

# **SUPERMARKET CHATBOT USER GUIDE**

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## 01.INTRODUCTION

This is the Chatbot User Guide for a supermarket. This guide is designed to help you understand and effectively use our chatbot application. The chatbot is here to enhance your shopping experience by providing quick and accurate assistance in locating the items on your shopping list.

## 02.PURPOSE

This user guide aims to provide a comprehensive overview of the chatbot application, guiding you through its features and functions. Whether you are a first-time user or a frequent shopper, this guide will help you make the most out of the chatbot's capabilities, ensuring a smooth and efficient shopping experience.

## 03.KEY FEATURES

- User friendly interface: Simple and intuitive interaction designed for ease of use by all customers
- Shelf location information: Receive precise shelf numbers for each item on your list
- Printed Shopping list: Get a printed document with the shelf numbers for easy reference during your shopping trip

## 04.INSTRUCTIONS TO USE

- First the chatbot will greet you and ask how it can help you today.

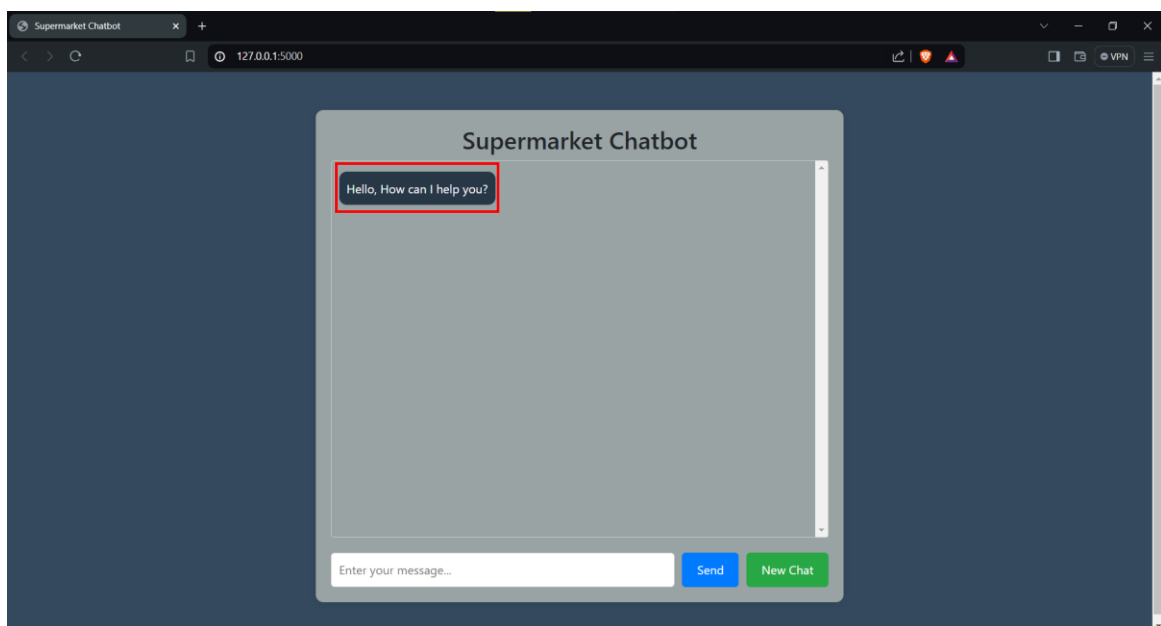


Figure 01: Chat box greet and ask what you need

- Then type the products you need in the chat box and click on ‘Send’ button.

