



# **E-COMMERCE WEBSITE WITH REVIEWRATING HANDLING**

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# Introduction

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E-commerce is fast gaining ground as an accepted and used business paradigm. More and more business houses are implementing web sites providing functionality for performing commercial transactions over the web. It is reasonable to say that the process of shopping on the web is becoming commonplace.

The objective of this project is to develop a general-purpose e-commerce store where any product (such as books, CDs, computers, mobile phones, electronic items, and home appliances) can be bought from the comfort of home through the Internet.

An online store is a virtual store on the Internet where customers can browse the catalog and select products of interest. The selected items may be collected in a shopping cart. At checkout time, the items in the shopping cart will be presented as an order. At that time, more information will be needed to complete the transaction.



The System takes review of various users, based on the review, system will specify whether the products and services provided by the E-commerce enterprise is good, bad, or worst. We use a database of sentiment-based keywords along with positivity or negativity weight in database and then based on these sentiment keywords mined in user review is ranked. This system is a web application where user will view various products and purchase products online and can give review about the merchandise and online shopping services. This system will help many E-commerce enterprises to improve or maintain their services based on the customer review as well as to improve the merchandise based on the customer review.

The user can see the product category base, for example by searching for furniture all the furniture in the database is displayed. Product search is done by voice search. You can see it in text form and see the product list.

# MODULES

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## USER MODULES

### ❑ ADMIN

- Approve shop
- View users
- Block/Unblock users
- View ratings
- View complaints and reply

## ❑ USER

- Registration
- View products
- Voice Search
- View category base product
- Add reviews
- view offers
- Book products
- Send complaint and view reply
- View booking status
- Send feedback

## ❑ AUTHOR

- Registration
- Add and manage products
- Add offers
- View rating
- View booking
- Update status
- View feedback
- View complaints and send reply

# METHODOLOGY

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An algorithm could be used to track and manage customer reviews, through mining topics and sentiment orientation from online customer reviews. In this system user will view various products and can purchase products online. Customer gives review about the merchandise and online shopping services. Certain keywords mentioned in the customer review will be mined and will be matched with the keywords which already exist in the database based on the comparison, system will rate the product and services provided by the enterprise. This system will use text mining algorithm in order to mine keywords. The System takes review of various users, based on the review, system will specify whether the products and services provided by the E-commerce enterprise is good, bad, or worst. We use a database of sentiment-based keywords along with positivity or negativity weight in database and then based on these sentiment keywords mined in user review is ranked. This system is a web application where user will view various products and purchase products online and can give review about the merchandise and online shopping services.

## **Review Analysing:**

### **Algorithm:**

Step1: Start

Step2: Input Review(k)

Step3: import SentimentIntensityAnalyzer library from nltk package

step4: Set positivity,negativity,neutral = 0

step5: Find polarity scores(k)

Step6: Set rating=2.5

Step7: If Polarity score of neutral > Polarity score of positive and

Polarity score of neutral > Polarity score of negative then return rating go to step:8

Step8: If Polarity score of negative > Polarity score of positive then go to step:9

else go to step:11

Step9: Set negvar= 5-(5\*Polarity score of negative)

Step10:If negvar > 2.5 then negvar=negvar-2.5 set rating=negvar

Step11:If negvar < 2.5 then negvar=negvar+2.5 set rating=negvar

Step12:Return Rating

step13: Stop

### **Input and Output:**

The input of the algorithm will be review statement in the form of string. The input may contain key words, special characters and stop words. The input goes through nltk algorithm and output polarity score. The polarity score will contain 3 values - Polarity score of Neutral, Positive and Negative. These 3 values will decide the type of the sentence. By analysing the polarity score we will get a single value that varies from 0 to 5. 0 means very bad and 5 means Excellent.



