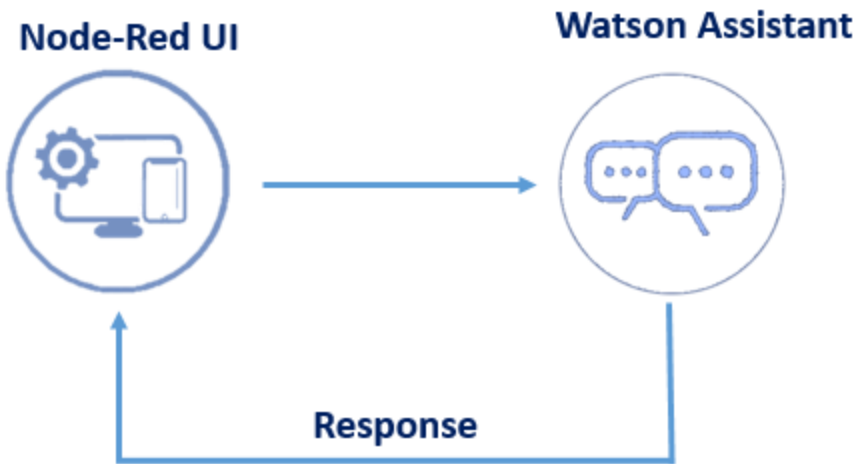
Type something...

Search the web and Windows

9:45 PM 15-Oct-20

5. FLOWCHART

Below given figure shows how information flows between node red and watson assistant



IBM Watson Assistant Lite Upgrade

Shopping Chatbot

Save new version Try it

- Intents
- Entities
- Dialog**
- Options
- Analytics
- Versions
- Content Catalog

Add node Add child node Add folder

Enquiry
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1 Responses / 0 Context Set / Return allowed

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1 Responses / 0 Context Set / Return allowed

Staples
@products:Staples
1 Responses / 0 Context Set / Return allowed

PersonalCare
@products:(Personal Care)