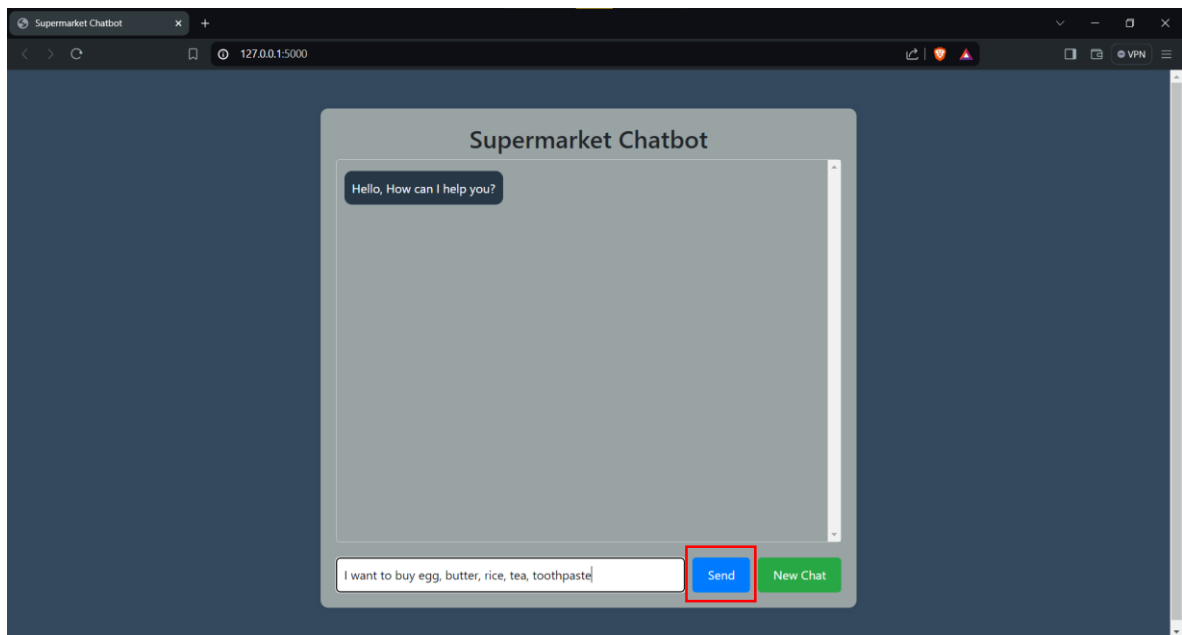


Figure 02: Type product in the chat box

- When press ‘Send’ button, chatbot reply the items with their location

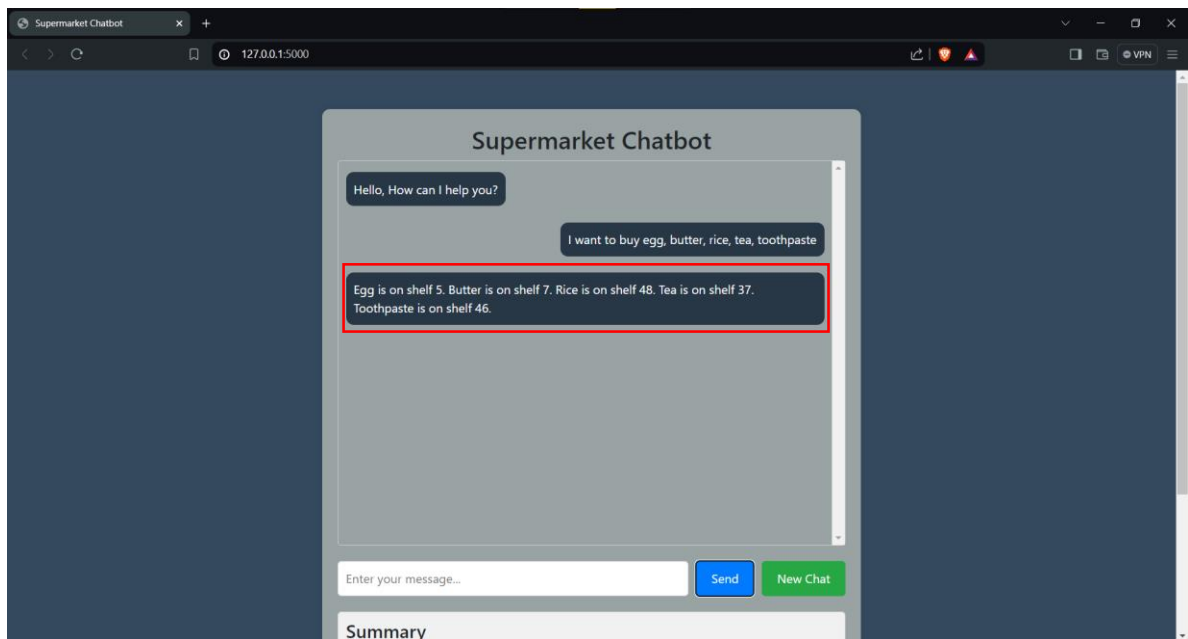


Figure 03: The response of the chatbot