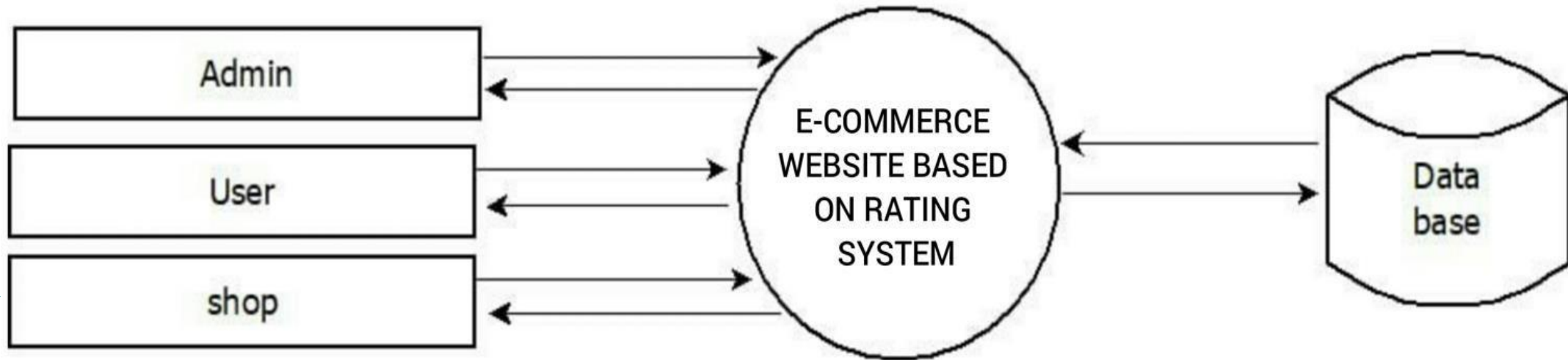
### Web-Speech recognition in JavaScript:

JavaScript provides us with methods to enable speech recognition with web speech API. This API acts as a controller in the interface for the recognition service, along with an event handler called `speechrecognition` which fires the event. Declare global variable `speechrecognition` for the window. This resides in the browser. To make it accessible in chrome also, there is another variable known as `webkitSpeechRecognition`. Declare all of them to a variable and then call it as a constructor of new later on.

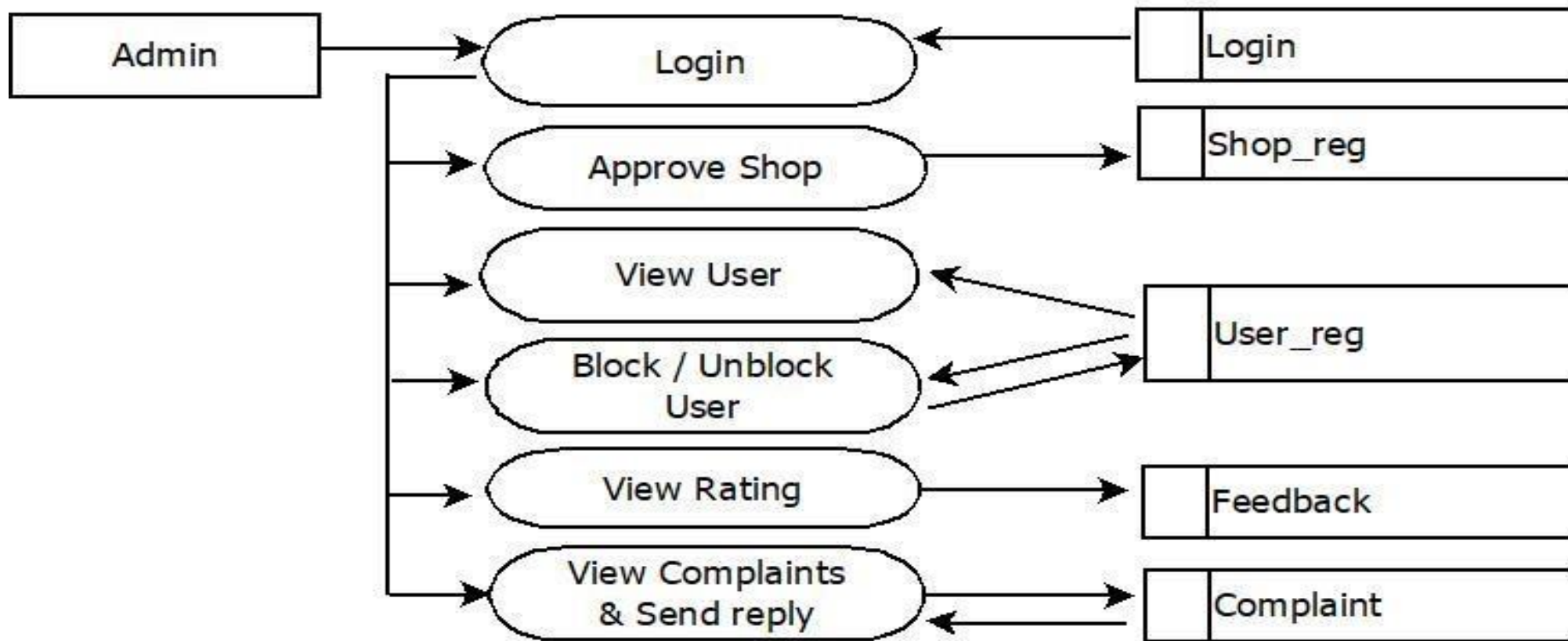
Ajax stands for Asynchronous JavaScript and XML. AJAX is a new technique for creating better, faster, and more interactive web applications with the help of XML, HTML, CSS, and java script. Ajax uses XHTML for content, CSS for presentation, along with document object model and JavaScript for dynamic content display. Conventional web applications transmit information to and from the server using synchronous requests. It means you fill out a form, hit submit, and get directed to a new page with new information from the server. With ajax, when you hit submit, JavaScript will make a request to the server, interpret the results, and update the current screen. In the purest sense, the user would never know that anything was even transmitted to the server.

