**Types:**

1. Flow-based Chatbot: using rules:

* When you are represented with fixed options.
* These are nothing but decision trees. You select one option then another option.
* Purely programming no ml. Bunch of if else statements.

1. Open ended Chatbot:

* Like chatgpt
* Using a Chatbot framework (e.g. google dialog flow, amazon Lex, RASA, IBM Watson assistant)

Or

* custom implementation (OpenAI API,BERT,LLMs, Hugging face Bloom, GPT 3/4, Foundational models)

**Flow of the Project:**

Setup in dialog flow ⬄ backend server using Python, FastAPI ⬄ this will interact with MySQL database

**Solution:**

Build a Chatbot and integrate it into website.

**Scope of Work:**

|  |  |  |
| --- | --- | --- |
| New order | Track order | Offers/Store Hours |
| Place new order | Track order by order id | Ongoing offers |
| Support Payment through a Chatbot | Track order by phone number | Upcoming offers |
|  | Track order by Customer name | Store hours |

**Project Management:**

Backlog (agile way of building projects, all the features you want to build):

1. Support Payment through a Chatbot
2. Track order by Customer name
3. Track order by phone number
4. Upcoming offers
5. Ongoing offers
6. Store hours

MVP (Minimum Viable Product):

1. Place new order
2. Track order by order id

MVP (Phase II):

1. Support payment through a Chatbot
2. Track order by phone number
3. Upcoming offers
4. Ongoing offers

**Solution Design and Architecture:**

Asking Chatgpt for design:

I’ve fast food business for which I want to build a Chatbot that will place on my website.

Through this Chatbot a user will be able to place a food order.

How should I implement this? Give me some suggestions along with tools that I can use. I am looking for cost effective solution with very less learning curve.

I have a MySQL database to save orders etc. I want to main features (1) New order (2) Track order in my Chatbot.

**Building a Chatbot step by step:**

**Scope of Work:** new order, track order, billing queries, store hours

**Chatbot Platform selection:** Google Dialog flow, Amazon Lex, RASA

**Dialog flow setup, Define indents, contexts & fulfillment:**

Intents: “new order”, “order add”, “order remove”, “track order”

Fulfillment: Create a webhook that can connect to a backend to create new order and track existing orders.

Build Backend: A backend that is connected to our answers database through FastAPI

Web Integration: Integrate the website on restaurant website.

To chatgpt:

For my Chatbot what platform is better? Dialog flow or RASA? Can you create a comparison table?

I want to build a Chatbot for online food delivery. It supports two options (1) New order (2) Track order. My budget is limited. Can you suggest me which one is better? ES? CX?

Intent: What you want to do i.e. new order, orders add / the intent is a mapping between what the user says and the action that will be taken by a Chatbot.