- When scroll down the web page, you can see ‘Summary’ which contains the list of items with their shelves.

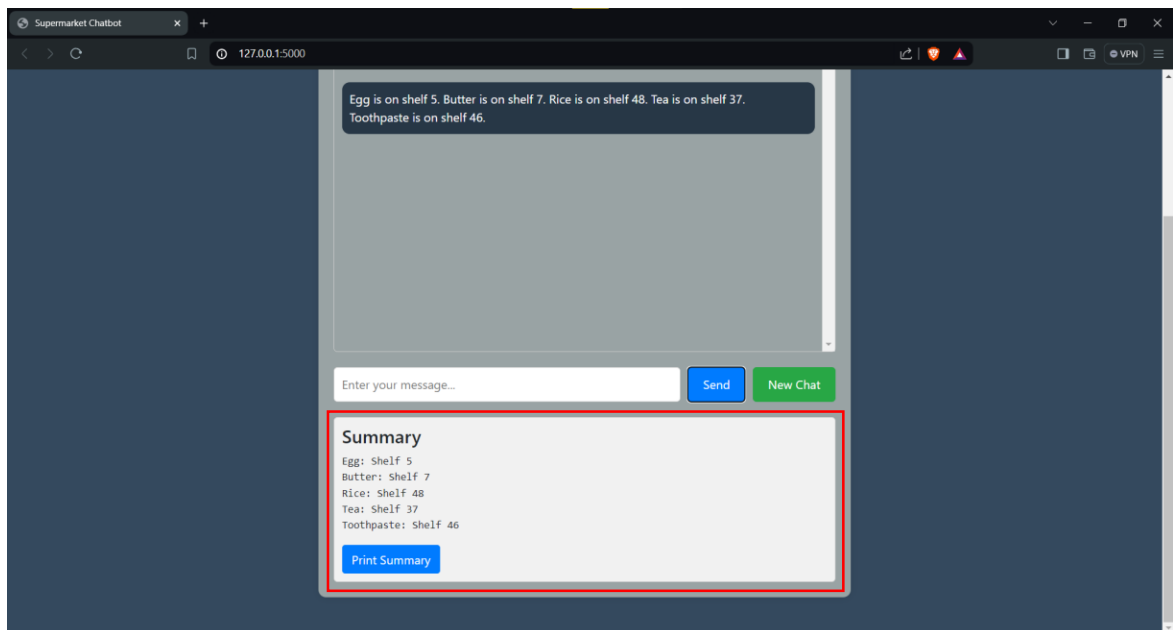


Figure 04: Summary of items

- You can get the pdf of list of items by clicking on ‘Print Summary’ button.

