# Search Strategy Plan

I searched in two databases to get the results IEEE Xplore and ACM digi- tal library. These searches will cover chatbot e-commerce related publications. The search string, I used on IEEE xplore and ACM digital library was as follows:

**((”All Metadata”:chatbot ) AND ”All Metadata”:commerce)**

# Inclusion Criteria

1. The paper must have chatbot and e-commerce concepts.[3]
2. The paper must have at least one algorithm.[3]
3. The paper must contain the old and advanced AI or ML or Deep Learning techniques to improve the chatbot experience.[3] [6]
4. The paper must have chatbot implementation procedure.[4][1]

# Exclusion Criteria

1. The paper contains only commerce or e-commerce.[7]
2. The paper contains only chatbot [2]
3. The Old Research papers.[5]

# References

1. Stefan Angelov and Milena Lazarova. E-commerce distributed chatbot sys- tem. In *Proceedings of the 9th Balkan Conference on Informatics*, BCI’19, New York, NY, USA, 2019. Association for Computing Machinery.
2. P. Muangkammuen, N. Intiruk, and K. R. Saikaew. Automated thai-faq chatbot using rnn-lstm. In *2018 22nd International Computer Science and Engineering Conference (ICSEC)*, pages 1–4, 2018.
3. A. Nursetyo, D. R. I. M. Setiadi, and E. R. Subhiyakto. Smart chatbot sys- tem for e-commerce assitance based on aiml. In *2018 International Seminar on Research of Information Technology and Intelligent Systems (ISRITI)*, pages 641–645, 2018.
4. C. Pricilla, D. P. Lestari, and D. Dharma. Designing interaction for chatbot- based conversational commerce with user-centered design. In *2018 5th In- ternational Conference on Advanced Informatics: Concept Theory and Ap- plications (ICAICTA)*, pages 244–249, 2018.
5. N. T. Thomas. An e-business chatbot using aiml and lsa. In *2016 In- ternational Conference on Advances in Computing, Communications and Informatics (ICACCI)*, pages 2740–2742, 2016.
6. Sasha Volodin and Sara Moussawi. The effect of first impressions of an e- commerce chatbot’s personality and abilities on expectations for the user experience. In *Proceedings of the 2020 on Computers and People Research Conference*, SIGMIS-CPR’20, page 60, New York, NY, USA, 2020. Associ- ation for Computing Machinery.
7. Zehra Ozge Yildiz and Natalia Beloff. The emerging ai policy for e-commerce industry. In *Proceedings of the 2020 5th International Conference on Intelli- gent Information Technology*, ICIIT 2020, page 66–70, New York, NY, USA, 2020. Association for Computing Machinery.