



# GRAMIBOT

CHAT BOT TO HANDLE ECOMMERCE ORDERS FOR LAPTOP, MOBILE AND TELEVISION

BY: GAURAV, IMRAN, AAKASH

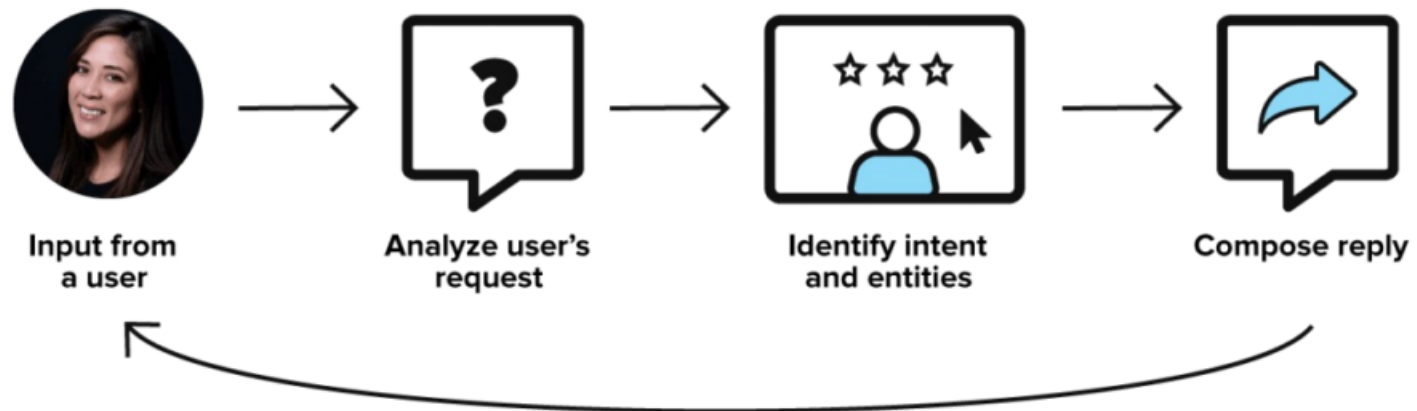
# FEATURES

- The chatbot is made using Gradio's chat interface at the front-end and Generative AI API is used in the backend.
- The user interface provides a chat style product search, addition to the cart and then order.
- It supports ordering of the laptops, television and mobile phones.

# WHAT IS A CHATBOT?

- Chatbots are software applications that use artificial intelligence & natural language processing to understand what a human wants, and guides them to their desired outcome with as little work for the end user as possible.
- Like a virtual assistant for your customer experience touchpoints.
- A well designed & built chatbot will: – Use existing conversation data (if available) to understand the type of questions people ask.
  - Analyze correct answers to those questions through a ‘training’ period.
  - Use machine learning & NLP to learn context, and continually get better at answering those questions in the future.