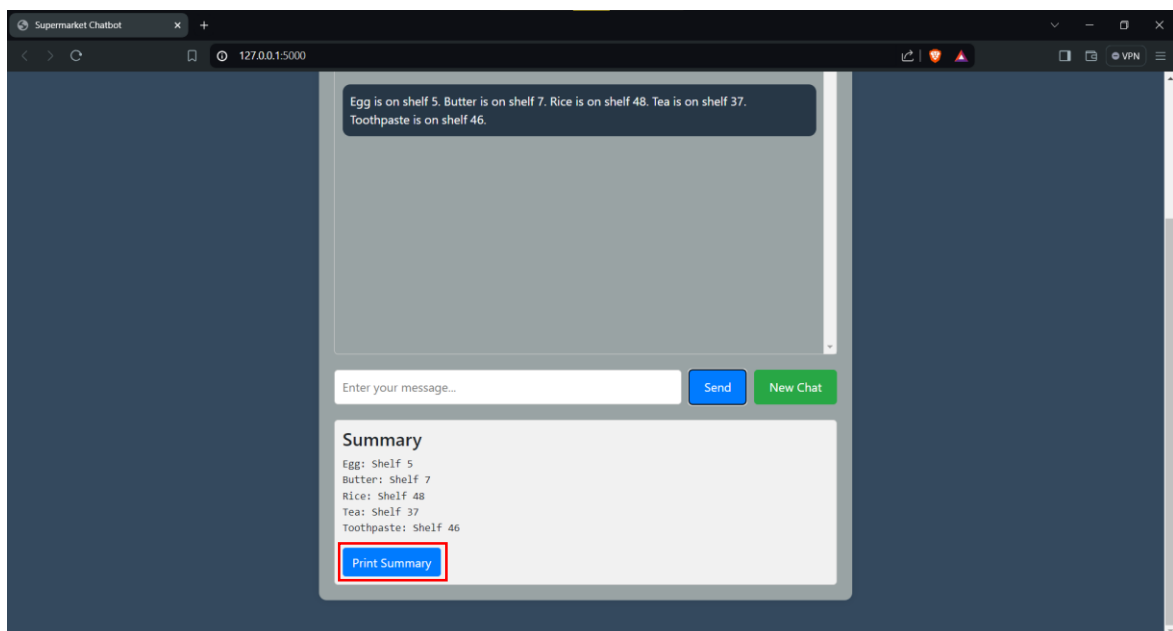


Figure 05: Get the printed list of items

- When you download the pdf, it will display all the items you requested.

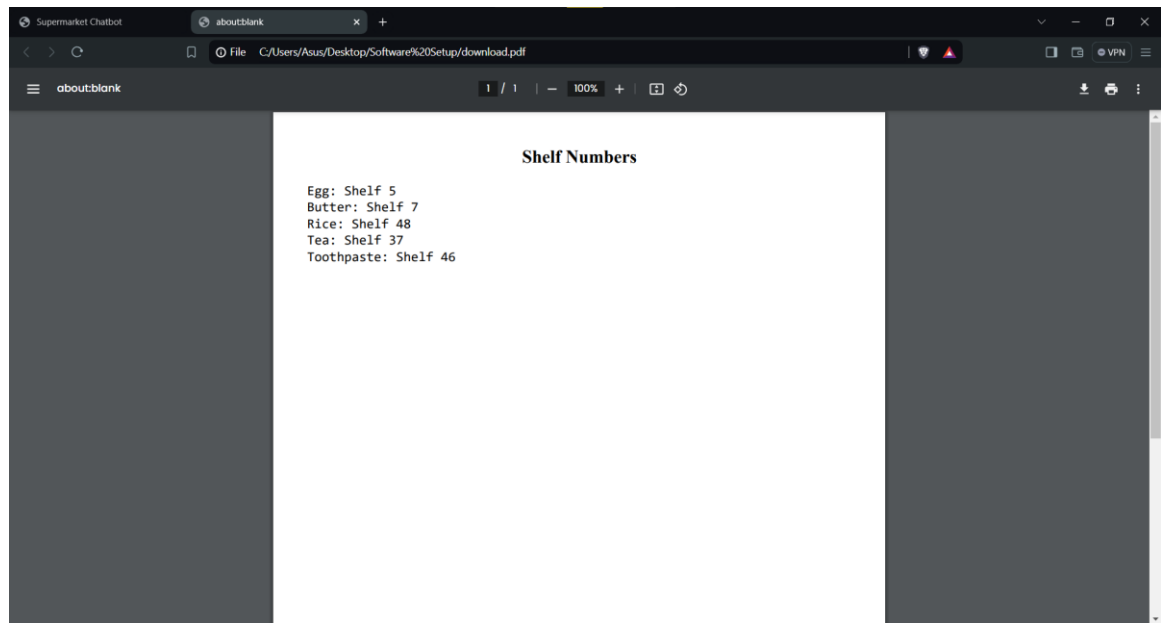


Figure 06: The pdf of item list with shelves

- When you ask an item which is not in the supermarket, the chatbot will response that item is not found.

