Shopile

A chatbot to shop essenial

INTRODUCTION

In this project I am using a chatbot which is similar to a conversation between a customer and a salesman in a grocery shop. Services which is used in this product are :-
1. IBM Watson Assistant
2. Node-red
3. Cloudant-db
In this particular bot we can see the list of items available in the store, show the prices of vegetables, displays if any offers or discounts could be availed and collects the necassary detials like name of the customer, contact number, address, the items placed by the customers, that are required to place an order.

Today, because of social distancing and other issues it can be risky for some people to shop for essential items in person. This project help people, providing and online option to shop for essentials.

LITERATURE SURVEY

Existing Problem

Traditional grocery supply chains are challenged in an unprecedented manner due to the crisis. Rapidly adopting to digtal transformation address both immediate and medium-term priorities holds the key to survival, sustained growth and profitability. Grocers must mitigate supply challenges by working with existing partners to develop a continuity plan, diversify supply chain, build resilience against shortages and embrace strategies like halting promotions, prioritising product and strengthening digital channels to provide optimised customer experiences.

Proposed Solution

During such unprecedented times it is quite challenging for one to venture out for purchasing products of daily needs. It is in this scenario that technology comes into play helping people to live their lives without fear of catching the virus. In this project we aim to solve this painpoint by introducing a chatbot which works like a human interface and can take care of all your grocery purchases. To come up with this one of a kind chatbot we have used the platform IBM clous and their services.

THEORITICAL ANALYSIS
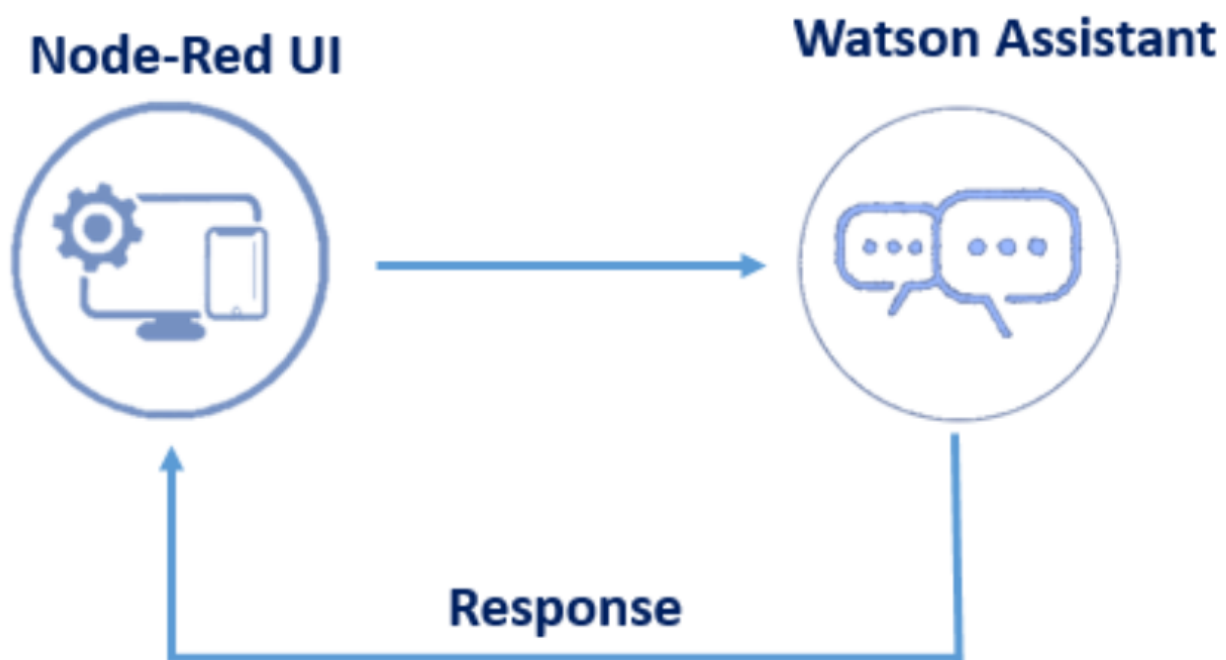
Here the block diagram of our overall project is been shown.Using Node - Red UI the user can intreact with our chatbot here.This will pass the messages to the IBM Watson Assistant and corresponding response are been displayed in the user interface.

