
SURVEY ON E CPMMERCE TELEGRAM CHATBOT

**Prof. Ankita Sawalkar^{*1}, Wahid Shaikh^{*2}, Shruti Patil^{*3}, Shaheen Mulani^{*4},
Dnyaneshwari Waikar^{*5}**

^{*1} Lecturer, Department of Information Technology, Pimpri Chinchwad Polytechnic, Pune

^{*2*}^{3*}^{4*}⁵ Student, Department of Information Technology, Pimpri Chinchwad Polytechnic, Pune.

ABSTRACT

sellers presented products by posting in a telegram channel. After each product description there is a bot URL with product id already present in the product database that is unique for each product. When users start the conversation with the chat bot, Immediately sends the picture of the product along with its description to the user and asks him/her for confirmation. Then user will input his/her information as bot asks, including his/her name, delivery address, contact number, quantity of products etc. Then bot sends a message with a payment button to the customer which is generated with the integration of razorpay (a payment gateway platform). The chatbot will also help in indirect marketing, by taking interested people to the buying stage and making payment

Keywords: Agile Kanban Methodology, E-commerce, chatbot, social media, selling

I. INTRODUCTION

A Nowadays everyone have a smartphone with messaging or social networking apps on them and sometimes they use this apps to interact with merchants and sellers. It would be greates if sellers could respond to their customers 24/7, without spending much time. Chat bot is a software program. It uses instant messaging as the API. And the messenger users are able to chat with the bot similarly they chat with a seller on any platform like whatsapp or telegram. As they close the gap between HCI (human-computer interaction) and HHI (human-human interaction) Conversation is an interesting type of interaction. A chatbot is a software program for HCI kind of interaction by which context can be understood the and gives an befitting response

Chat-Commerce is used to describe this kind of applications.:we can use this type of interaction can be implemented for commercial purposes.

This project is based on using conversational interaction for a online store to sell goods or services.Since Among the API of all available social media apps, telegram provides most user friendly API. And in addition to that, Because Telegram is one of the most popular messenger in last few days after whatsapp released it new policy about the privacy. The bot is is using the Telegram API.

II. LITERATURE RESEARCH

In the computer world and ELIZA [a natural language processing computer made in 1964] E-commerce Chatbots are not new programs. The first chatbot was released in 1966. But the main use of existing chatbots are for recreational and research purposes. The banking sector has released Most of the e-commerce chatbots. for example virtual assistant created by DBS bank of Singapore called DigiBank. Customers can check their transaction history, check interest rate and transfer money IS is done by a voice and text enabeled assistant called DigiBank. In the same way, Ally Bank ,Bank of America, Barclays Africa and Capital one have created their own e-commerce chat bots as well. To helps customers buy suitable products, Authors developed a e-commerce telegram chatbot. Their e-commerce chatbot is integrated with their website which is coded in PYTHON and has a MYSQL database and razorpay payment gateway.

III. COMPARATIVE ANALYSIS

Paper Name:

Design of E-Commerce Chat Robot for Automatically Answering Customer Question

Author:

Adhitya Bhawiyuga, M. Ali Fauzi, Eko Sakti Pramukantoro, Widhi Yahya

Proposed System:

the proposed system consists of two main agents : communication and intelligent part. The communication component is responsible to communicate with customer through the Telegram service while the intelligent component is responsible for selecting the best among several possible answers in corpora

Limitation:

The bot is limited only upto answering the questions related to the products, for example, price. It is not able to take the order details from the user, store it in database and provide it to the seller so that seller ship the product accordingly.

Paper Name:

Development of An e-commerce Sales Chatbot

Author:

Mohammad Monirujjaman Khan

Proposed System:

This project was focused on developing a modular chatbot to improve accuracy and to add new features easily microservice architecture was chosen to do that. Instead of creating a larger system, several smaller components were developed which are connected with each other. It improves modularity and makes refactoring easier. The platform can be made available to word press based system because 60% ecommerce websites are powered by woo commerce which is a word press plugin. Also, an integration can be developed for Shopify..

Limitation:

The application was limited only for the wordpress and woocommerce users. And not every seller has the enough knowledge to create his chatbot by his own.

Paper Name:

Conversational Commerce with Hybrid Recommendation Model Using Neo4j

Author:

jismy Xaviar¹, Najma K C², Aby Abahai, T⁴Nishy Ann Tomy³

Proposed System:

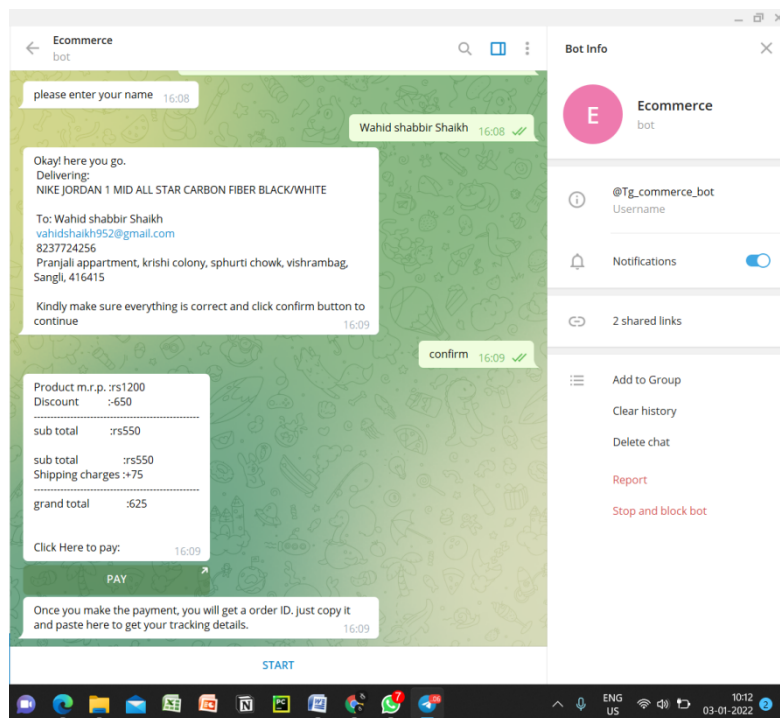
used a generative chatbot model for this project. Generative models [4] are built to solve the problem of responding to a non-predefined response. As they do not rely on any predefined response and create their response starting from the person they must respond to, Generative models can handle new cases. These models are special in the sense that they can give the users the feeling of talking to a real human. Since there are no predefined answers, these models need to learn how to build responses using a large collection of conversations.

Limitation:

This application is just a product recommendations bot. which recommends the products to user according his/her search activities.

IV. CONCLUSION

We have designed a chatbot. On clicking start the bot takes the product key searches it in database. Send it's full description along with the detailed images. And ask user if he/she surely buy that product. Then bot asks the user for details like name, delivery address, contact number. And based on the quantity, product price and shipping cost calculates the total cost and send to user along with the link to make payment. And once user pays the bill, the order is placed and details will be send to seller. Then seller accordingly ships the3 product to buyer. We make use of modules like mysql connector and pyTelegramBotAPI etc.



ACKNOWLEDGEMENTS

I would like to express my special thanks of my gratitude to our guide “Miss ankita sawalkar” for their valuable guidance and support in project. I would also like to extend my gratitude to the class teacher “Miss manaswini parlikar”

V. REFERENCES

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