

## INTRODUCTION

overview

Chatbots are not a recent development. They are simulations which can understand human language, process it and interact back with humans while performing specific tasks. For example, a chatbot can be employed as a helpdesk executive. The first chatbot was created by Joseph Wiesenbaum in 1966, named Eliza.

It all started when Alan Turing published an article named "Computer Machinery and Intelligence", and raised an intriguing question, "Can machine think?", and ever since, we have seen multiple chatbots surpassing their predecessors to be more naturally conversant and technologically advanced. These advancements have led us to an era where conversations with chatbots have become as normal and natural as with another human.

purpose

purpose of this chatbot is to shop for essentials during covid 19.

## LITERATURE SURVEY

### Existing problem

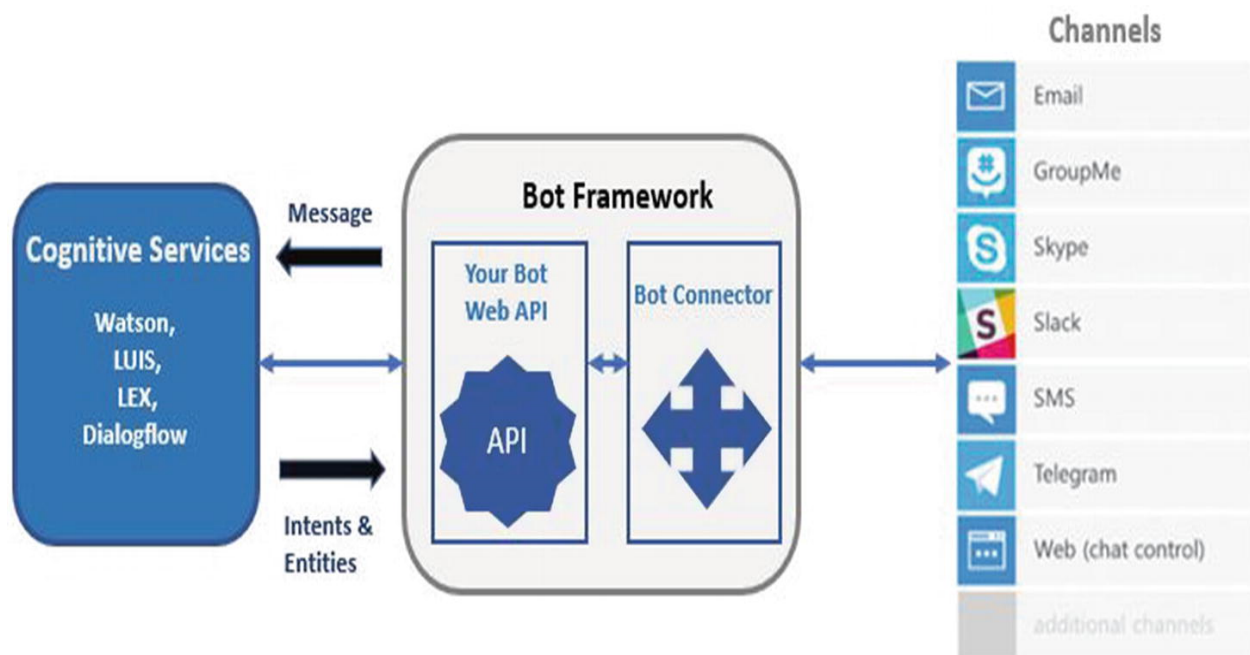
Due to our present situation we are not able to go outside and buy essentials as all are under control of government as if we are affected by covid then it is mandatory not to go out. people are reluctant to go near that house. so they cannot be able to get things they needed.