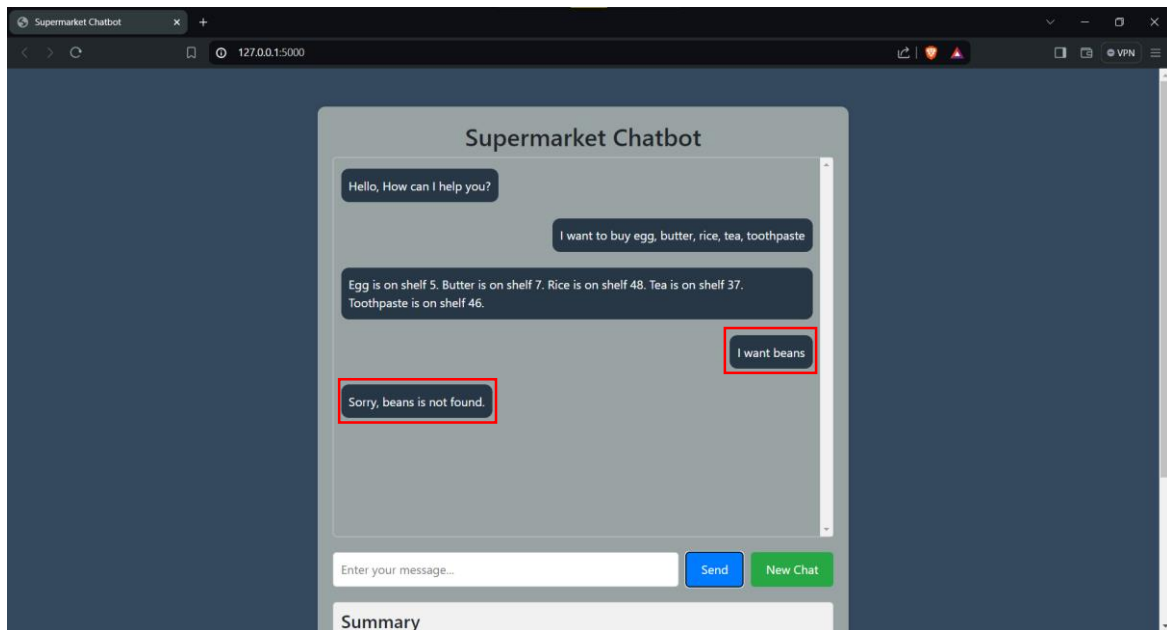


Figure 07: The response to the items not available in the supermarket

- If you want to start a new conversation, click on the ‘New Chat’ button and it will direct you to a new conversation.