# HOW AN A.I. CHATBOT WORKS

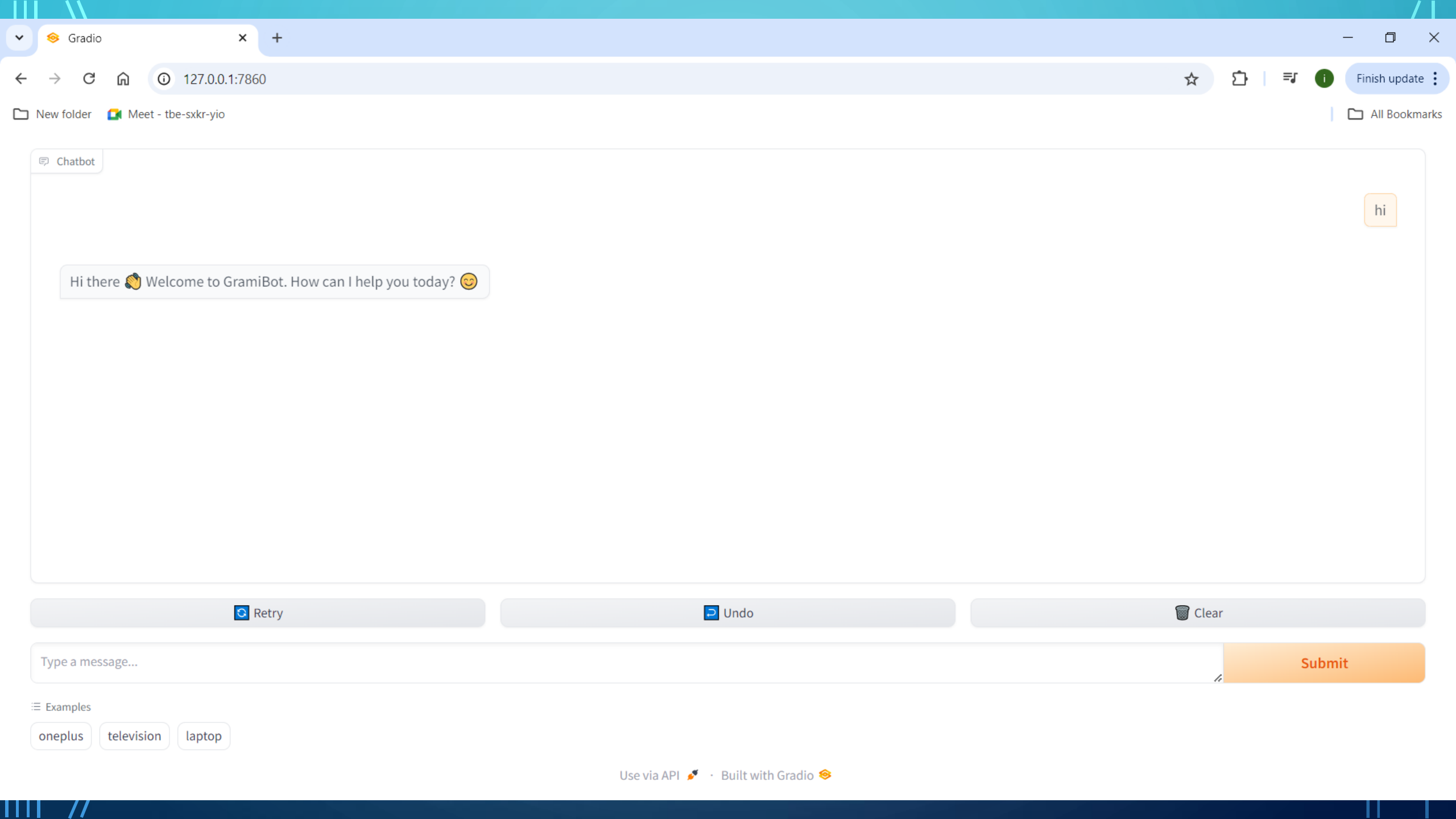


# WHY CHATBOT?

- Today's marketing & sales teams are under a lot of pressure to not only show results, but to constantly be improving the customer experience.
- It's a big task. Not to mention the ever-increasing expectations of today's consumers (aka, the Amazon effect).
- Today, we expect answers immediately and we expect that they will be accurate. This can be done with human beings up to a certain tipping point, then technology has to be the answer. This is why forward thinking brands have adopted chatbots to help them.