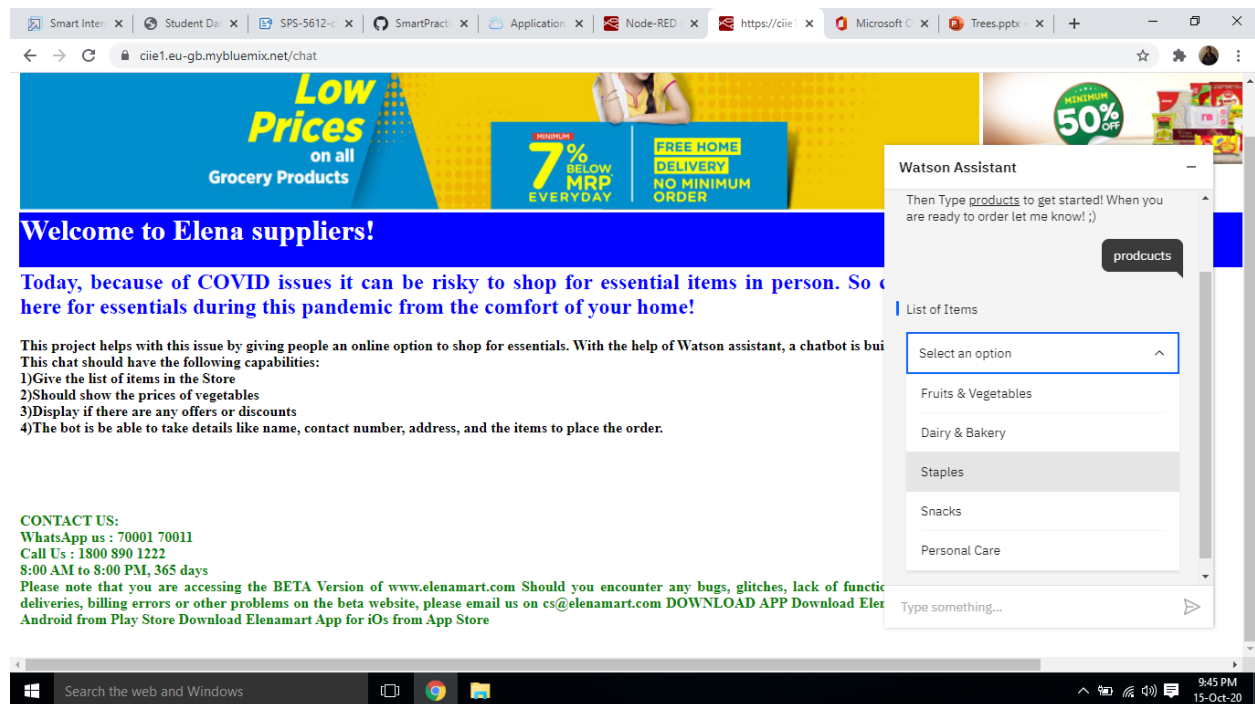
Search the web and Windows

9:28 PM 15-Oct-20

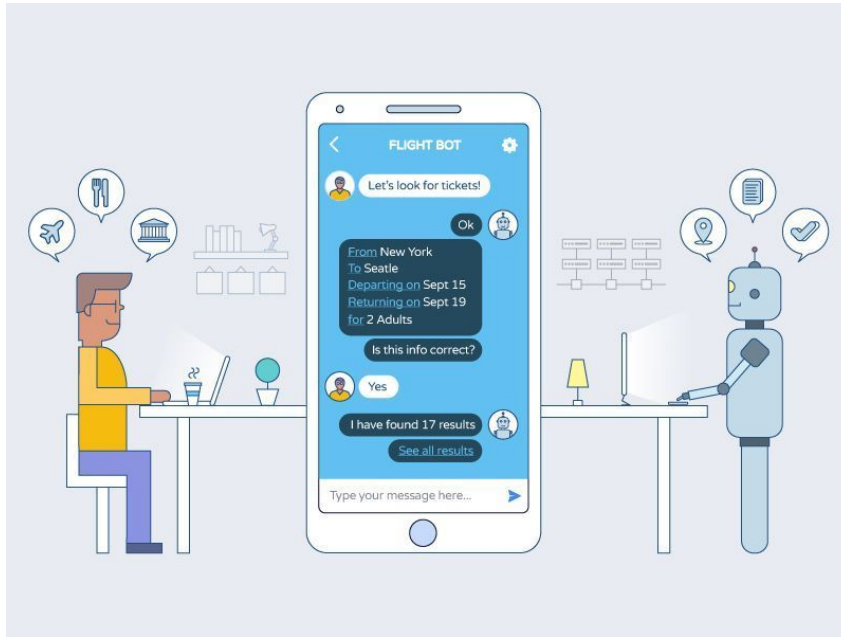
6. RESULT

After deploying the NodeRed Flow, we can see the result in the webpage as given below in the figure.

User has to check the products first. After that he will ask to order some items. The chatbot continuously asks the item name, quantity and then asks the mode of payment. Finally summary is displayed regarding the items user ordered. And message is given that receipt is sent to email ID of the user which are asked initially when welcoming the user for first time.



7 .ADVANTAGES & DISADVANTAGES



Advantages:

- User friendly communication with chatbot
- Very useful for pandemic situation to shop with ease at home
- Its like talking to a friend. You just have to order items, just like you talk to a shop keeper when you go physically to a shop to buy some items.
- Reduced Costs
- 24/7 Availability:

Disadvantages:

- Real time payment system is not implemented.
- Chatbot is bound by the dialogs written by the developer.
- They don't get you right:
- Time-consuming:

8. APPLICATIONS

The applications of this project are in

- E- Commerce
- Education Sector
- Help lines
- Emergency Hot lines

The e-commerce industry is also improving shopping experience with Chatbots. Customers can now search and shop more conveniently with the help of chatbots. eBay has invested in Chatbot technology with their ShopBot, a virtual shopping assistant that helps customers find the items they want at the desired price range.

Customers only need to type in details of what they are looking (e.g. Telescopes under \$150), ShopBot will ask you all the relevant questions to find the best match. This a great example of how Chatbots can improve the shopping experience beyond what regular e-commerce sites can offer.

9 .CONCLUSION

After completing this project the conclusion that I can make is that chatbots are very useful in this covid pandemic situation. While sitting at home even a layman can order items from a shopping web site by chatting with a chat bot.

With respect to chatbots there are many advantages:

- Keeping Up with the Trends: Being Present on Messaging Platforms. ...
- Improved Customer Service. ...
- Increased Customer Engagement. ...
- Monitoring Consumer Data & Gaining Insights. ...
- Better Lead Generation, Qualification and Nurturing. ...
- Easier Approach to Global Markets. ...
- Cost Savings.

World is in a state of uncertainty where we cant move freely anywhere, so a chatbot replaces human agent necessary to communicate when we have that urge to talk to a person

10. FUTURE SCOPE

While most businesses will have chatbots for customer service and support functions, many will develop bots for their internal processes.

Human resources is being positioned as the next quick win for many businesses with chatbots handling first-stage interviews to find promising candidates. Video avatars can make the process more friendly, while AIs can process resumes to find high-quality candidates and spot telltale mistakes, helping speed up traditionally slow recruiting processes and managing cost. When hired, bots can manage and provide information for most of the onboarding process, allowing workers faster access to key information, forms and house-management tasks like permissions, time off and absence requests.

Bots can also boost collaboration, working as part of SharePoint, intranets and similar tools to provide key information, live updates and messages from both workers and other applications, warning of required approvals or actions to be taken.

Virtual agents can be deployed across the business to handle internal requests and processes, from risk management to planning and budgeting. All of these can be acquired or developed in-house to meet a specific need.