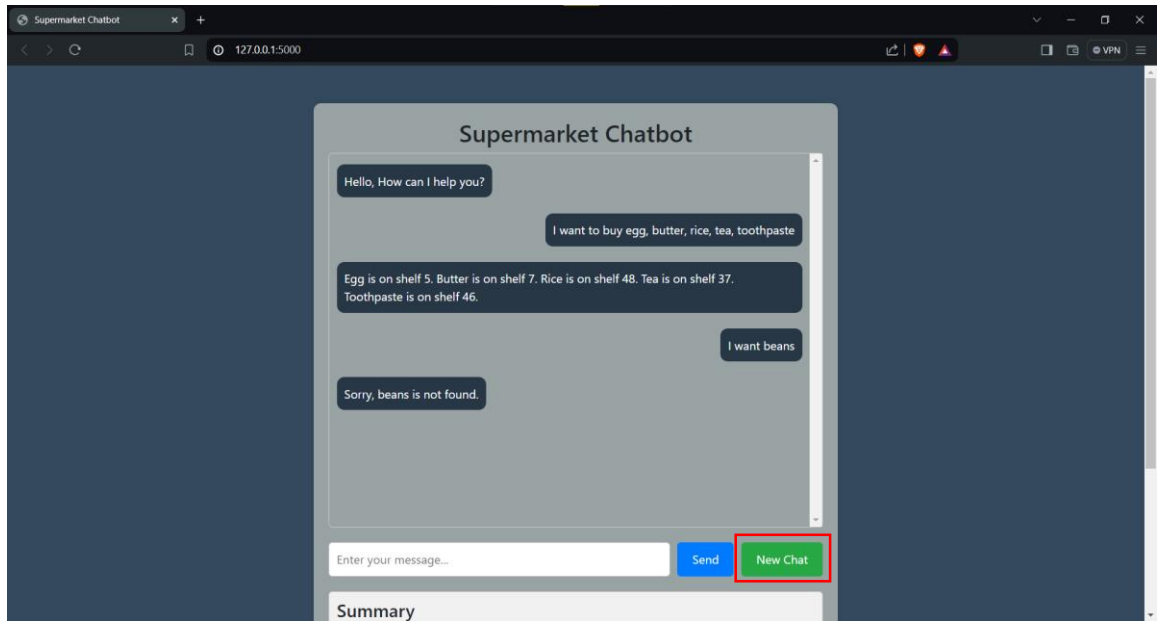


Figure 08: ‘New Chat’ button

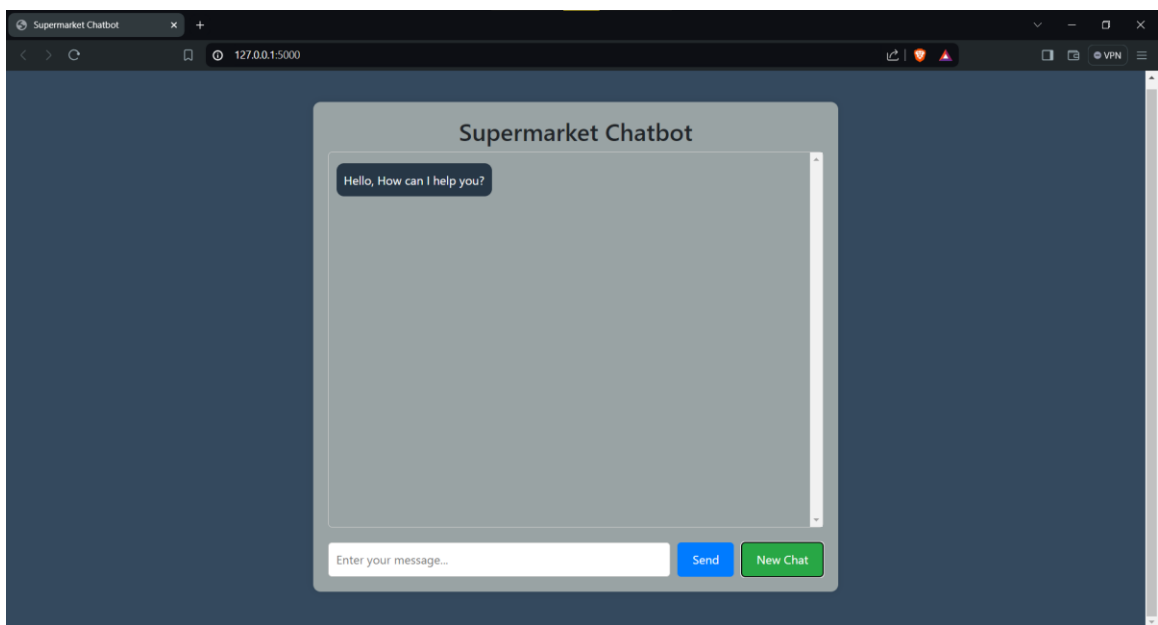


Figure 09: The new conversation