

Building an E-commerce Chatbot: A Helping Hand for Online Shoppers

This project aimed to create a friendly and helpful web-based chatbot for online shoppers. Imagine a chat window popping up on your favorite store's website, ready to answer your questions and guide you through the shopping journey.

I used Flask to build the core of the chatbot. It acts like the engine behind the scenes, keeping everything running smoothly. To understand what the user is saying, I used NLTK, a powerful toolkit for processing natural language.

One challenge was teaching the chatbot to understand a wide range of questions. We had to create patterns that could match various ways you might ask about products, orders, or anything else related to shopping.

Another challenge was integrating all the pieces. I wanted the chatbot, built with Flask and NLTK, to work seamlessly with the website you see on your screen. This involved some careful behind-the-scenes work to ensure a smooth user experience.

When developing, the chatbot and the website sometimes run on different ports. I had to make sure they could still talk to each other across these doorways, which is a concept called CORS.

Screenshots of the webapp

You: Hello

Bot: Hey! How can I assist you today?

You: How are you?

Bot: I'm good, thank you!

You: what can you do for me?

Bot: I can help you with product inquiries, order tracking, and more. Just ask!

You: can you help me with any product?

Bot: Sure, I can assist you with any product?. Please provide more details.

You: what are the payment methods

Bot: We accept major credit cards, PayPal, and other secure payment methods.

You: how can I give feedback

Bot: Your feedback is valuable to us. Please share it through our website or contact our support team.

Type your message...

Send