11. BIBILOGRAPHY

- a. <https://cloud.ibm.com/docs?tab=tutorials>
- b. <https://www.ibm.com/watson/how-to-build-a-chatbot>
- c. <https://www.ecommerce-nation.com/chatbots-advantages-and-disadvantages-of-these-tools/>
- d. <https://snatchbot.me/amp/blog/120/future-of-chatbots>
- e. <https://flows.nodered.org/>

12. APPENDIX

a.Source code

Node Red File:

```
[{"id":"42c879fc.ee1538","type":"tab","label":"MyChatBot","disabled":false,"info":"","id":"5733aa51.961174","type":"httpin","z":"42c879fc.ee1538","name":"","url":"/chat","method":"get","upload":false,"swaggerDoc":"","x":160,"y":180,"wires":[["1ecc0c9f.4d76a3"]]}, {"id":"1ecc0c9f.4d76a3","type":"template","z":"42c879fc.ee1538","name":"page","field":"payload","fieldType":"msg","format":"handlebars","syntax":"mustache","template":"<head>\n        <script>\n            window.watsonAssistantChatOptions = {\nintegrationID: \"c5677e75-2ff8-4a1f-b741-eecc587e2b44\", // The ID of this integration.\nregion: \"eu-gb\", // The region your integration is hosted in.\nserviceInstanceID: \"5c569d8f-7cd5-4914-9989-98e051ef3933\", // The ID of your service instance.\nonLoad: function (instance) { instance.render(); }\n        }; \n        setTimeout(function () {\nconst t = document.createElement('script');\n            t.src = \"https://web-chat.global.assistant.watson.appdomain.cloud/loadWatsonAssistantChat.js\";\n            document.head.appendChild(t);\n        }); \n    </script>\n</head>\n<body>\n    <table>\n    <tr>\n        <td colspan=1>\n            <img src='https://i.ibb.co/Cnk7FV7/3.jpg' height=200>\n        </td>\n        <td>\n            <img src='https://i.ibb.co/2tKbkZz/2.jpg' height=100>\n        </td>\n    </tr>\n    <tr bgcolor='blue'>\n        <td width='50%' height=2 colspan=2 style='text-align: justify;'><h1 style='color:White;'> Welcome to Elena suppliers!</td>\n        <td width='50%'></td>\n    </tr>\n    <tr>\n        <td style='text-align: justify;'><h2 style='color:Blue;'>Today, because of COVID issues it can be risky to shop for essential items in person. So come shop here for essentials during this pandemic from the comfort of your home!</h2>\n        <b>This project helps with this issue by giving people an online option to shop for essentials. With the help of Watson assistant, a chatbot is built. \n            This chat should have the following capabilities:\n            1)Give the list of items in the Store\n            2)Should show the
```

prices of vegetables
\n 3)Display if there are any offers or discounts
\n 4)The bot is be able to take details like name, contact number, address, and the items to place the order.
\n </td>\n <td width='50%'></td>\n </tr>\n <tr> <td height='10%' width='50%'>
</td> <td></td></tr>\n <tr> <td height='10%'>

</td> <td></td></tr>\n \n \n <tr>\n <td style=\"text-align: justify;\"><h4 style=\"color:Green;\">\nCONTACT US:
\nWhatsApp us : 70001 70011
\n\nCall Us : 1800 890 1222
\n8:00 AM to 8:00 PM, 365 days
\n\nPlease note that you are accessing the BETA Version of www.eleamart.com\n\nShould you encounter any bugs, glitches, lack of functionality, delayed deliveries, billing errors or other problems on the beta website, please email us on cs@eleamart.com\n\nDOWNLOAD APP\nDownload Eleamart App for Android from Play Store Download Eleamart App for iOS from App Store\n\n</td>\n <td></td>\n </tr> \n\n </table>\n \n\n</h3>\n</h1>\n</body>","x":370,"y":180,"wires":[["a026cdd4.1278f"]]},{"id":"a026cdd4.1278f","type":"http response","z":"42c879fc.ee1538","name":"","statusCode":"","headers":{},"x":610,"y":180,"wires":[]}]

