🛍️ Chatbot User Manual – E-Commerce Virtual Assistant

# 📘 Overview

The e-commerce chatbot is a smart assistant designed to help users interact with the online store quickly and easily. Whether browsing products, checking stock, placing orders, or tracking deliveries, the chatbot offers a natural and intuitive way to navigate your shopping experience.

# 💬 Getting Started

To start chatting with the assistant:

1. 1. Visit the website.
2. 2. Locate the chatbot widget usually at the bottom right corner.
3. 3. Type your message or click a suggested action (e.g., “Browse products”).

# 🤖 What You Can Ask the Chatbot

You can use natural language to interact. Here are some examples:

## 🛒 Shopping Assistance

* "Show me laptops"
* "Do you have any Samsung phones?"
* "Search for gaming chairs"

## 📦 Product Availability

* "Is the iPhone 14 in stock?"
* "Do you have running shoes size 42?"

## 💰 Price & Promotions

* "How much is the MacBook Air?"
* "Any current discounts?"

## ➕ Add to Cart

* "Add one iPhone 14 to my cart"
* "I want 2 HP laptops"

## 🛍️ Cart Management

* "What's in my cart?"
* "Remove the iPhone from my cart"

## 🧾 Order Placement

* "Place my order"
* "Checkout my cart"

## 📦 Order Tracking

* "Where is my order?"
* "Order status for order #1234"

## ❓ FAQs

* "What is your return policy?"
* "How long does delivery take?"
* "What payment methods are accepted?"

# 🧭 Ordering via Chatbot: Step-by-Step

1. Find a product - Ask: “I want to buy a phone” or “Show me cameras”
2. Add it to cart - Say: “Add 1 Samsung Galaxy to my cart”
3. Check your cart - Say: “What’s in my cart?”
4. Place the order - Say: “Place my order”

# 🛠️ Tips for Best Experience

* Use clear product names when requesting items.
* If the bot asks for clarification (e.g., missing quantity), just answer directly.
* You can always say “start over” or “help” if you get stuck.

# 🧑‍💻 Contacting Support

If the chatbot cannot handle your request, it will offer to connect you with a human support agent (if enabled) or provide contact options.

# 🔐 Privacy & Security

The chatbot follows strict data handling policies. Personal and payment details are managed securely through the backend systems and never stored in the chatbot conversation.

# 📱 Supported Platforms

* Website widget (desktop & mobile)
* Optional integration with WhatsApp, Facebook Messenger, or SMS (if implemented)