# DATA FLOW DIAGRAM

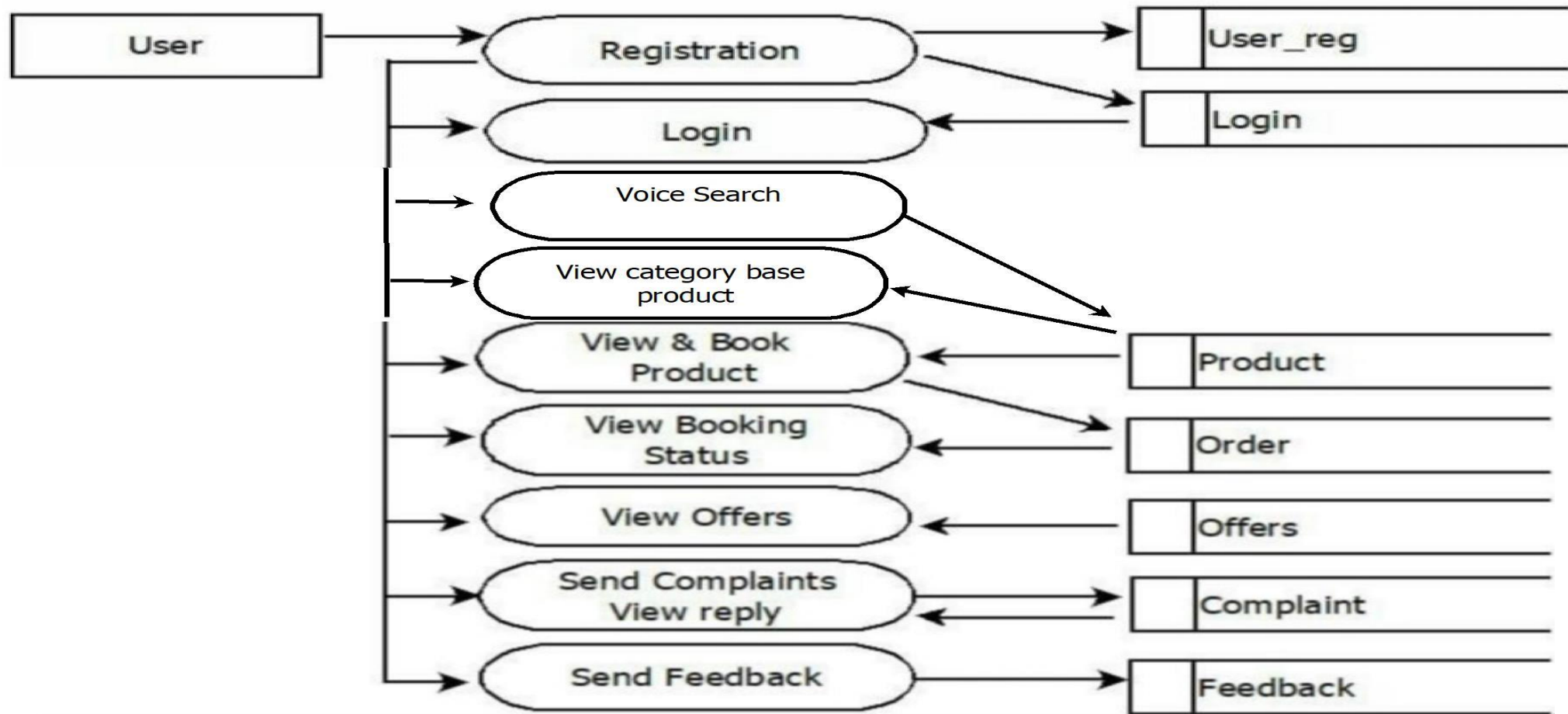
## LEVEL-0



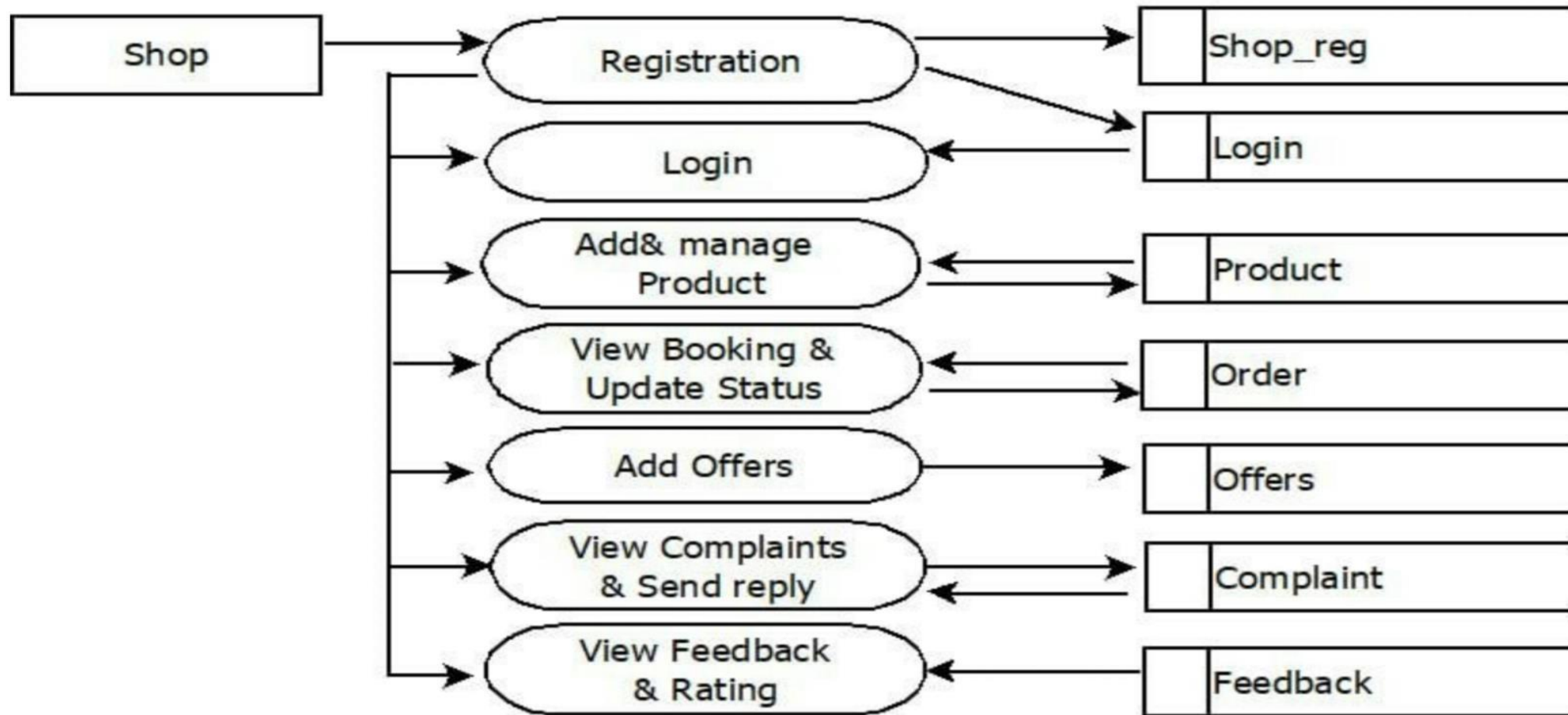
## LEVEL-1.1



## LEVEL-1.2



### LEVEL-1.3




# TABLE DESIGN


login

	Field	Type	Comment
	id	int(11) NOT NULL	
	username	varchar(200) NULL	
	password	varchar(200) NULL	
	type	varchar(200) NULL	


user\_reg

	Field	Type	Comment
	id	int(11) NOT NULL	
	firstname	varchar(200) NULL	
	lastname	varchar(200) NULL	
	gender	varchar(200) NULL	
	place	varchar(200) NULL	
	post	varchar(200) NULL	
	pin	varchar(200) NULL	
	phone	bigint(20) NULL	
	email	varchar(200) NULL	
	lid	int(11) NULL	