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# GRAMIBOT



Chatbot

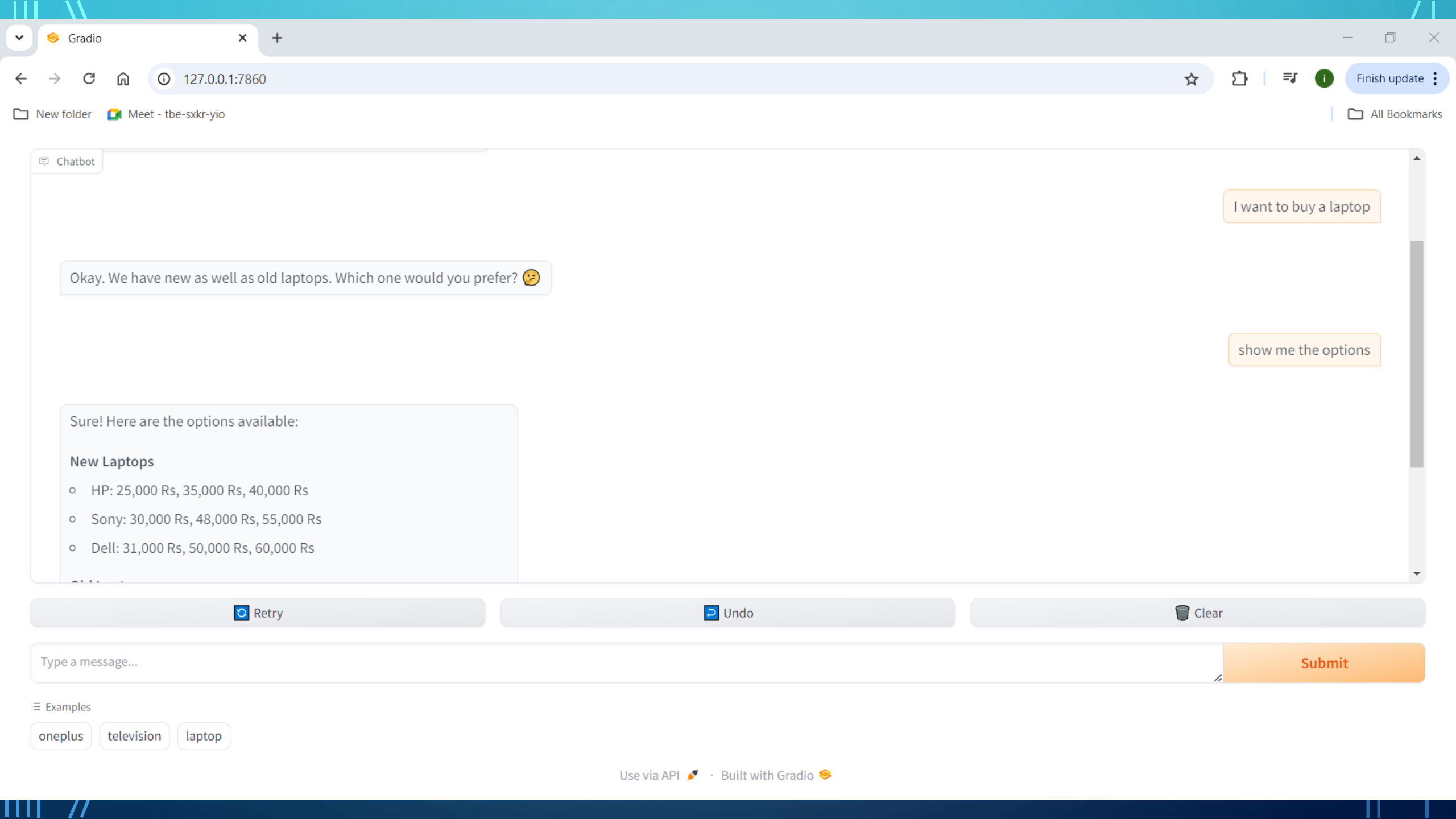
hi

Hi there 🙌 Welcome to GramiBot. How can I help you today? 😊

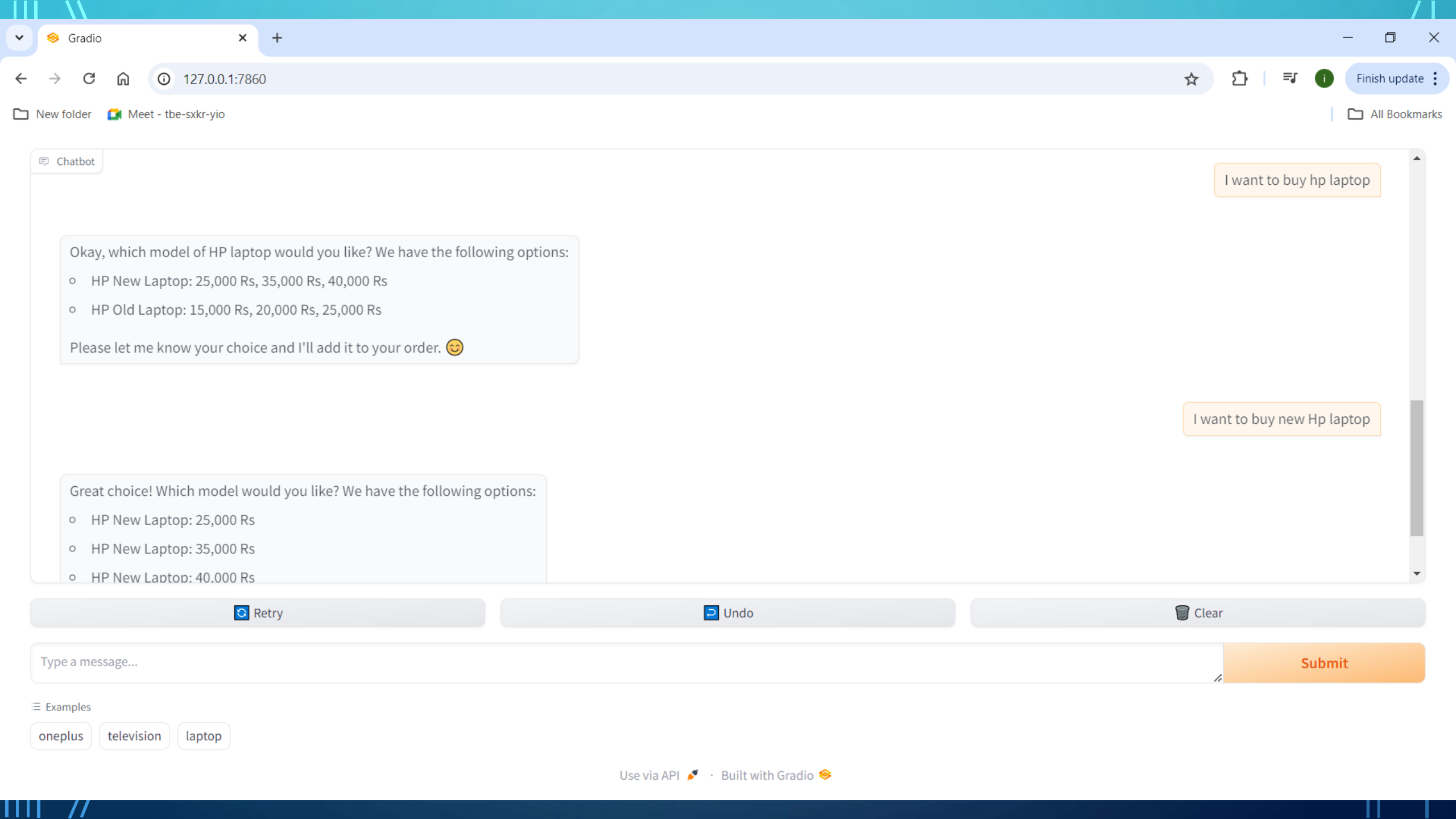
Retry Undo Clear

Type a message... Submit

Examples  
oneplus television laptop







Chatbot

I want to buy hp laptop

Okay, which model of HP laptop would you like? We have the following options:

- HP New Laptop: 25,000 Rs, 35,000 Rs, 40,000 Rs
- HP Old Laptop: 15,000 Rs, 20,000 Rs, 25,000 Rs

Please let me know your choice and I'll add it to your order. 😊

I want to buy new Hp laptop

Great choice! Which model would you like? We have the following options:

- HP New Laptop: 25,000 Rs
- HP New Laptop: 35,000 Rs
- HP New Laptop: 40.000 Rs

Retry

Undo

Clear

Type a message...

