

Solution proposal for LM Stationery Shoppers

Introduction

This project goal is to make a whatsapp chatbot for LM Stationery Shoppers. Also a web page will be created with a landing page and some menus.

Scopes

1. Customers can make a purchase booking through this chatbot
2. Booking records will be stored in the server database and admins can see the booking records anytime from the Admin Panel that I will create.
3. Notifications can be sent to the admin's whatsapp account when a customer makes a purchase booking.
4. Each customer's whatsapp number and account name will be stored into the database automatically without asking the users.
5. A Webpage with a landing page where company details will be displayed

Methods & Resources

1. I will implement the questions in the whatsapp chatbot using Buttons and Lists which will be asked to the customers
2. For each question stage, a new flow will appear before the customer. That means after one question-answer, another question will come to the next conversation until the customer reaches the last flow.
3. Lastly an invoice will be generated based on the question-answers of the customers. Total amount will be calculated based on the item price which is listed in a spreadsheet file
4. If a customer sends a screenshot or an image file, the chatbot will automatically capture and save the image into the server storage. Later admins can check the image file from the admin panel.
5. Lastly if the customer uploaded the screenshot of their payment,
6. I will use Twilio as the WhatsApp chatbot making platform. I will use the Twilio whatsapp API to make the whatsapp chatbot.
7. I am going to create the landing page with bootstrap 5, CSS and Javascript language. Best approach will be to use a website template from the internet.
8. WhatsApp chatbot and the website will be hosted in a VPS hosting server. Server configuration can be like:

- a. Ubuntu for OS
- b. No Panel needed
- c. 2gb Ram is okay
- d. 2 CPU clock is okay

Resource Platform Pricing

Twilio:

Twilio follows a pay-as-go model. That means Twilio doesn't have a monthly subscription, instead it will charge you per conversation and messages.

Advantage of Twilio:

- a. Twilio provides an API to create WhatsApp chatbots. That means there is unlimited ways to create whatsapp chatbots with Twilio's programmable API
- b. As Twilio charges by following a pay-as-go model, so if you don't use Twilio, it won't cost you anything.

Twilio's costing documentation link: <https://www.twilio.com/en-us/whatsapp/pricing>
(Please select your country into that website page to see the right pricing)

VPS server:

We need a VPS server for cloud hosting. Because you need the chatbot and the website to be online 24/7. For this, we need to host them into a cloud server. VPS is the best solution for cloud hosting. There are many VPS provider platforms in online. Some of them are Digitalocean, Contabo, Hostinger etc. You can choose your own platform by checking if the configuration I mentioned above matches with the VPS package. Most of the time, for a normal configuration server, these will cost \$7-\$8 per month.