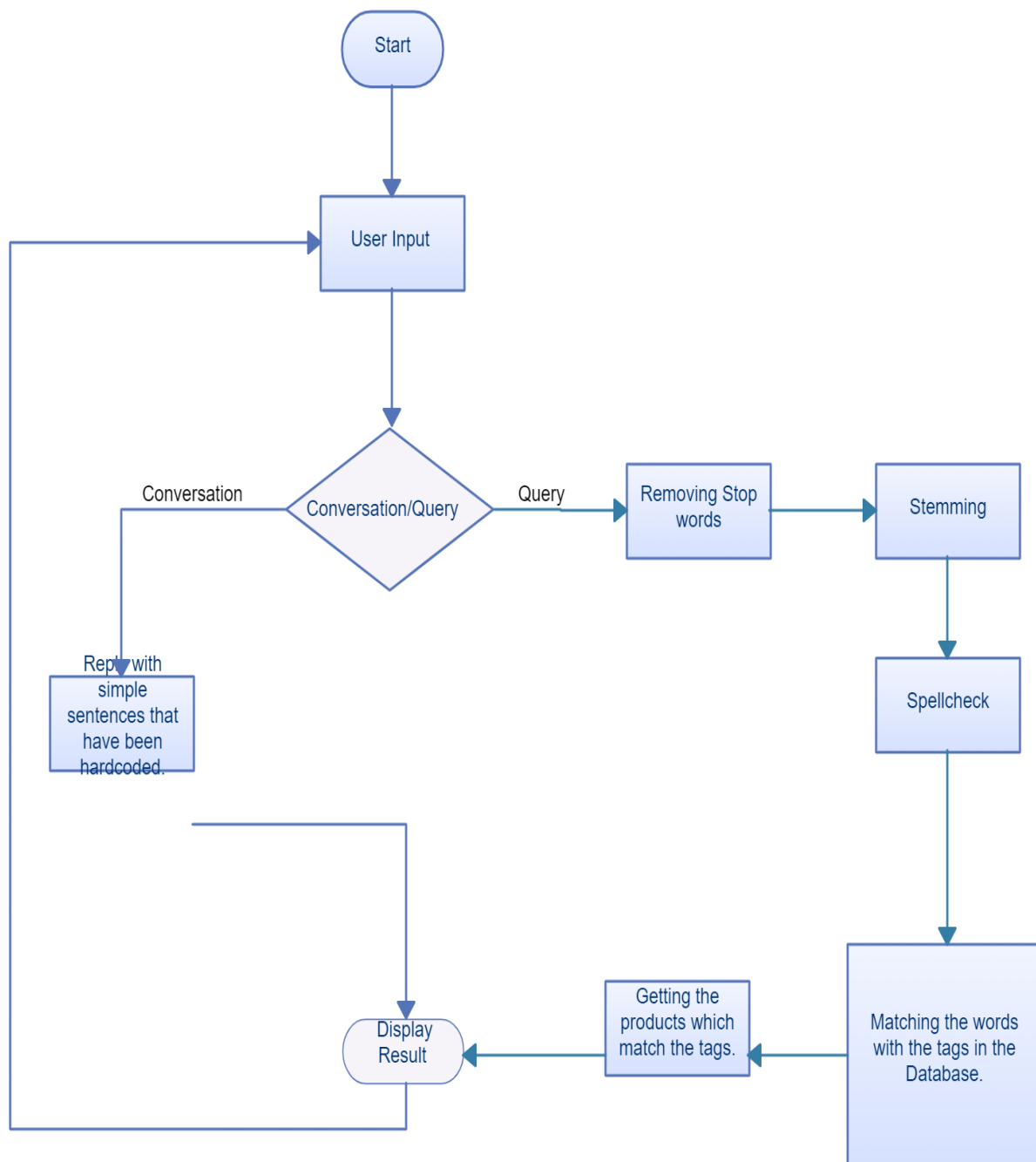
### Solution

so we are introducing this chatbot to get things needed as soon as possible. it is able to place order at correct address.

## THEORETICAL ANALYSIS

### BLOCKDIAGRAM





## RESULT

Builded chatbot using ibm Watson assistant and node red application.

## ADVANTAGES & DISADVANTAGES

### **1. Faster Customer Service**

One advantage of using bots is that they help you provide faster customer service. If you have a business, they can provide customer service on your website 24 hours a day. What's more, they don't need weekends, holidays, vacations, or sick days off.

When online customers have questions, all they have to do is ask the bot on your website. There's no waiting on a human to look it up because the answers are a few keystrokes away.

### **2. Increased Customer Satisfaction**

Another of the pros is that your customers will be more satisfied. When they get satisfactory answers and speedy service, they'll be happier, shop more, and return again.

### **3. Lower Labor Costs**

Using chatbots gives you an advantage when you are trying to keep costs down. Since you don't have to pay for employee benefits, they may cost less than you'd pay an employee.

Of course, lower labor costs translate into increased profits for your business. In the end, that means more money in your pocket.

### **4. Variety of Uses**

It's possible to use chatbots in more than one area in a business. You

could use them for customer orders, customer service, and advertising just to name a few.

## **Cons of Using Chatbots**

### **1. Limited Responses for Customers**

Although using chatbots may provide faster customer service overall, they aren't perfect. Simple ones may have only limited responses for customers. Therefore, not all customers will get the answers they are searching for.

### **2. Customers Could Become Frustrated**

Because many chatbots work from a limited data base, they can't improvise. In other words, if they get confused, the conversation could run in a circle. That can lead to customers who become frustrated.

Slang and sarcasm are lost on a chatbot. Customers who use may not get the results they were hoping for and needing.

### **3. Complex Chatbots Could Cost More**

Complex chatbots that solve some of the problems described above can cost more than simple ones. In some cases, these artificial intelligence chatbots cost thousands more. That defeats part of the purpose of a chatbot, which is to save money.

Setting up AI is expensive due to the hours of work and testing involved. Sure, they can learn, but it still takes time.

#### 4. Not All Business Can Use Chatbots

A Con is that not all business can use them. Some businesses are far too complex for chatbots to be practical.

Trying to program all of the different questions or possible scenarios in such a circumstance would be costly. Additionally, the hours it would take would make such an undertaking unfeasible.

It's true that using chatbots in some businesses is a good way to lower costs and increase profits. But you should consider all of the pros and cons before adding them to your business.

#### APPLICATIONS

**Chatbots for ecommerce companies are typically designed to:**

- Complete buyers' **purchases**.
- Offer buyers product recommendations.
- Provide customer support.

#### CONCLUSION and FUTURE SCOPE

Conclusion and Future Work This paper introduced the authors' design of a chatterbot for conversational commerce. The proposed design was created with the aim of improving user interaction in social media marketing and making social media marketing more effective utilizing the quick order method, however there should be further user research to investigate the effectiveness of the proposed design. Moreover, the implemented bot is limited to the WooCommerce shopping system only, adding the support for other shopping systems could increase the usage of chat-commerce bots. In addition, the system is limited to the data source shops, connecting the system to other data sources could enhance the user satisfaction for the recommendation system.

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## APPENDIX

### A. Source code

<https://node-red-uurpj-2020-12-17.eu-gb.mybluemix.net/red/#flow/7eba1d59.458904>  
<https://node-red-uurpj-2020-12-17.eu-gb.mybluemix.net/chat#!/0?socketid=FARATygh37gwsBAxAAAa>