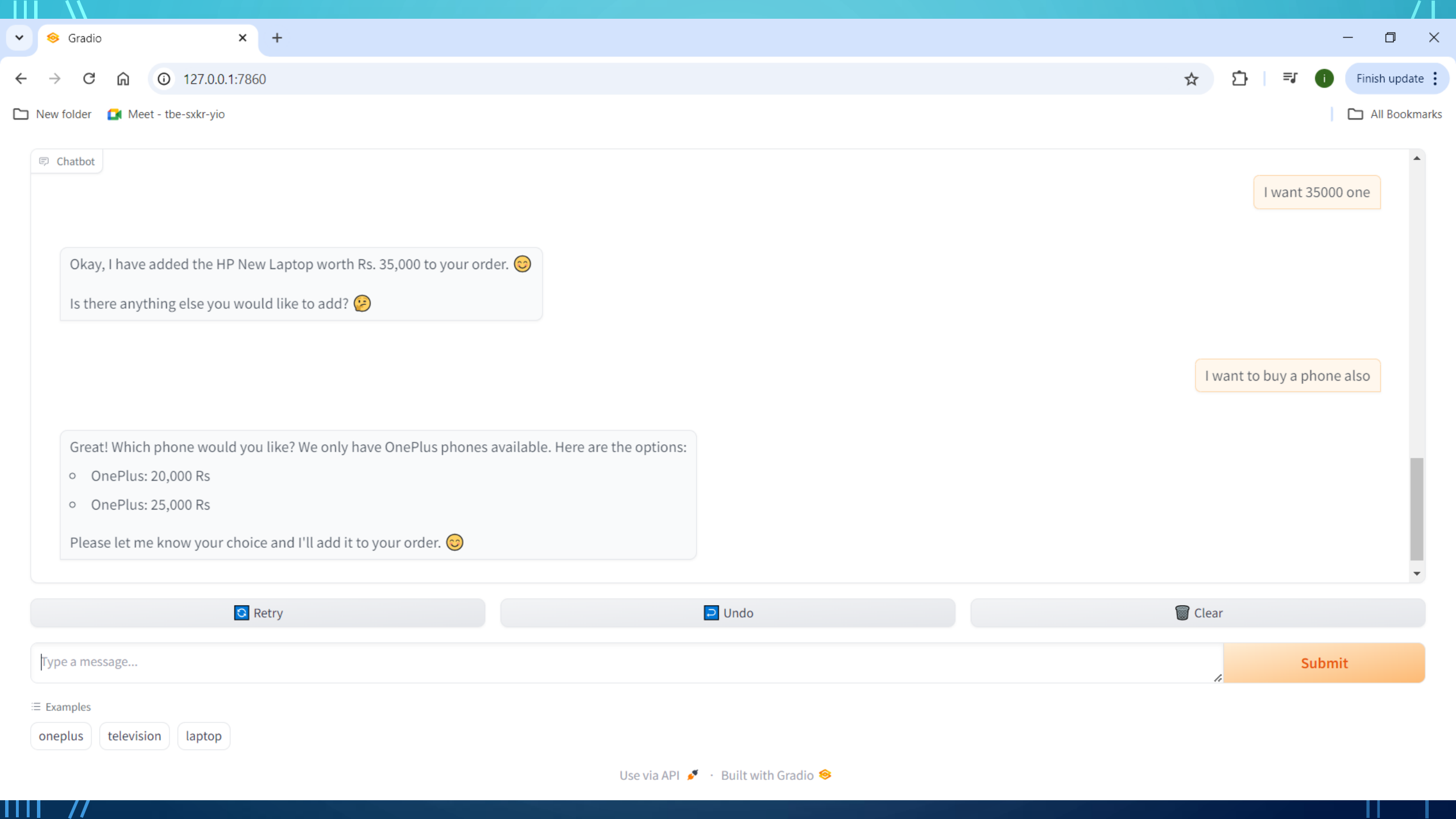
Submit

Examples

oneplus

television

laptop



Chatbot

I want 35000 one

Okay, I have added the HP New Laptop worth Rs. 35,000 to your order. 😊  
Is there anything else you would like to add? 😊

I want to buy a phone also

Great! Which phone would you like? We only have OnePlus phones available. Here are the options:

- OnePlus: 20,000 Rs
- OnePlus: 25,000 Rs

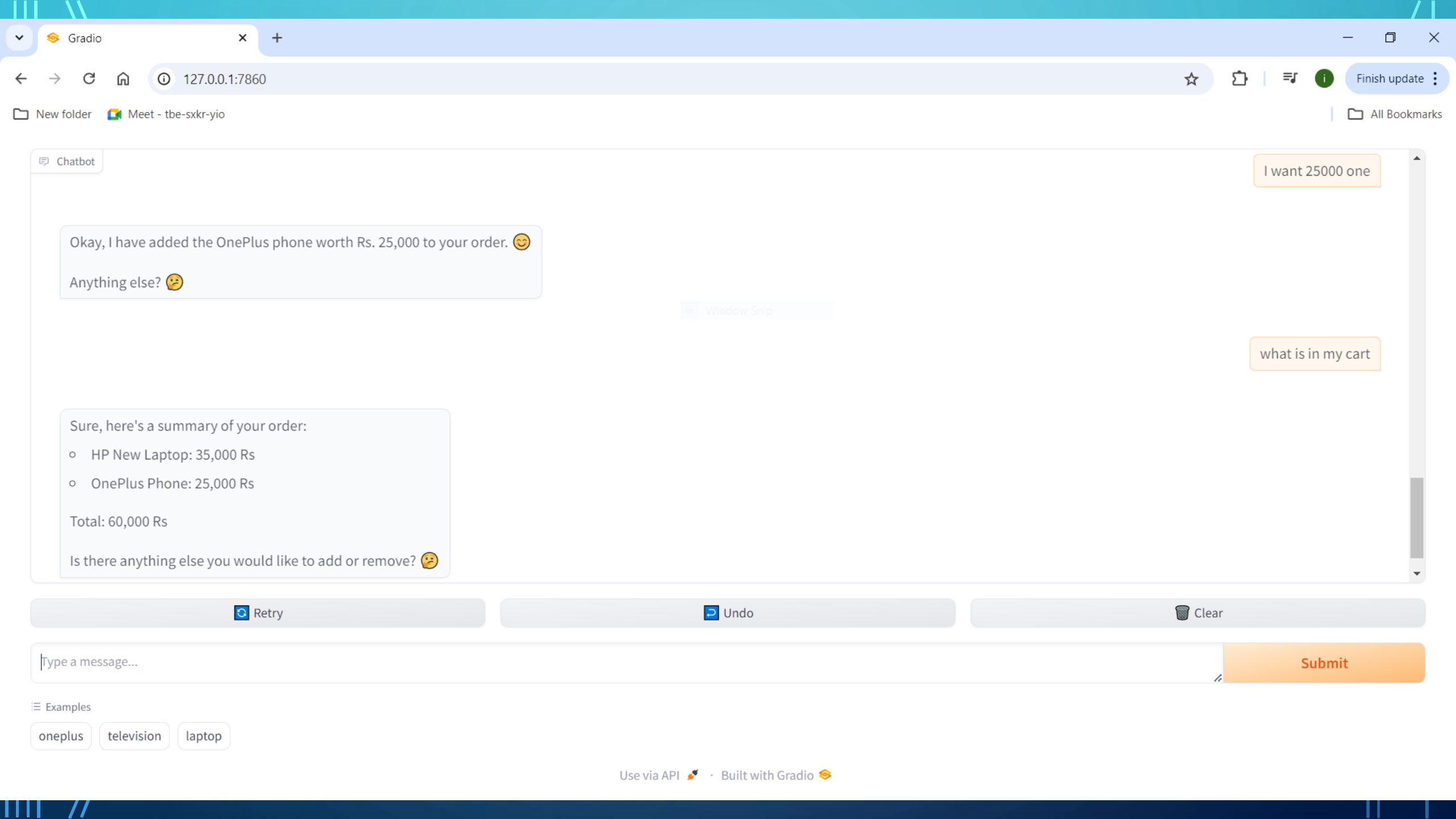
Please let me know your choice and I'll add it to your order. 😊