Skill File

```
{
  "intents": [
    {
      "intent": "Enquiry",
      "examples": [
        {
          "text": "discount price items"
        },
        {
          "text": "Give me list of items"
        }
      ]
    }
  ]
}
```



```
"text": "Give me the list of products"
},
{
  "text": "i want to buy Bakery items"
},
{
  "text": "i want to buy fruits"
},
{
  "text": "i want to buy Personal care items"
},
{
  "text": "i want to buy Snacks"
},
{
  "text": "i want to buy staples"
},
{
  "text": "i want to buy vegetables"
},
{
  "text": "List of items"
},
{
  "text": "List of products"
},
{
  "text": "offers are available?"
},
```

```
{
  "text": "products"
},
{
  "text": "staples"
},
{
  "text": "What are discount offers"
},
{
  "text": "What are the discounted items today"
},
{
  "text": "What are the discounts today?"
},
{
  "text": "What are the offers available"
},
{
  "text": "What do you sell"
}
],
"description": ""
},
{
  "intent": "GoodBye",
  "examples": [
    {
      "text": "adios"
    }
  ]
}
```

```
    },  
    {  
      "text": "bye"  
    },  
    {  
      "text": "c u"  
    },  
    {  
      "text": "cya"  
    },  
    {  
      "text": "Good Bye"  
    },  
    {  
      "text": "See you"  
    }  
  ],  
  "description": ""  
},  
{  
  "intent": "Greetings",  
  "examples": [  
    {  
      "text": "good afternoon"  
    },  
    {  
      "text": "Good morning"  
    },  
    {
```

```
    "text": "Hello"
  },
  {
    "text": "Hi"
  },
  {
    "text": "namaste"
  }
],
"description": ""
},
{
  "intent": "Order",
  "examples": [
    {
      "text": "I want to place an order"
    },
    {
      "text": "order"
    },
    {
      "text": "please take my order"
    }
  ],
  "description": ""
},
{
  "intent": "ThankYou",
  "examples": [
```

```
{
  "text": "appreciate it"
},
{
  "text": "cheers"
},
{
  "text": "great!"
},
{
  "text": "thanks"
},
{
  "text": "Thank you"
},
{
  "text": "thx"
}
],
"description": ""
},
],
"entities": [
{
  "entity": "address",
  "values": [
    {
      "type": "synonyms",
      "value": "address",
```

```
    "synonyms": []
  }
],
  "fuzzy_match": true
},
{
  "entity": "contactno",
  "values": [
    {
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      "value": "contactno",
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      ]
    }
  ],
  "fuzzy_match": true
},
{
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      "type": "synonyms",
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      "synonyms": []
    }
  ],
  {
    "type": "synonyms",
    "value": "yes",
```

```

        "synonyms": []
    }
],
    "fuzzy_match": true
},
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    "entity": "email",
    "values": [
        {
            "type": "patterns",
            "value": "email",
            "patterns": [
                "[a-z0-9._%+-]+@[a-z0-9.-]+\.[a-z]{2,}$"
            ]
        }
    ],
    "fuzzy_match": true
},
{
    "entity": "enquiry",
    "values": [
        {
            "type": "synonyms",
            "value": "Bakery",
            "synonyms": []
        },
        {
            "type": "synonyms",
            "value": "Dairy",

```

```
"synonyms": []
},
{
  "type": "synonyms",
  "value": "Fruits",
  "synonyms": []
},
{
  "type": "synonyms",
  "value": "offers",
  "synonyms": [
    "deals",
    "discounts"
  ]
},
{
  "type": "synonyms",
  "value": "Personal care",
  "synonyms": []
},
{
  "type": "synonyms",
  "value": "products",
  "synonyms": [
    "items",
    "list of items"
  ]
},
{
```



```
    "type": "synonyms",
    "value": "Snacks",
    "synonyms": []
  },
  {
    "type": "synonyms",
    "value": "specials",
    "synonyms": [
      "special items"
    ]
  },
  {
    "type": "synonyms",
    "value": "Staples",
    "synonyms": []
  },
  {
    "type": "synonyms",
    "value": "Vegetables",
    "synonyms": []
  }
],
"fuzzy_match": true
},
{
  "entity": "greetings",
  "values": [
    {
      "type": "synonyms",
```

```
"value": "good afternoon",
"synonyms": [
  "ga",
  "good after"
]
},
{
  "type": "synonyms",
  "value": "Good Evening",
  "synonyms": [
    "ge",
    "good evening"
  ]
},
{
  "type": "synonyms",
  "value": "Good Morning",
  "synonyms": [
    "gm",
    "gud morning"
  ]
}
],
"fuzzy_match": true
},
{
  "entity": "items",
  "values": [
    {
```

```
"type": "synonyms",
"value": "Amul Fresh Paneer 200 g",
"synonyms": [
  "Paneer"
]
},
{
  "type": "synonyms",
"value": "Amul Lite Milk Fat Spread",
"synonyms": [
  "Spread"
]
},
{
  "type": "synonyms",
"value": "Amul Pasteurised Butter 500 g",
"synonyms": [
  "Butter"
]
},
{
  "type": "synonyms",
"value": "Bhendi (Okra) per 500 g",
"synonyms": [
  "Bhindi"
]
},
{
  "type": "synonyms",
```

```
"value": "Bottle Gourd 1 kg",
"synonyms": [
  "Lauki"
],
{
  "type": "synonyms",
  "value": "Britannia 100% Whole Wheat Bread",
  "synonyms": [
    "Bread"
  ],
},
{
  "type": "synonyms",
  "value": "Cabbage 1 pc",
  "synonyms": [
    "Cabbage"
  ],
},
{
  "type": "synonyms",
  "value": "Chana Dal 2 kg",
  "synonyms": [
    "Dal"
  ],
},
{
  "type": "synonyms",
  "value": "Clean & Clear Foaming Face Wash 150 ml",
```

```

    "synonyms": [
      "Face Wash"
    ]
  },
  {
    "type": "synonyms",
    "value": "Cucumber 500 g",
    "synonyms": [
      "Cucumber"
    ]
  },
  {
    "type": "synonyms",
    "value": "Good Life Raw Peanuts",
    "synonyms": [
      "Peanuts"
    ]
  },
  {
    "type": "synonyms",
    "value": "Himalaya Purifying Neem Face Wash 100 ml",
    "synonyms": [
      "Facewash"
    ]
  },
  {
    "type": "synonyms",
    "value": "Loose Chana Dal",
    "synonyms": [

