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:

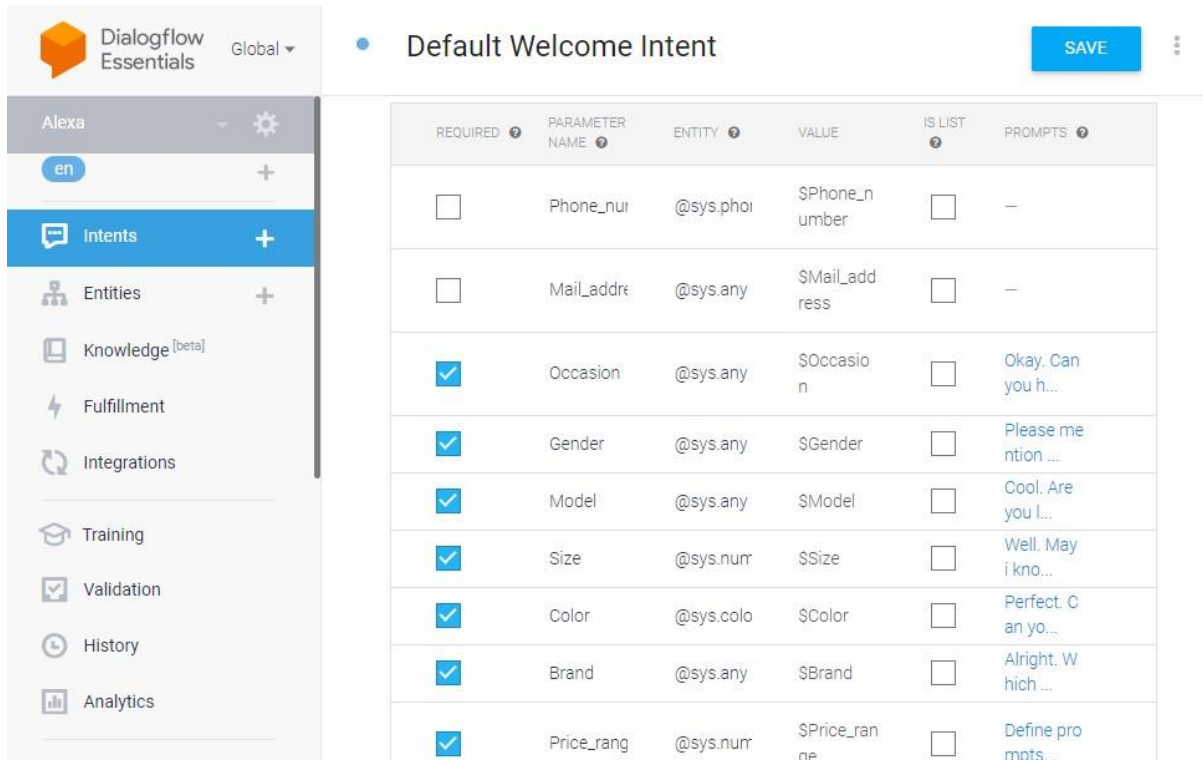Started by setting up a default intent with the following set of user prompts:

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

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 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:
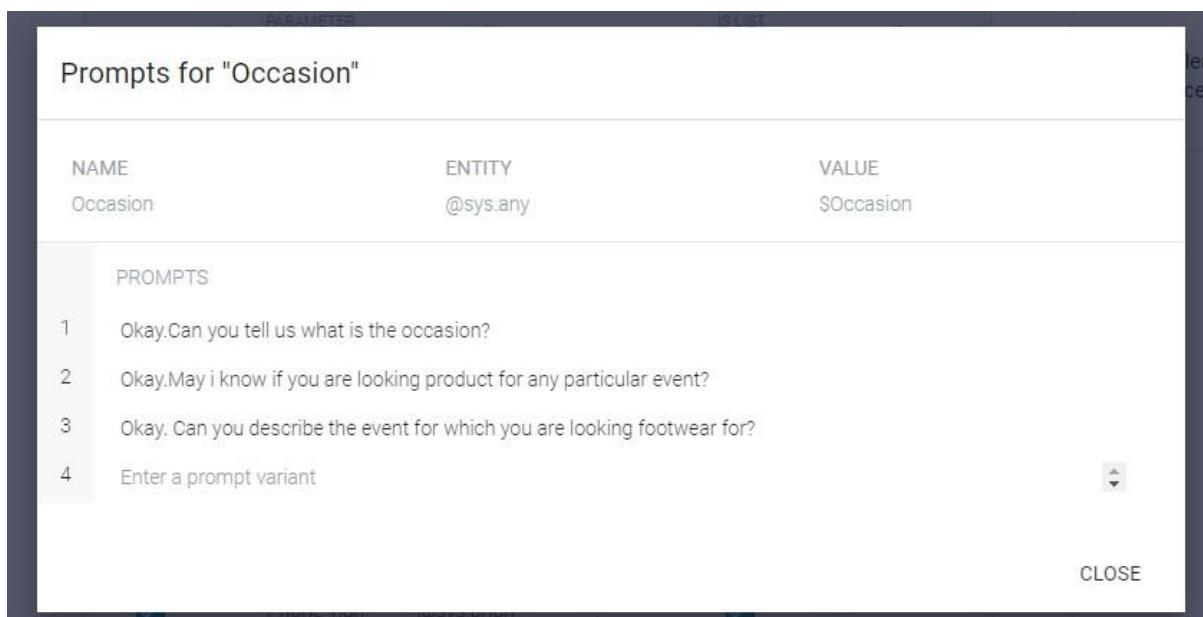

