|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **1** | |  | **INTRODUCTION** | |  |  |  |
|  | |  | 1.1 Overview | |  |  |  |
|  | |  | 1.2 Purpose | |  |  |  |
| **2** | |  | **LITERATURE SURVEY** | |  |  |  |
|  | |  | 2.1 Existing problem | | |  |  |
|  | |  | 2.2 Proposed solution | | |  |  |
| **3** | |  | **THEORITICAL ANALYSIS** | |  |  |  |
|  | |  | 3.1 Block diagram | |  |  |  |
|  | |  | 3.2 Hardware / Software designing | | |  |  |
| **4** | |  | **EXPERIMENTAL INVESTIGATIONS** | | |  |  |
| **5** | |  | **FLOWCHART** | |  |  |  |
| **6** | |  | **RESULT** |  |  |  |  |
| **7** | |  | **ADVANTAGES & DISADVANTAGES** | | |  |  |
| **8** | |  | **APPLICATIONS** | |  |  |  |
| **9** | |  | **CONCLUSION** | |  |  |  |
| **10** | |  | **FUTURE SCOPE** | | **`** |  |  |
| **11** | |  | **BIBILOGRAPHY** | |  |  |  |
|  | |  | **APPENDIX** | |  |  |  |
|  |  | | A. Source code | |  |  |  |
|  |  | |  |  |  |  |  |

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| **1. INTRODUCTION** |
| 1.1. Overview  With the rising competition, various retailers are continuously looking for many ways to improve their marketing strategies & reach closer to their customers. Every business indeed spins around the customers making it enormously important to gain their confidence with the services being offered. The lack of an intuitive and custom-made experience for each customer can be a major drawback for businesses. Many retail businesses often experience difficulties with handling many customers simultaneously or assisting them as quickly as possible.  The current pandemic caused by corona virus known as Covid-19 has panicked the whole world. People were forced to lockdown in their houses. This led to chaos in people even to buy the essential needs for their living. To stay safe and healthy at home without visiting store was not easy. An essential means to buy the necessities during lockdown and pandemic is of much need in this situation. Chatbots are making online grocery and payments a breeze, hence many retailers are showing interest towards the trend.  1.2. Purpose  Customers shopping for essentials without coming into physical contact of any persons and items, being an ideal solution in near future. A digital solution conversing with a digital agent is much needed. On the other side, business of many retail stores led to stand still due to pandemic. To support both the customers and the business, an AI feature, the chatbot which simulates the human behavior through text will be a complete digital solution.  **LITERATURE SURVEY**  2.1 Existing problem  In India, many grocery shopping platforms rely on shop keepers / retailers who are local to area and provide delivery. During pandemic, the local vendors may not have delivery boys, quick reply to available essentials, resolve issues, pay bill, provide updated detailed list of everyday available essentials and many more are few such difficult cases to handle efficiently. Top companies delivering groceries to home are Big Basket, Fresh Direct and many more. Developing an application in e-commerce or UI for mobile platforms would not be an easy and quick solution.  2.2 Proposed solution  To overcome the above customer related issues, an ideal solution would be to develop a chatbot for essential services. The chatbot would be a replacement for human communication. The issues related to shopping and delivering can be resolved much easily.  The proposed chatbot is for buying the essentials i.e vegetables which at any time would be an everyday essential to any one in any situation. The chatbot is designed to list the available vegetables with the offers provided. A complete solution for a customer to enquire, order and buy the vegetables without any hindrance. Also, implemented the chatbot to answer few queries related to covid-19 such as symptoms and precautions.  THEORITICAL ANALYSIS  3.1 Block diagram |
| Fig 1: Block diagram for Shop for Essentials Chatbot  As shown in Fig. 1, User messages are prompted initially which matches the intents and entities created. The responses to the relevant intent, entity or for the context are generated by searching the response database. Finally, the response to the customer or candidate is posted in the chatbox by the bot.  3.2. Hardware / Software designing  Watson Assistant  IBM Cloud  **EXPERIMENTAL INVESTIGATIONS**  1. To post the available vegetables in everyday basis  2. To post the current offers for the day  3. To send the bill of the cart by mail  4. Save the name and email for future reference  5. Personal touch to each customer to stay connected till the order is billed  **FLOWCHART**    Fig 2: System flow chart  RESULT:  The Fig 3 shows the screenshots of the Shop for Essentials Chatbot.    Fig 3: Screenshots of proposed Chatbot  **ADVANTAGES & DISADVANTAGES**  Advantages:  1. Convenient customer support  2. Updated list of availability  3. Customized to customers  4. Handled enquiry, order and billing  Disadvantages:  1. No Email support  2. No view of cart  3. Billing module to be implemented  **APPLICATIONS**  1. Any Essential requirement that has order and billing  **CONCLUSION**  The Shop for Essentials chat bot is a basic virtual assistant for shopping the essential such as vegetables. The custom messages are featured for customer support, instant response to the queries of the customer in the bot. The above few characteristics of the bot developed for essentials is basic bot application suitable to run on windows platform. Aim is to simulate human responses.  **FUTURE SCOPE**  The few additional features to be added are the more essentials and billing module. |
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