```

```

    "Chana Dal"
  ],
  {
    "type": "synonyms",
    "value": "Maida Pizza Base Bread 250",
    "synonyms": [
      "Pizza"
    ]
  },
  {
    "type": "synonyms",
    "value": "Patanjali Saundarya Aloe Vera Gel",
    "synonyms": [
      "Aloe Face Wash"
    ]
  },
  {
    "type": "synonyms",
    "value": "Pond's Dreamflower Pink Lily Fragrant Talc 400 g",
    "synonyms": [
      "Powder"
    ]
  },
  {
    "type": "synonyms",
    "value": "Pond's Pure White Anti Pollution + Purity Face Wash",
    "synonyms": [
      "Facewash"
    ]
  }

```

```

    ]
  },
  {
    "type": "synonyms",
    "value": "Potato per kg",
    "synonyms": [
      "Potato"
    ]
  },
  {
    "type": "synonyms",
    "value": "Tata Sampann High Protein Unpolished Tur / Arhar Dal",
    "synonyms": [
      "Dal"
    ]
  },
  {
    "type": "synonyms",
    "value": "Tur / Arhar Dal 2 kg",
    "synonyms": [
      "Tur Dal"
    ]
  }
],
"fuzzy_match": true
},
{
  "entity": "name",
  "values": [

```

```
{
  "type": "patterns",
  "value": "name",
  "patterns": [
    "[A-Za-z]+"
  ]
},
{
  "entity": "order",
  "values": [
    {
      "type": "synonyms",
      "value": "order",
      "synonyms": [
        "purchase"
      ]
    }
  ],
  "fuzzy_match": true
},
{
  "entity": "payment",
  "values": [
    {
      "type": "synonyms",
      "value": "Card",
```



```
    "synonyms": []
  },
  {
    "type": "synonyms",
    "value": "COD",
    "synonyms": [
      "Cash On Delivery"
    ]
  },
  {
    "type": "synonyms",
    "value": "UPI",
    "synonyms": []
  }
],
"fuzzy_match": true
},
{
  "entity": "products",
  "values": [
    {
      "type": "synonyms",
      "value": "Dairy & Bakery",
      "synonyms": [
        "Bakery",
        "Dairy"
      ]
    }
  ],
},
{
```

```

    "type": "synonyms",
    "value": "Personal Care",
    "synonyms": []
  },
  {
    "type": "synonyms",
    "value": "Snacks",
    "synonyms": []
  },
  {
    "type": "synonyms",
    "value": "Staples",
    "synonyms": []
  },
  {
    "type": "synonyms",
    "value": "Vegetables & Fruits",
    "synonyms": [
      "Fruits",
      "Vegetables"
    ]
  }
],
"fuzzy_match": true
},
{
  "entity": "specials",
  "values": [
    {

```

```
    "type": "synonyms",
    "value": "Chicken Wings",
    "synonyms": []
  },
  {
    "type": "synonyms",
    "value": "Chinese Rice",
    "synonyms": []
  },
  {
    "type": "synonyms",
    "value": "Noodles",
    "synonyms": []
  }
],
"fuzzy_match": true
},
{
  "entity": "sys-number",
  "values": [],
  "fuzzy_match": true
},
{
  "entity": "Vegetables_Fruits",
  "values": [
    {
      "type": "synonyms",
      "value": "Fruits",
      "synonyms": []
    }
  ]
}
```

```
    },
    {
      "type": "synonyms",
      "value": "Vegetables",
      "synonyms": []
    }
  ],
  "fuzzy_match": true
},
"metadata": {
  "api_version": {
    "major_version": "v2",
    "minor_version": "2018-11-08"
  }
},
"dialog_nodes": [
  {
    "type": "standard",
    "title": "Anything else",
    "output": {
      "generic": [
        {
          "values": [
            {
              "text": "I didn't understand. You can try rephrasing."
            },
            {
              "text": "Can you reword your statement? I'm not understanding."
            }
          ]
        }
      ]
    }
  }
]
```

```

    },
    {
      "text": "I didn't get your meaning."
    }
  ],
  "response_type": "text",
  "selection_policy": "sequential"
}
]
},
"conditions": "anything_else",
"dialog_node": "Anything else",
"previous_sibling": "node_8_1601385079218",
"disambiguation_opt_out": true
},
{
  "type": "event_handler",
  "output": {
    "text": {
      "values": [
        "We accept COD,Card, UPI . What is your mode of payment??"
      ],
      "selection_policy": "sequential"
    }
  },
  "parent": "slot_10_1602746726981",
  "event_name": "focus",
  "dialog_node": "handler_10_1602746726988",
  "previous_sibling": "handler_7_1602746726988"
}