EXPERIMENTAL INVESTIGATION

We have gone through are the magazines, newspapers to know more about the challenegs faced by the common people dduting COVID-19 Crisis. Finally we ended up in the major challenge Grocery purchase.Thus we came up with an idea of online grocery shopping during this pandemic.

FLOWCHART

1.Connection of IBM Watson Assisstant and Node - Red UI to display

Node-RED is a visual tool for wiring the Internet of Things developed by IBM Emerging Technology and the open source community. Using Node-RED, developers wire up input, output and processing nodes to create flows to process data, control things, or send alerts. It works by allowing you to wire up web services or custom "nodes" to each other
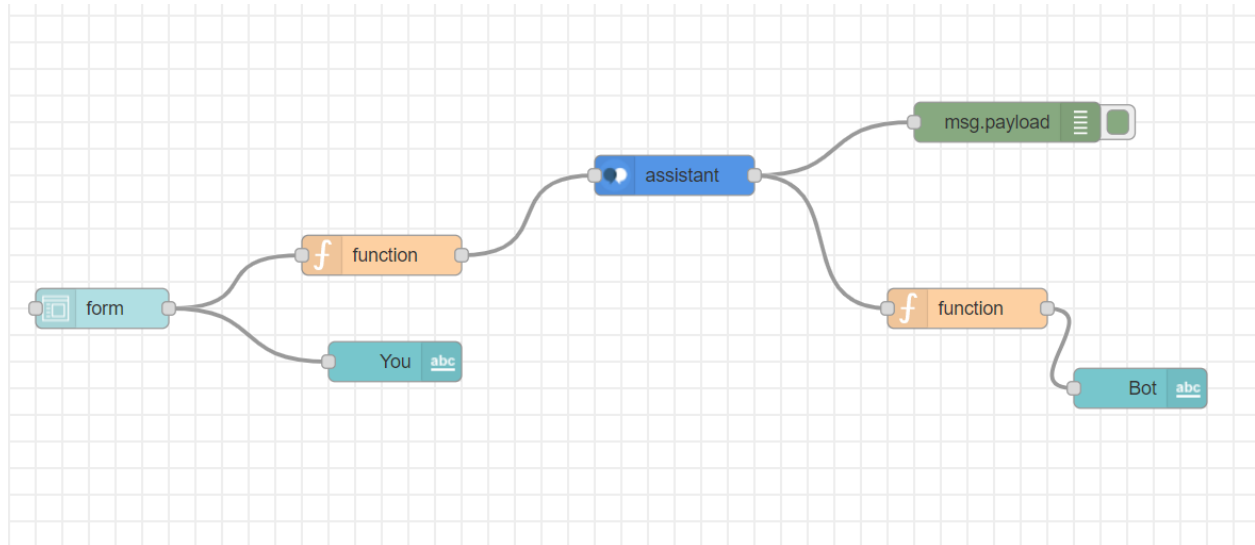
2.Cloudant-DB