Retry Undo Clear

Type a message... Submit

Examples

oneplus television laptop



Chatbot

I want 25000 one

Okay, I have added the OnePlus phone worth Rs. 25,000 to your order. 😊  
Anything else? 😊

Window Snip

what is in my cart

Sure, here's a summary of your order:

- HP New Laptop: 35,000 Rs
- OnePlus Phone: 25,000 Rs

Total: 60,000 Rs  
Is there anything else you would like to add or remove? 😊

Retry

Undo

Clear

Type a message...

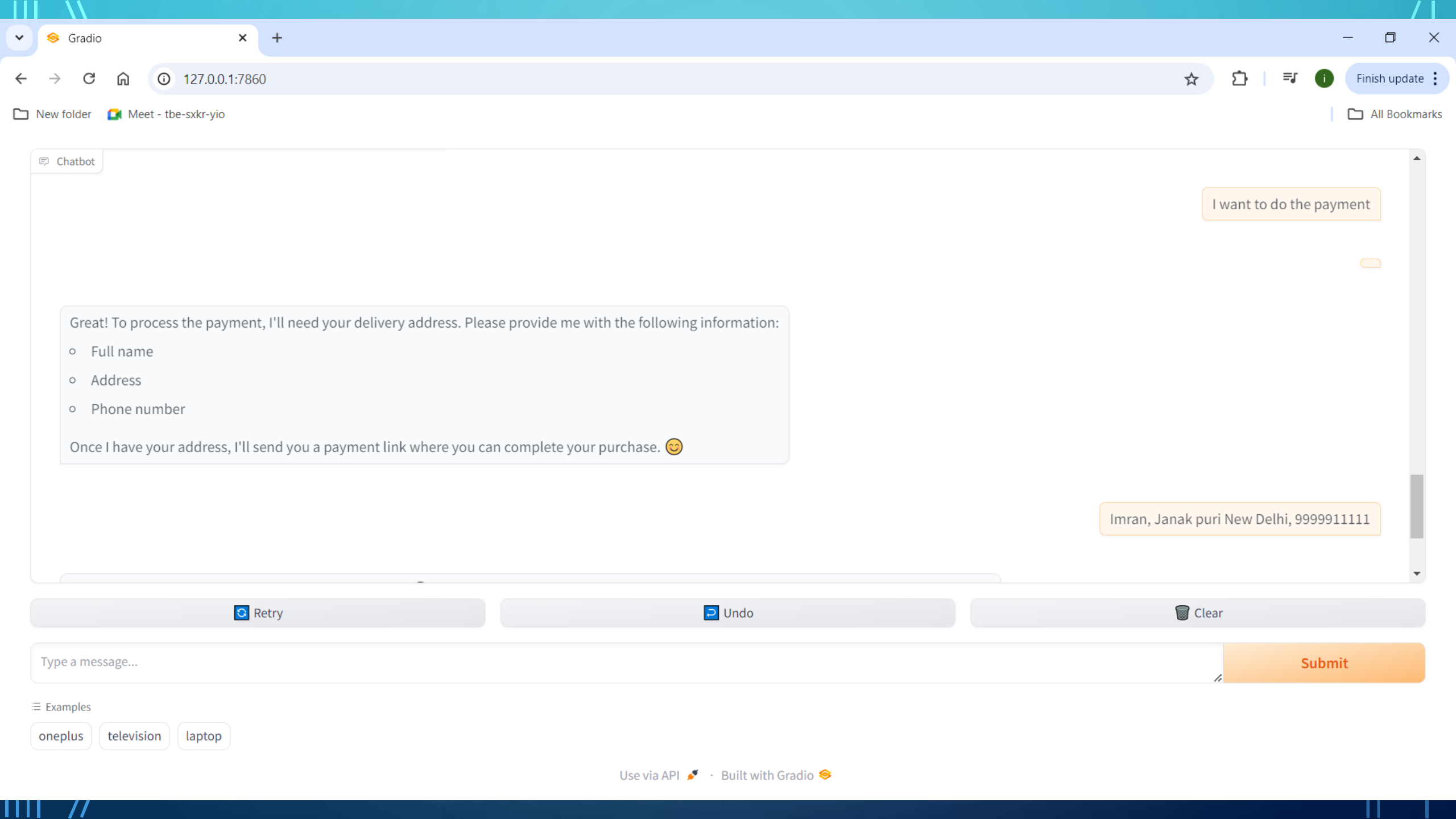
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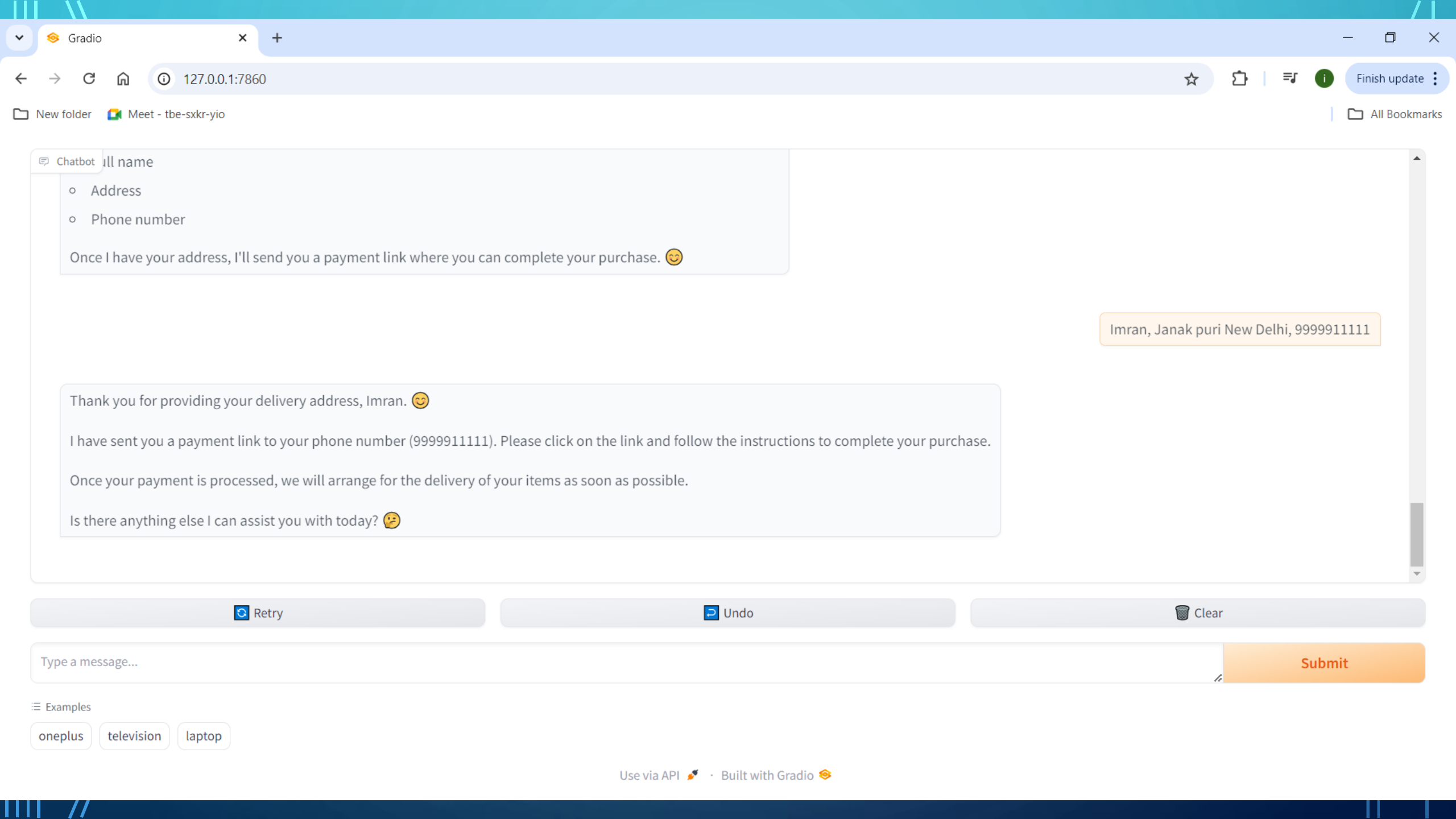
Examples

