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**Chapter 1**

**Introduction**

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 aps or through the telephone.

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 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.

# **1.1 Project Overview**:

A chatbot which automatically reacts to human queries about laptops. It gives general information about Hp laptop such as memory, storage,core processor and features . Which also helps in booking a laptop by providing all the informations regarding to it, and can also cancel the booking order.

**1.2 Purpose:**

Chatbots are being made to ease the pain that the industries are facing today. The purpose of chat bots is to support and scale business teams in their relations with customers. It could live in any major chat applications like Facebook Messenger, Slack, Telegram, Text Messages, etc.

Chatbots may sound like a futuristic notion, but according to Global Web Index statistics, it is said that 75% of internet users are adopting one or more messenger platforms. Although research shows us that each user makes use of an average of 24 apps a month, wherein 80% of the time would be in just 5 apps. Undoubtedly among them are Facebook Messenger, Snapchat, Whatsapp, WeChat etc. This means you can hardly shoot ahead with an app, but you still have high chances to integrate your chatbot with one of these platforms.

**Chapter 2**

**2.1 Existing problem**

Chatbot which is created for booking laptops will take only one common language that is english, people who doesn’t know the language cannot book their laptop, once booking is cancelled by customer it wont be rescheduled.

**2.2 Proposed solution**

Chatbot which has been created can be modified that is we can also built the chatbot which takes multiple language,and can take voice so that all the people can book their laptops.

**Chapter 3**

**THEORITICAL ANALYSIS**

**3.1 Block Diagram:**

Login

Select store

Select device configuration

Accept/Reject

**3.2 Hardware / Software requirement:**

Software required:

* IBM cloud
* IBM watson assistant
* Python or Node.js
* IBM Node Red
* IBM Watson discovery

Hardware required:

* Windows 10
* Processor : Intel i3 core
* RAM : 8GB
* Hard Disk : 20GB(approx)

**Chapter 4**

**Flowchart:**

Login

Select store

Reject booking

Select device cconfiguration

Enquire queries

Accept booking

Receive response

End

**Chapter 5**

**Result:**

A result will be a typical chatbot which provides general information about laptop and helps in Scheduling and Cancelling laptop.

**Chapter 6**

**Advantages:**

Using Hp laptop chatbot can provide following advantages:

## 1. Save Time

One of the great benefits of using chatbots in your business is that they save time. For instance, when used on your website they can provide fast, automated answers to most questions. Their use prevents customers from waiting a day or longer to receive responses as they would have in the past.

This allows your business to serve greater numbers of people while increasing productivity and decreasing costs.

## 2. Save Money

Chatbot use can be cheaper than hiring more workers. Costs to have a chatbot built can range from 2K to 10K or more depending on the complexity needed.

While that may sound like a lot, once created you’ll probably save in the long run. One reason for this is that you don’t have to pay it vacation time, sick days, or contribute to its 401K. It won’t become injured on the job and require medical treatment either.

## 3. Provide Greater Customer Satisfaction

Another benefit of using chatbots in your business is that they give greater customer satisfaction. Chatbots don’t work 8 hour days and don’t need sleep which means they are always available.

Customers who pull up your website in the evening can ask questions and get answers right away. If they have product questions they may get the answers they need to complete sales. This can further increase your business profits.

Frustrated customers who don’t get quick answers, on the other hand, may leave your website and never return. Chatbots can eliminate that scenario and [help you keep your customers](https://due.com/blog/chatbots-customer-service/).

## 4. Increase Customer Base

There is another benefit of [using chatbots](https://acquire.io/live-chat/) in your business. They may help you reach more people which can increase your customer base.

Since chatbots [can be used in many applications](https://due.com/blog/4-chatbots-use-business/) you can take advantage of that to help your business grow. Chatbots can answer multiple questions at the same time as well.

**Disadvantages:**

There are some challenges in chatbot. They are:

**1. A Lack Of Humanness**

Due to the limitations of a chatbot only processing and generating questions and answers, there are still improvements to be made in how seamlessly they can interact with real people.

While candidates may be happy to interact with chatbots as part of the application process, a chatbot should not be used where ‘human empathy or questioning’ within the recruitment process is required.

**2. Standardisation Of Language**

Even in day-to-day written communication between a recruiter and candidate, the ‘standardisation of language’ is required to ensure the information being provided is professional and will be understood by both parties,

Because we all have different ways of texting (including slang, short form or emoji), a chatbot will utilise its knowledge gained from previous interactions or refer the conversation over to a recruiter when it gets stuck.

**3. Problem Solving Capability**

Chatbots are programmed to ‘learn’ responses based on previous interactions, which naturally means that they are not capable of solving new problems as they arise. A candidate’s reaction to the technology will likely largely depend on how well the chatbot tried to answer the question, or when they refer the conversation to a recruiter to answer or solve.

As you can see, using a chatbot powered by AI can certainly be a valuable way to automate high volume and repetitive tasks within the recruitment process, especially during the application/candidate qualification stages, whilst providing a round-the-clock service to candidates.

**Chapter 7**

**Conclusion**

With the rising acceptability for chatbots in the industry, it can be safely assumed that in the coming years’ chatbots will be integrated into more functions, enhancing the overall efficiency of the industry.

**Chapter 8**

**Future scope**

Chatbot can be used by the people at anytime,anywhere within in a minute without wasting much of our humans time,people can also cancel the booking whenever they need ,this chatbot is available in common social media.

**Chapter 9**

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https://www.ibm.com/watson/

* Cognitive Computing <https://www.ibm.com/cloud/garage/content/architecture/cognitiveArchitecture/>
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**Appendix:**

1. **Source code:**

/\*\*

\*

\* @param {object} params

\* @param {string} params.iam\_apikey

\* @param {string} params.url

\* @param {string} params.username

\* @param {string} params.password

\* @param {string} params.environment\_id

\* @param {string} params.collection\_id1

\* @param {string} params.collection\_id2

\* @param {string} params.configuration\_id

\* @param {string} params.input

\*

\* @return {object}

\*

\*/

const assert = require('assert');

const DiscoveryV1 = require('watson-developer-cloud/discovery/v1');

/\*\*

\*

\* main() will be run when you invoke this action

\*

\* @param Cloud Functions actions accept a single parameter, which must be a JSON object.

\*

\* @return The output of this action, which must be a JSON object.

\*

\*/

function main(params) {

return new Promise(function (resolve, reject) {

let discovery;

if (params.iam\_apikey){

discovery = new DiscoveryV1({

'iam\_apikey': params.iam\_apikey,

'url': params.url,

'version': '2019-03-25'

});

}

else {

discovery = new DiscoveryV1({

'username': params.username,

'password': params.password,

'url': params.url,

'version': '2019-03-25'

});

}

discovery.query({

'environment\_id': params.environment\_id,

'collection\_id': params.collection\_id,

'natural\_language\_query': params.input,

'passages': true,

'count': 3,

'passages\_count': 3

}, function(err, data) {

if (err) {

return reject(err);

}

return resolve(data);

});

});

}