

CHATBOT FOR SHOPPING FOR FOOTWEAR ONLINE

**Internal Assessment : "CHATBOT FOR SHOPPING FOR
FOOTWEAR ONLINE"**

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Overview:

This is an attempt to create a no-code Chatbot for shopping for Footwear Online using Google Dialogflow. The chatbot starts by asking the user about the occasion of shopping and proceeds to ask for the required details like brands that are of interest to the user, models or styles of footwear, followed by color, size, gender, and the range of price of the user.

Setting Of Intent:

Started by setting up a default intent with the following set of user prompts:

The screenshot displays the Google Dialogflow Essentials web interface. On the left is a sidebar menu with the following options: Alexa, Intents (highlighted in blue), Entities, Knowledge [beta], Fulfillment, Integrations, Training, Validation, History, and Analytics. The main area is titled 'Default Welcome Intent' and features a 'SAVE' button in the top right corner. Below the title, there is a list of user expressions for the intent, each preceded by a double quote icon. The expressions are: 'Add user expression', 'hello hi', 'hey there', 'hi there', 'greetings', 'hey', 'hello', 'hello again', 'hi', 'hello there', and 'a good day'.

User Expression
Add user expression
hello hi
hey there
hi there
greetings
hey
hello
hello again
hi
hello there
a good day

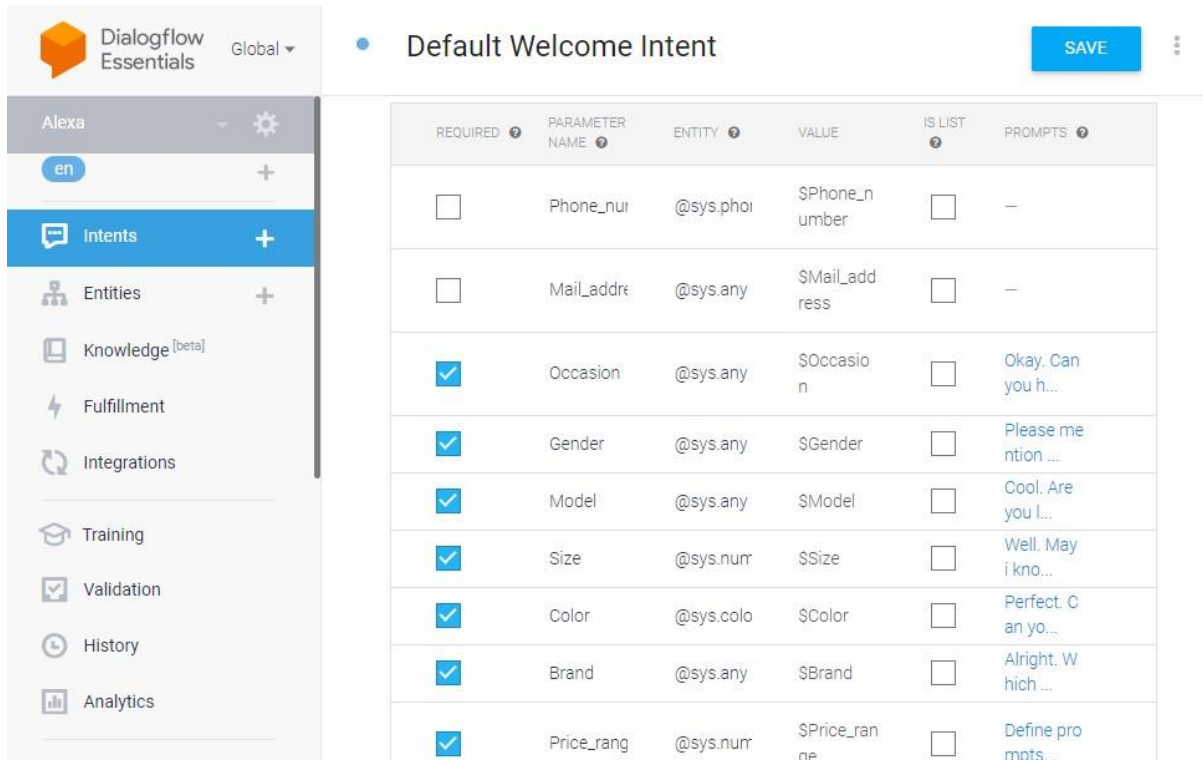
After giving user prompts, the following text responses were also fed to the chatbot as part of the training phrases:

The screenshot shows the Dialogflow Essentials console interface. On the left is a sidebar with navigation options: Alexa, Intents, Entities, Knowledge [beta], Fulfillment, Integrations, Training, Validation, and History. The 'Intents' section is selected and highlighted in blue. The main area is titled 'Default Welcome Intent' and includes a 'SAVE' button. Below the title is a 'Responses' section with a 'DEFAULT' tab. A list of four text responses is displayed: 1. 'Heya.Good day! What can I do for you today?', 2. 'Hi..This is Alexa! How can I assist?', 3. 'Hello there! How may i help you?', and 4. 'Enter a text response variant'. Below the list is an 'ADD RESPONSES' button and a toggle switch labeled 'Set this intent as end of conversation' which is currently turned off.

After setting up the default welcome intent, some follow-up intent was added to ask for more data from the user - as soon as the chatbot is triggered, it first asks the user for the occasion. The user responses for this are as follows:

The screenshot shows the Dialogflow Essentials console interface for a 'Query' intent. The left sidebar is the same as in the previous image, with 'Intents' selected. The main area is titled 'Query' and includes a 'SAVE' button. Below the title is a list of user expressions, each preceded by a double quote icon: 1. 'Add user expression', 2. 'I would like to buy some footwear for an event.', 3. 'I am looking for footwear for my friend.', and 4. 'I am looking for some footwear that suits me.'

The following actions and parameters were added: apart from the phone_number, price_range, and size which are number entities, the brand, color, model, gender, and mail_address are added as some more parameters with a sys.any type of entity:

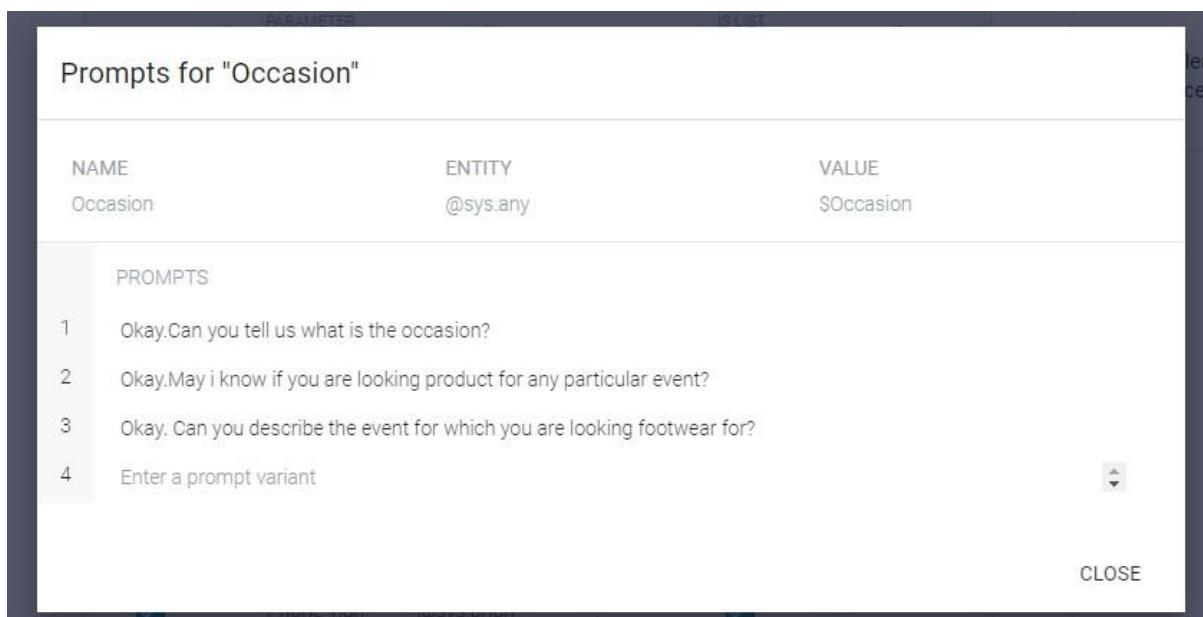


Default Welcome Intent

REQUIRED	PARAMETER NAME	ENTITY	VALUE	IS LIST	PROMPTS
<input type="checkbox"/>	Phone_nu	@sys.pho	\$Phone_n umber	<input type="checkbox"/>	—
<input type="checkbox"/>	Mail_addr	@sys.any	\$Mail_add ress	<input type="checkbox"/>	—
<input checked="" type="checkbox"/>	Occasion	@sys.any	\$Occasio n	<input type="checkbox"/>	Okay. Can you h...
<input checked="" type="checkbox"/>	Gender	@sys.any	\$Gender	<input type="checkbox"/>	Please me ntion ...
<input checked="" type="checkbox"/>	Model	@sys.any	\$Model	<input type="checkbox"/>	Cool. Are you l...
<input checked="" type="checkbox"/>	Size	@sys.num	\$Size	<input type="checkbox"/>	Well. May i kno...
<input checked="" type="checkbox"/>	Color	@sys colo	\$Color	<input type="checkbox"/>	Perfect. C an yo...
<input checked="" type="checkbox"/>	Brand	@sys.any	\$Brand	<input type="checkbox"/>	Alright. W hich ...
<input checked="" type="checkbox"/>	Price_ran	@sys.num	\$Price_ran ge	<input type="checkbox"/>	Define pro mpts...

Additional prompts are added for each of these parameters:

For the OCCASION:



Prompts for "Occasion"

NAME	ENTITY	VALUE
Occasion	@sys.any	\$Occasion

PROMPTS

- Okay.Can you tell us what is the occasion?
- Okay.May i know if you are looking product for any particular event?
- Okay. Can you describe the event for which you are looking footwear for?
- Enter a prompt variant

CLOSE

For the BRAND:

Prompts for "Brand"

NAME	ENTITY	VALUE
Brand	@sys.any	\$Brand

PROMPTS

1

Alright. Which brands do you prefer?

2

Alright. What is your choice of brands?

3

Alright. Can you provide me with a list of brands you are looking for?

4

Enter a prompt variant

CLOSE

For the MODEL:

Prompts for "Model"

NAME	ENTITY	VALUE
Model	@sys.any	\$Model

PROMPTS

1

Cool. Are you looking for any particular model?

2

Cool. Is there any particular type you prefer?

3

Cool. What type of footwear are you looking for?

4

Enter a prompt variant

CLOSE

For the SIZE:

PROMPTER

IS LIST

Prompts for "Size"

NAME	ENTITY	VALUE
Size	@sys.any	@Size

PROMPTS

1

Well. May i know the size of the footwear you are looking for?

2

Well. Can you provide me the size you prefer to?

3

Well. Can you help me with the size you are looking for?

4

Enter a prompt variant

CLOSE

For the COLOR:

PROMPTER

IS LIST

Prompts for "Color"

NAME	ENTITY	VALUE
Color	@sys.color	@Color

PROMPTS

1

Perfect. Can you help me with the color as well?

2

Perfect. Please mention the color you prefer.

3

Perfect. Any particular color you would like to choose?

4

Enter a prompt variant

CLOSE

For the PRICE_RANGE:

Alright, Wh

Prompts for "Price_Range"

NAME	ENTITY	VALUE
Price_Range	@sys.any	@Price_Range

PROMPTS

1

Thank you for the details. Is there any particular price range you want to set?

2

Thank you for the details. What is the range of price you would like to choose?

3

Thank you for the details. Please select the price range.

4

Enter a prompt variant

CLOSE

For the GENDER:

Alright, Wh

Prompts for "Gender"

NAME	ENTITY	VALUE
Gender	@sys.any	@Gender

PROMPTS

1

Please mention the gender for footwear.

2

May i know whom you are looking footwear for?

3

Kindly tell us the gender you want footwear for.

4

Enter a prompt variant

CLOSE

For the PHONE_NUMBER:

Alright, Wh

Prompts for "Phone_number"

NAME	ENTITY	VALUE
Phone_number	@sys.phone-number	@Phone_number

PROMPTS

1

Great. Can you please provide your mobile number?

2

Great. Please enter your contact number.

3

Great. Help me with your phone number.