```

```
},
{
  "type": "event_handler",
  "parent": "node_8_1601385079218",
  "event_name": "focus",
  "dialog_node": "handler_1_1601385434369"
},
{
  "type": "event_handler",
  "output": {
    "text": {
      "values": [
        "Can you provide me the item you want?You can check products if you want."
      ],
      "selection_policy": "sequential"
    }
  },
  "parent": "slot_8_1601385435518",
  "event_name": "focus",
  "dialog_node": "handler_1_1601385435542",
  "previous_sibling": "handler_2_1601385435542"
},
{
  "type": "event_handler",
  "output": {},
  "parent": "slot_8_1601385435518",
  "context": {
    "items": "@items"
  }
},
```

```
"conditions": "@items",
"event_name": "input",
"dialog_node": "handler_2_1601385435542"
},
{
  "type": "event_handler",
  "output": {
    "text": {
      "values": [
        "Do you want more(yes/no)"
      ],
      "selection_policy": "sequential"
    }
  },
  "parent": "slot_2_1602743747779",
  "event_name": "focus",
  "dialog_node": "handler_2_1602743747790",
  "previous_sibling": "handler_6_1602743747790"
},
{
  "type": "event_handler",
  "output": {
    "text": {
      "values": [
        "How many do you want ?"
      ],
      "selection_policy": "sequential"
    }
  },
}
```

```
"parent": "slot_10_1601386338967",
"event_name": "focus",
"dialog_node": "handler_3_1601386338972",
"previous_sibling": "handler_8_1601386338972"
},
{
  "type": "event_handler",
  "output": {},
  "parent": "slot_2_1602743747779",
  "context": {
    "continue": "@continue"
  },
  "conditions": "@continue",
  "event_name": "input",
  "dialog_node": "handler_6_1602743747790"
},
{
  "type": "event_handler",
  "output": {},
  "parent": "slot_10_1602746726981",
  "context": {
    "payment": "@payment"
  },
  "conditions": "@payment",
  "event_name": "input",
  "dialog_node": "handler_7_1602746726988"
},
{
  "type": "event_handler",
```



```

"output": {},
"parent": "slot_10_1601386338967",
"context": {
  "number": "@sys-number"
},
"conditions": "@sys-number",
"event_name": "input",
"dialog_node": "handler_8_1601386338972"
},
{
  "type": "standard",
  "title": "email",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "hello thank you for giving your email id. Your mail ID $email is used for
further references"
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  },
  "parent": "Welcome",
  "context": {
    "email": "@email.literal"
  }
}

```

```

    },
    "conditions": "@email",
    "dialog_node": "node_10_1601388493782"
  },
  {
    "type": "standard",
    "title": "Staples",
    "output": {
      "generic": [
        {
          "values": [
            {
              "text": "1)Loose Chana Dal 1 kg   â,1 77.00\n2) Good Life Raw Peanuts 500 g
â,1 75.00\n3)Tur / Arhar Dal 2 kg â,1 222.00\n4)Tata Sampann High Protein Unpolished
Tur / Arhar Dal 1 â,1 125.00\n5)Chana Dal 2 kg   â,1 154.00"
            }
          ],
          "response_type": "text",
          "selection_policy": "sequential"
        }
      ]
    },
    "parent": "node_6_1601382819092",
    "conditions": "@products:Staples",
    "dialog_node": "node_10_1602733974465",
    "previous_sibling": "node_1_1602661601109"
  },
  {
    "type": "standard",

```

```

"title": "Bakery",
"output": {
  "generic": [
    {
      "values": [
        {
          "text": "1 )Amul Pasteurised Butter 500 g  â,1 218.00\n2) Amul Fresh Paneer
200 g (Pack)  â,168\n3) Amul Lite Milk Fat Spread 500 g (Carton)  â,1 181.35\n4)
Britannia 100% Whole Wheat Bread 400 g  â,1 37.20\n5)Maida Pizza Base Bread 250 g
â,127.90"
        }
      ],
      "response_type": "text",
      "selection_policy": "sequential"
    }
  ],
  "parent": "node_6_1601382819092",
  "metadata": {
    "_customization": {
      "mcr": false
    }
  },
  "conditions": "@products:(Dairy & Bakery)",
  "dialog_node": "node_1_1602661601109",
  "previous_sibling": "node_5_1602655524207"
},
{
  "type": "standard",

```

```
"title": "Greetings",
"metadata": {
  "_customization": {
    "mcr": true
  }
},
"conditions": "#Greetings || @greetings",
"dialog_node": "node_3_1601380521552",
"previous_sibling": "node_5_1602583428413"
},
{
  "type": "standard",
  "title": "ThankYou",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "Thanks for shopping at Elena's Suppliers! Please visit again for more
personalized offers !"
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  },
  "conditions": "#ThankYou",
  "dialog_node": "node_5_1602583428413",
```

```

    "previous_sibling": "Welcome"
  },
  {
    "type": "standard",
    "title": "Vegetables&Fruits",
    "output": {
      "generic": [
        {
          "values": [
            {
              "text": "1 )Bhendi per 500 g 35â,1\n2)Bottle Gourd 1 kg 29â,1\n3)Cabbage 1
pc 20â,1\n4)Cucumber 500 g 30â,1\n5)Potato per kg 35â,1 "
            }
          ],
          "response_type": "text",
          "selection_policy": "sequential"
        }
      ]
    },
    "parent": "node_6_1601382819092",
    "metadata": {
      "_customization": {
        "mcr": false
      }
    },
    "conditions": "@products:(Vegetables & Fruits) || @Vegetables_Fruits",
    "dialog_node": "node_5_1602655524207",
    "previous_sibling": "node_8_1601384372789"
  },