Here we need to store the customer 's order details in a database .So for that we have
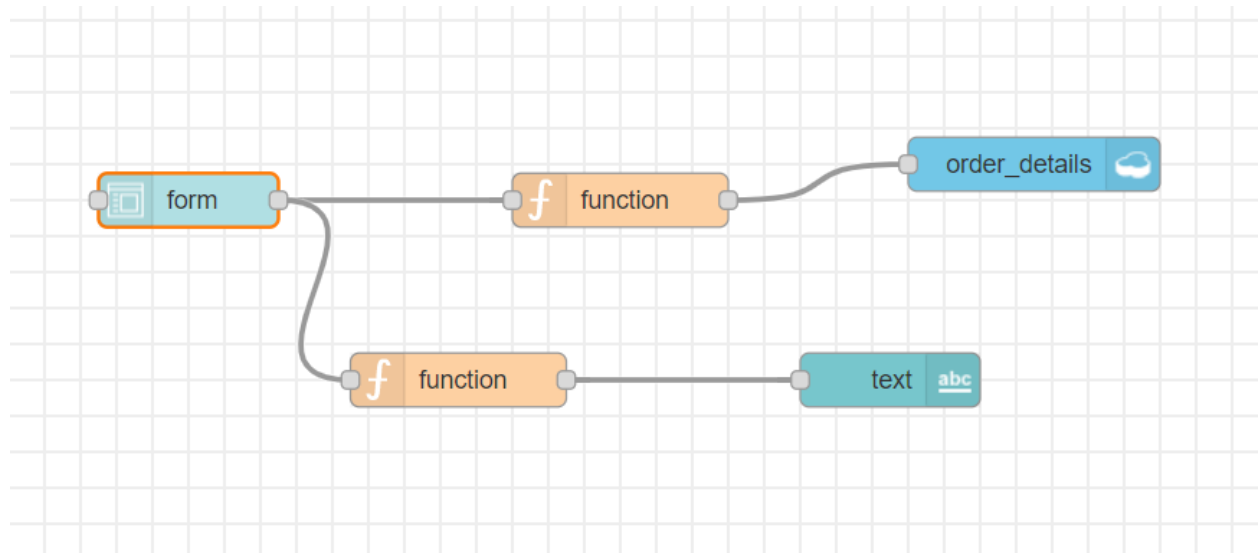
used Cloudant-DB to store details.A hyperlink will be provided at the end of of your order details.By clicking on that you can, fill out a form which will be asking all your personal details to confirm your order.

RESULT

On completion of this project You can see :

1. Give the list of items in the Store
2. Should show the prices of vegetables
3. Display if there are any offers or discounts
4. The bot should be able to take details like name, contact number, address, and the items to place the order.

ADVANTAGES

Chatbots bring a new way of business to communicate to the world which stimulates the real interaction with users via chat interface. User friendly

● Time saving (No more jumping the queues)
● User friendly
● 24/7 services
● No necessary covid protocols to required to be followed
● Cost saving

DISADVANTAGES

- They may not be able to solve complex queries.
- If the resources do not include to answer a specific question by a customer, the bot may fail to address the concerns that the cutomer has.

APPLICATIONS

Chatbot can be used in many areas when natural disasters arise. It will save the cost of travel etc. for the customers. They mimic written or spoken human speech for the purpose of stimulating a conversation or interaction with a real person.

CONCLUSION

As we all know this Project will be so useful for all the people(especially oldage people).This project is been crafted with simple engish words for easy understading of the project.It is necessary to use this technology to its fullest.

FUTURE SCOPE

As we all know chatbots are really necessary these days.I'm sure this will be more useful in supermarkets where heavy crowd is seen.We can also provide delivery tracking system to track our order.We also expand this chat for all the industries and the instant process makes the customer happy and improves customer satisfaction. Image recognition, speech to text and text to speech can also be implemented which make our chatbot more user friendly.

BIBILOGRAPHY

1. IBM Watson Assistant
2. Node-red
3. Cloudant-db

link: https://smartinternz.com/Student/badge_workspace/8038

APPENDIX

Watson Assistant Preview link:
https://web-chat.global.assistant.watson.cloud.ibm.com/preview.html?region=eu-gb&integrationID=07204b41-f7b7-4c83-a6e4-92e09b033188&serviceInstanceID=a42069ee-2246-4eb3-a613-c898d90c7d6b

Node -Red :https://node-red-ipycl-2020-12-17.eu-gb.mybluemix.net/red/#flow/484041a4.a0cac

UI link:
https://node-red-ipycl-2020-12-17.eu-gb.mybluemix.net/ui/#!/0?socketid=l3hxh9zKarbeCC9OAAAl

Recording link:
https://drive.google.com/file/d/1VDvqnm93PxWIWDCFE-kiSR3ZGiQ-ijjV/view?usp=sharing