## shop\_reg

	Field	Type	Comment
	id	int(11) NOT NULL	
	shopname	varchar(200) NULL	
	place	varchar(200) NULL	
	post	varchar(200) NULL	
	pin	int(11) NULL	
	phone	bigint(20) NULL	
	lid	int(11) NULL	

## product

	Field	Type	Comment
	id	int(11) NOT NULL	
	productname	varchar(200) NULL	
	description	varchar(200) NULL	
	price	int(11) NULL	
	stock	varchar(200) NULL	

## review

	Field	Type	Comment
	id	int(11) NOT NULL	
	userid	int(11) NULL	
	review	varchar(300) NULL	
	date	varchar(200) NULL	
	companyId	int(11) NULL	

# DEVELOPING ENVIRONMENT

1. Processor : Intel Pentium IV
2. Monitor : Min. 14
3. RAM : 256 MB
4. Hard Disk : 80 GB
5. Keyboard : Standard 104 Keys
6. Modem : 56 Kbps
7. Mouse : Serial mouse
8. Operating System : Windows 8 or higher
9. Front End Tool : HTML, CSS, python
10. Back End Tool : MY SQL
11. IDE : PyCharm community
12. Web Browser : All new browsers



# PRODUCT BACKLOG

User Story ID	Priority <High/Medium/Low>	Size (Hours)	Sprint <#>	Status <Planned/In progress/Completed>	Release Date
1	Medium	3	1	Completed	22/04/2022
2	High	7		Completed	30/04/2022
3	Medium	2		Completed	3/05/2022
4	Medium	3	2	Completed	6/05/2022
5	Medium	3		Completed	15/05/2022
6	High	7	3	Completed	27/05/2022
7	High	7		Completed	3/06/2022

# PRODUCT BACKLOG

User Story ID	Priority <High/Medium/Low>	Size (Hours)	Sprint <#>	Status <Planned/In progress/Completed>	Release Date
8	Medium	2	4	Completed	08/06/2022
9	Medium	3		Completed	12/06/2022
10	High	7		Completed	20/06/2022
11	Medium	2	5	Completed	22/06/2022
12	High	3		Completed	25/06/2022
13	iHgh	6		Completed	01/07/2022
14	High	3		Completed	04/07/2022

# USER STORIES

UserStoryID	As a <type of user>	I want to	So that I can
1	Admin	Login	Login successful with correct username and password
2	Admin	view user	View users
3	Admin	view feedback	View feedbacks from users
4	Admin	Approve shop	Approve shop of users
5	Admin	Block unblock users	Block unblock users
6	Admin	View ratings	View ratings
7	Admin	View complaints and reply	View complaints and Reply to user

# USER STORIES

	As a <type of user>	I want to	So that I can
1	User	Registration	User's can register with this app
2	User	login	Login successful with correct Username and password
3	User	Voice Search	User's can speech category base product
4	User	View category base product	User's can view category base product
5	User	View and book product	User's can View and book products
6	User	View offers	User's can View offers on products
7	User	Send complaints and View reply	User's can Send complaints and View reply
8	User	View booking status	View booking status
9	User	Feedback	View Feedback

# USER STORIES

UserStoryID	As a <type of user>	I want to	So that I can
1	Shop	Registration	Registration by given shop detail
2	Shop	Login	Login successful with correct username and password
3	Shop	Add and manage product	Add and manage product
4	Shop	Add offers	Add offers on products
5	Shop	View booking and Update status	View booking and Update status
6	Shop	View feedback and rating	Understand the general idea about the article
7	Shop	View complaint and Send reply	The admin can redress the grievances of the user

# PROJECT PLAN

User Story ID	Task Name	Start Date	End Date	Days	Status
1	Sprint 1	20/04/2022	22/04/2022	3	Completed
2		24/04/2022	30/04/2022	7	Completed
3		2/04/2022	3/05/2022	2	Completed
4	Sprint 2	4/05/2022	6/05/2022	3	Completed
5		13/05/2022	15/05/2022	3	Completed
6	Sprint 3	21/05/2022	27/05/2022	7	Completed
7		28/05/2022	3/06/2022	7	Completed