```

```

{
  "type": "standard",
  "title": "Enquiry",
  "metadata": {
    "_customization": {
      "mcr": true
    }
  },
  "conditions": "#Enquiry || @enquiry || @Vegetables_Fruits",
  "digress_in": "returns",
  "dialog_node": "node_6_1601382819092",
  "digress_out": "allow_all_never_return",
  "previous_sibling": "node_6_1602583513777"
},
{
  "type": "standard",
  "title": "GoodBye",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "Bye! Visit again for more offers and discounts with simplest and
sophisticated shopping experience! "
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  }
}

```

```

    ]
  },
  "conditions": "#GoodBye",
  "dialog_node": "node_6_1602583513777",
  "previous_sibling": "node_3_1601380521552"
},
{
  "type": "standard",
  "title": "Specials",
  "parent": "node_6_1601382819092",
  "metadata": {
    "_customization": {
      "mcr": true
    }
  },
  "conditions": "@specials",
  "dialog_node": "node_8_1601384372789"
},
{
  "type": "frame",
  "title": "order",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "Thank you,\nyour order of $number of $items is placed. \nPlease pay
using $payment . your receipt is sent to $email ....."
          }
        ]
      }
    ]
  }
}

```

```

    ],
    "response_type": "text",
    "selection_policy": "sequential"
  }
]
},
"metadata": {
  "_customization": {
    "mcr": false
  }
},
"conditions": "#Order && @order:order",
"digress_in": "returns",
"dialog_node": "node_8_1601385079218",
"digress_out": "allow_all",
"previous_sibling": "node_6_1601382819092",
"digress_out_slots": "allow_returning"
},
{
  "type": "standard",
  "title": "PersonalCare",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "1)Pond's Dreamflower Pink Lily Fragrant Talc 400 g  â,1
230.00\n2)Patanjali Saundarya Aloe Vera Gel 150 ml  â,1 230.00\n3)Clean & Clear
Foaming Face Wash 150 ml â,1 230.00\n4)Himalaya Purifying Neem Face Wash 100 ml

```


â,1 230.00\n5)Pond's Pure White Anti Pollution + Purity Face Wash â,1 230.00"

```
    }
  ],
  "response_type": "text",
  "selection_policy": "sequential"
}
]
},
"parent": "node_6_1601382819092",
"conditions": "@products:(Personal Care)",
"dialog_node": "node_8_1602734753252",
"previous_sibling": "node_10_1602733974465"
},
{
  "type": "response_condition",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "Good Evening"
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  },
  "parent": "node_3_1601380521552",
```

```

"conditions": "@greetings:(Good Evening)",
"dialog_node": "response_10_1601380987712",
"previous_sibling": "response_5_1601380892699"
},
{
  "type": "response_condition",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "250Rs"
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  },
  "parent": "node_8_1601384372789",
  "conditions": "@specials:(Chicken Wings)",
  "dialog_node": "response_2_1601384505145"
},
{
  "type": "response_condition",
  "output": {
    "generic": [
      {
        "title": "",

```

```

    "options": [],
    "response_type": "option"
  }
]
},
"parent": "node_1_1602661601109",
"disabled": true,
"conditions": "",
"dialog_node": "response_2_1602661601118"
},
{
  "type": "response_condition",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "Rs. 200/-"
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  },
  "parent": "node_8_1601384372789",
  "conditions": "@specials:Noodles",
  "dialog_node": "response_3_1601384532690",
  "previous_sibling": "response_2_1601384505145"
}

```

```
},
{
  "type": "response_condition",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "Good Afternoon"
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  },
  "parent": "node_3_1601380521552",
  "conditions": "@greetings:(good afternoon)",
  "dialog_node": "response_4_1601381006917",
  "previous_sibling": "response_10_1601380987712"
},
{
  "type": "response_condition",
  "output": {
    "generic": [
      {
        "title": "List of Items",
        "options": [
          {
```

```
"label": "Fruits & Vegetables",  
  "value": {  
    "input": {  
      "text": "Vegetables & Fruits"  
    }  
  }  
},  
{  
  "label": "Dairy & Bakery",  
  "value": {  
    "input": {  
      "text": "Dairy & Bakery"  
    }  
  }  
},  
{  
  "label": "Staples",  
  "value": {  
    "input": {  
      "text": "Staples"  
    }  
  }  
},  
{  
  "label": "Snacks",  
  "value": {  
    "input": {  
      "text": "Snacks"  
    }  
  }  
}
```

```

    }
  },
  {
    "label": "Personal Care",
    "value": {
      "input": {
        "text": "Personal Care"
      }
    }
  }
],
  "response_type": "option"
}
]
},
  "parent": "node_6_1601382819092",
  "conditions": "@enquiry:(products)",
  "dialog_node": "response_4_1601382941524",
  "previous_sibling": "node_8_1602734753252"
},
{
  "type": "response_condition",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "33% off Lotte Choco Pie Creamfilled Biscuit 336 g \n22% off on Good Life Mixed Dry Fruits 500 g \n25% off Good Life Almonds 500 g"
          }
        ]
      }
    ]
  }
}