Additional prompts are added for each of these parameters:

For the OCCASION:

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:

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:

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:

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:

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:

For the MAIL_ADDRESS:

The following responses are also added to each of these prompts as part of the follow-up intent:
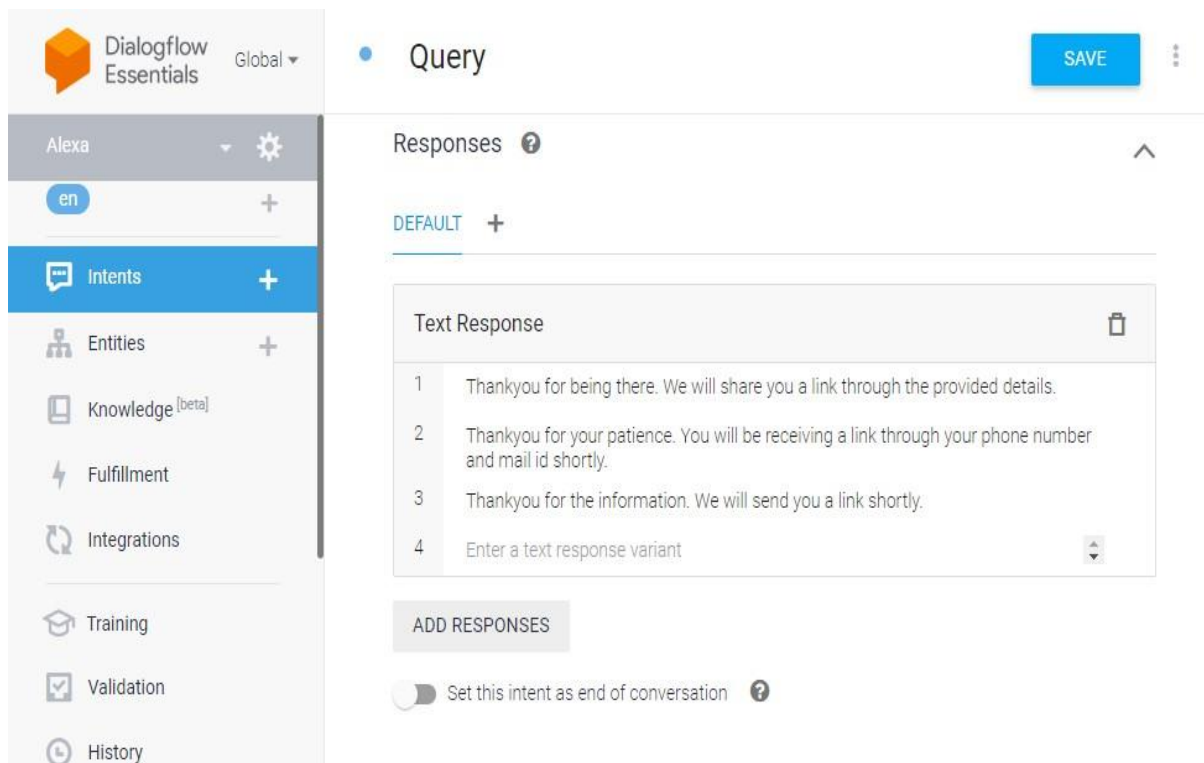
This follow-up intent was set as the end of the conversation. The chatbot was also tested on Google Assistant and was responsive to voice commands as well.

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-44b8-8f37-19fbeaab05d1

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