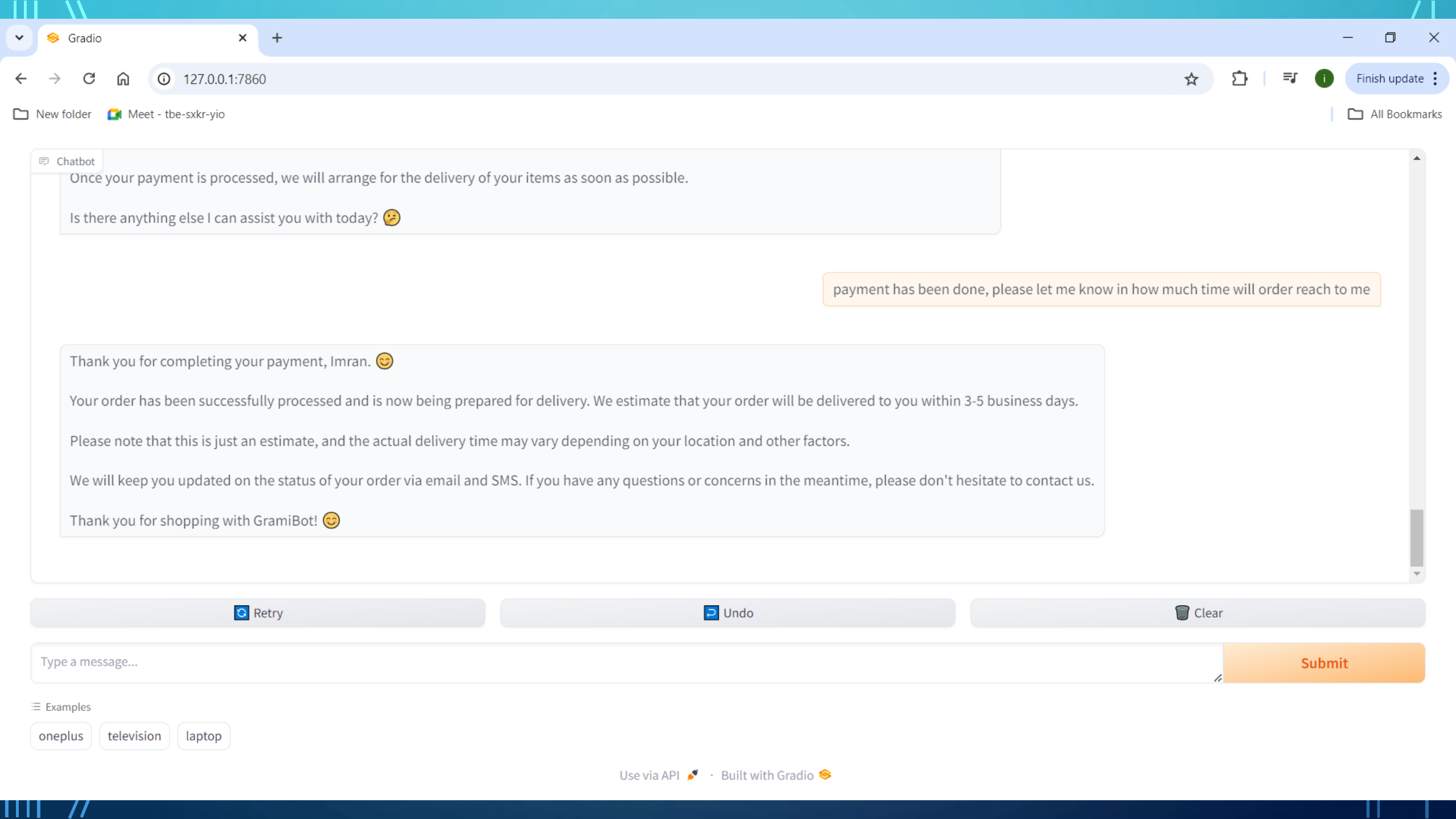
oneplus

television

laptop







Chatbot

Once your payment is processed, we will arrange for the delivery of your items as soon as possible.

Is there anything else I can assist you with today? 😊

payment has been done, please let me know in how much time will order reach to me

Thank you for completing your payment, Imran. 😊

Your order has been successfully processed and is now being prepared for delivery. We estimate that your order will be delivered to you within 3-5 business days.

Please note that this is just an estimate, and the actual delivery time may vary depending on your location and other factors.

We will keep you updated on the status of your order via email and SMS. If you have any questions or concerns in the meantime, please don't hesitate to contact us.

Thank you for shopping with GramiBot! 😊

Retry

Undo

Clear

Type a message...

Submit

Examples

oneplus

television

laptop

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THANK YOU