```

```

    }
  ],
  "response_type": "text",
  "selection_policy": "sequential"
},
{
  "source": "https://i.ibb.co/0QysFLf/4.jpg",
  "response_type": "image"
},
{
  "source": "https://i.ibb.co/Cnk7FV7/3.jpg",
  "response_type": "image"
},
{
  "source": "https://i.ibb.co/2tKbkZz/2.jpg",
  "response_type": "image"
}
]
},
"parent": "node_6_1601382819092",
"conditions": "@enquiry:offers",
"dialog_node": "response_4_1601383327955",
"previous_sibling": "response_4_1601382941524"
},
{
  "type": "response_condition",
  "output": {
    "generic": [
      {

```

```

    "values": [
      {
        "text": "300Rs/"
      }
    ],
    "response_type": "text",
    "selection_policy": "sequential"
  }
]
},
"parent": "node_8_1601384372789",
"conditions": "@specials:(Chinese Rice)",
"dialog_node": "response_4_1601384549756",
"previous_sibling": "response_3_1601384532690"
},
{
  "type": "response_condition",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "Good morning!"
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  }
}
]

```



```
},
"parent": "node_3_1601380521552",
"conditions": "@greetings:(Good Morning)",
"dialog_node": "response_5_1601380892699"
},
{
"type": "response_condition",
"output": {
"generic": [
{
"title": "Special items",
"options": [
{
"label": "Noodles",
"value": {
"input": {
"text": "Noodles"
}
}
},
{
"label": "Veg Briyani",
"value": {
"input": {
"text": "Veg Briyani"
}
}
}
],
},
{

```

```

    "label": "Chinese Rice",
    "value": {
      "input": {
        "text": "Chinese Rice"
      }
    }
  },
  "response_type": "option"
}
],
{
  "parent": "node_6_1601382819092",
  "conditions": "@enquiry:specials",
  "dialog_node": "response_6_1601383589721",
  "previous_sibling": "response_4_1601383327955"
},
{
  "type": "response_condition",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": "Hi!"
          }
        ]
      }
    ],
    "response_type": "text",
    "selection_policy": "sequential"
  }
}

```

```

    }
  ]
},
"parent": "node_3_1601380521552",
"conditions": "anything_else",
"dialog_node": "response_9_1601381104303",
"previous_sibling": "response_4_1601381006917"
},
{
  "type": "response_condition",
  "output": {
    "generic": [
      {
        "values": [
          {
            "text": ""
          }
        ],
        "response_type": "text",
        "selection_policy": "sequential"
      }
    ]
  },
  "parent": "node_5_1602655524207",
  "disabled": true,
  "conditions": "",
  "dialog_node": "response_9_1602661181375"
},
{

```

```
"type": "slot",
"parent": "node_8_1601385079218",
"variable": "$number",
"dialog_node": "slot_10_1601386338967",
"previous_sibling": "slot_8_1601385435518"
},
{
  "type": "slot",
  "output": {},
  "parent": "node_8_1601385079218",
  "variable": "$payment",
  "dialog_node": "slot_10_1602746726981",
  "previous_sibling": "slot_2_1602743747779"
},
{
  "type": "slot",
  "parent": "node_8_1601385079218",
  "variable": "$continue",
  "dialog_node": "slot_2_1602743747779",
  "previous_sibling": "slot_10_1601386338967"
},
{
  "type": "slot",
  "parent": "node_8_1601385079218",
  "variable": "$items",
  "dialog_node": "slot_8_1601385435518",
  "previous_sibling": "handler_1_1601385434369"
},
{
```

```

"type": "standard",
"title": "Welcome",
"output": {
  "generic": [
    {
      "values": [
        {
          "text": "Hello. I am a e-commerce ChatBot capable of showing List of items,
find offers, place orders. How may I help you? please provide me with your mail ID"
        }
      ],
      "response_type": "text",
      "selection_policy": "sequential"
    },
    {
      "values": [
        {
          "text": "Then Type <u>products</u> to get started! When you are ready to order
let me know! ;)"
        }
      ],
      "response_type": "text",
      "selection_policy": "sequential"
    }
  ]
},
"conditions": "welcome",
"dialog_node": "Welcome"
}

```

```
],  
  "counterexamples": [  
    {  
      "text": "i want to buy fruits"  
    },  
    {  
      "text": "staples"  
    }  
  ],  
  "system_settings": {  
    "off_topic": {  
      "enabled": true  
    },  
    "disambiguation": {  
      "prompt": "Did you mean:",  
      "enabled": true,  
      "randomize": true,  
      "max_suggestions": 5,  
      "suggestion_text_policy": "title",  
      "none_of_the_above_prompt": "None of the above"  
    },  
    "system_entities": {  
      "enabled": true  
    },  
    "human_agent_assist": {  
      "prompt": "Did you mean:"  
    },  
    "spelling_auto_correct": true  
  },
```

```
"learning_opt_out": false,  
"name": "Shopping Chatbot",  
"language": "en",  
"description": ""  
}
```