**Team No. 9 - Order Status Chat Bot**

**Project Overview**

**\* What problem did the team try to solve**

The problem given to us was to develop an Order Status Chat Bot for DELL Internal Agents. There is no single tool to suggest the status of Order Journey in real time. Disconnected Order Journey and multiple System provides various states in siloed way.

**\* What is the proposed solution**

To deal with our Problem, we designed a DELL Agent Chat Box that can help a customer with his/her issues regarding his/her product delivery status like its estimated delivery time, current location of the product,etc

**Solution Description**

We have designed a Chat Bot named DELL Agent. It interacts with the customer and correctly identifies the issue/query of the customer. We have 4 systems namely: -

1. Customer
2. Order Status
3. Delivery Status
4. Support

These systems help in smooth transition of the user according to the request/query/issue.

**­ORDER STATUS**

When a user enters his Order ID, the bot checks the order ID from the database and then displays a message to the user regarding the status of the Product.

**DELIVERY STATUS**

If a user asks about the current location of his order after entering the Order ID, then we check the Order ID from the database if it is correct or not and then we display the message with the name of the location of the Product.

**SUPPORT**

If a customer is not satisfied with the product delivery or having issues with the product, then he can get in touch with the Support Team by mentioning the corresponding Product ID and the Chat Bot will provide necessary answers according to the query/issue faced by the customer.

**Architecture Diagram**

DELL Agent Chat Bot

Support

Delivery Status

Order Status

Customer

**Technical Description**

**\* What technologies/versions were used**

1. DialogFlow V2 API
2. Google Cloud Platform
3. MySQL Database Platform
4. HeroKu App Hosting
5. Php version 7.3.10
6. Bootstrap version 4.3.1

**\* Setup/Installations required to run the solution**

Working Internet Connection is required. Nothing else is required.

**\* Instructions to run the submitted code**

Deploy the back end code to using Heroku Git

Download and install the [Heroku CLI](https://devcenter.heroku.com/articles/heroku-command-line).

If you haven't already, log in to your Heroku account and follow the prompts to create a new SSH public key.

$ heroku login

**Clone the repository**

Use Git to clone dell-agent's source code to your local machine.

$ heroku git:clone -a dell-agent

$ cd dell-agent

**Deploy your changes**

Make some changes to the code you just cloned and deploy them to Heroku using Git.

$ git add .

$ git commit -am "make it better"

$ git push heroku master

Restore the dialogFlow.zip file into DialogFlow API.

Add the heroku app URL as webhook to DialogFlow API.

**Team Members**

|  |  |  |
| --- | --- | --- |
| **Name** | **Email ID** | **Contributions** |
| Praveen Raj | praveenclaws7@outlook.com | Full Stack Developer |
| Shubham Mittal | shubham\_201700386@smit.smu.edu.in | Database Management |
| Areen Sahu | areensahu1@gmail.com | Project Management |

----------------------------------------------------END-----------------------------------------------------------------