4

Enter a prompt variant

CLOSE

For the MAIL_ADDRESS:

Alright, Wh

Prompts for "Mail_address"

NAME	ENTITY	VALUE
Mail_address	@sys.any	@Mail_address

PROMPTS

1

Good. May i know your mail id.

2

Good. Can you help me with your mail address.

3

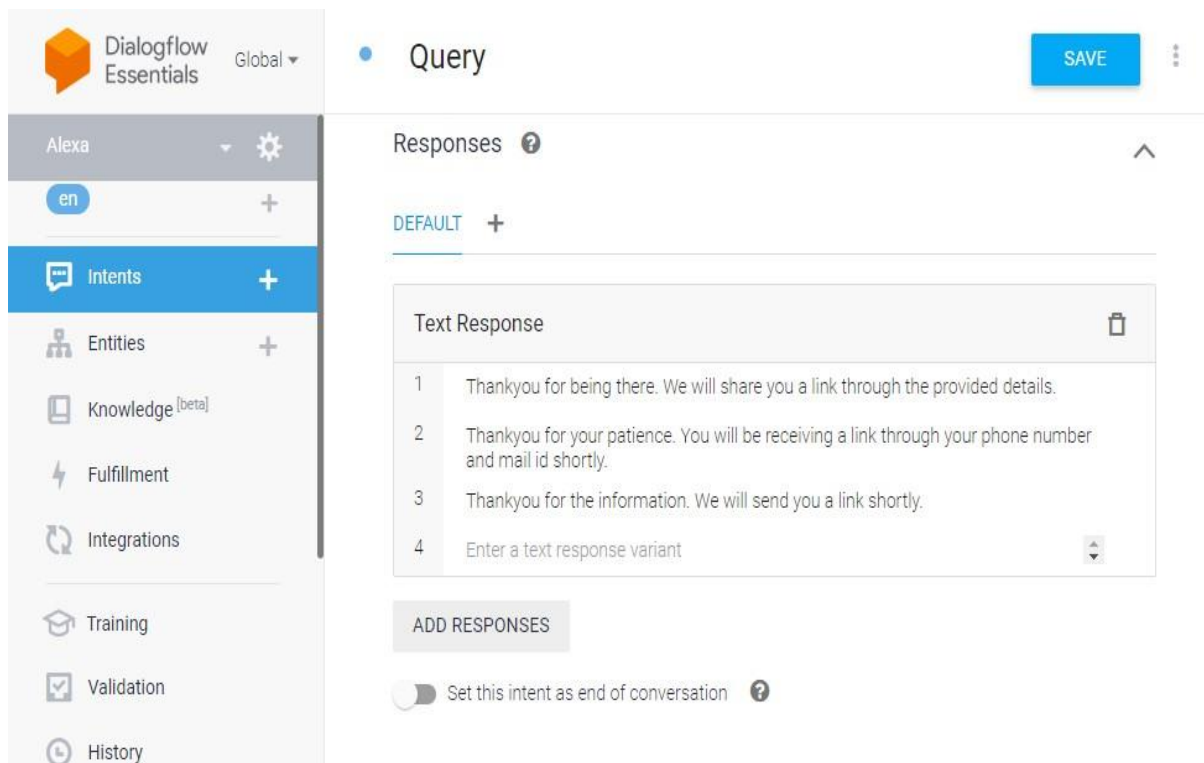
Good. Please provide your mail address.

4

Enter a prompt variant

CLOSE

The following responses are also added to each of these prompts as part of the follow-up intent:



This follow-up intent was set as the end of the conversation. The chatbot was also tested on Google Assistant and was responsive to voice commands as well.

The chatbot is linked at the top of the file and was found to be responsive to the user's intent.

Further Scope:

Since Dialogflow allows for the integration of the chatbot with multiple platforms, a more advanced version of this chatbot will be able to integrate Google Maps into its implementation - using the details entered by the user, it will be able to display its menu, and ask the user for more data. It will also be able to forward the collected data to the store once it is integrated with an appropriate database. More variables and intents can be added to ask for customer feedback as well.

CHATBOT LINK: <https://bot.dialogflow.com/1ef79d82-b45f-44b8-8f37-19fbaab05d1>

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