# PROJECT PLAN

User Story ID	Task Name	Start Date	End Date	Days	Status
8	Sprint 4	7/06/2022	08/06/2022	2	Completed
9		10/06/2022	12/06/2022	3	Completed
10		14/06/2022	20/06/2022	7	Completed
11	Sprint 5	21/06/2022	22/06/2022	2	Completed
12		23/06/2022	25/06/2022	3	Completed
13		26/06/2022	01/07/2022	6	Completed
14		2/07/2022	04/07/2022	3	Completed

# SPRINT BACKLOG PLAN

Backlog Item	Status & completion date	Original estimate in hours	Day1	Day2	Day3	Day4	Day5	Day6	Day7	Day8	Day9	Day10	Day11	Day12	Day13	Day14
User story #1,#2,#3		hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs
Table design	22/04/2022	3	1	1	1	0	0	0	0	0	0	0	0	0	0	0
Form design	30/04/2022	7	0	0	0	0	1	1	1	1	1	1	1	0	0	0
Coding	3/05/2022	2	0	0	0	0	0	0	0	0	0	0	0	0	1	1
User story #4,#5																
Manage products details	6/05/2022	3	1	1	1	0	0	0	0	0	0	0	0	0	0	0
Rating management	15/05/2022	3	0	0	0	0	0	0	0	0	0	1	1	1	0	0
User story #6,#7																
Registration	27/05/2022	7	1	1	1	1	1	1	1	0	0	0	0	0	0	0
User history mapping	3/06/2022	7	0	0	0	0	0	0	0	1	1	1	1	1	1	1



# SPRINT BACKLOG PLAN

Backlog Item	Status & completion date	Original estimate in hours	Day1	Day2	Day3	Day4	Day5	Day6	Day7	Day8	Day9	Day10	Day11	Day12	Day13	Day14
User story #8,#9,#10		hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs
Login	8/06/2022	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Registration	12/06/2022	3	0	0	0	1	1	1	0	0	0	0	0	0	0	0
Add manage products	20/06/2022	7	0	0	0	0	0	0	0	1	1	1	1	1	1	1
User story #11,#12,#13,#14																
View Rating	22/06/2022	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Edit Details	25/06/2022	3	0	0	1	1	1	0	0	0	0	0	0	0	0	0
editing data	1/07/2022	6	0	0	0	0	0	1	1	1	1	1	1	0	0	0
Testing & Output generation	4/07/2022	3	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Total		58	5	5	4	3	4	4	3	4	4	5	5	4	4	4

# SPRINT ACTUAL

Backlog Item	Status & completion date	Original estimate in hours	Day1	Day2	Day3	Day4	Day5	Day6	Day7	Day8	Day9	Day10	Day11	Day12	Day13	Day14
User story #1,#2,#3		hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs
Table design	22/04/2022	3	1	1	1	0	0	0	0	0	0	0	0	0	0	0
Form design	30/04/2022	7	0	0	0	0	1	1	1	1	1	1	1	0	0	0
Coding	3/05/2022	2	0	0	0	0	0	0	0	0	0	0	0	0	1	1
User story #4,#5																
Manage products details	6/05/2022	3	1	1	1	0	0	0	0	0	0	0	0	0	0	0
Rating management	15/05/2022	3	0	0	0	0	0	0	0	0	0	1	1	1	0	0
User story #6,#7																
Registration	27/05/2022	7	1	1	1	1	1	1	1	0	0	0	0	0	0	0
User history mapping	3/06/2022	7	0	0	0	0	0	0	0	1	1	1	1	1	1	1

# SPRINT ACTUAL

Backlog Item	Status & completion date	Original estimate in hours	Day1	Day2	Day3	Day4	Day5	Day6	Day7	Day8	Day9	Day10	Day11	Day12	Day13	Day14
User story #8,#9,#10		hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs
Login	8/06/2022	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Registration	12/06/2022	3	0	0	0	1	1	1	0	0	0	0	0	0	0	0
Add manage products	20/06/2022	7	0	0	0	0	0	0	0	1	1	1	1	1	1	1
User story #11,#12,#13,#14																
View Rating	22/06/2022	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Edit Details	25/06/2022	3	0	0	1	1	1	0	0	0	0	0	0	0	0	0
editing data	1/07/2022	6	0	0	0	0	0	1	1	1	1	1	1	0	0	0
Testing & Output generation	4/07/2022	3	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Total		58	5	5	4	3	4	4	3	4	4	5	5	4	4	4



**THANK YOU**

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