TITLE OF PROJECT

ONLINE LOGISTICS CHATBOT SYSTEM

END TERM REPORT

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APPENDIX 2

Student Declaration

This is to declare that this report has been written by us. No part of the report is copied from other sources. All information included from other sources are being duly acknowledged. we aver that if any part of the report is found to be copied, we are shall take full responsibility for it.

Signature of Student

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45,44,46,60

Place:Punjab

Date:05-04-2020

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BONAFIDE CERTIFICATE

Certified that this project report "…….ONLINE LOGISTICS CHATBOT SYSTEM ……..” is the bonafide work of "…….Ravi Singh,Harsh jaiswal,Akhil P, Aniket Anand..……” who carried out the project work under my supervision.

Signature of the Supervisor

Shabnam

25660

Department of Intelligent Systems

INTRODUCTION

A Logistics chatbot is an ideal tool for customers to achieve better supply chain visibility. supply chain integration and “erp” systems provides existing data and interfaces which are a good basis for automated data retrieval when tracking shipments. when it comes to the exception that are, customers encounter like shipped products and their deliveries are not similar, the logistics chatbot can handle reclamations and error proces automatically if the customer wants, they was switch to a customer service representative anytime who can continue the chat from where bot left off.

logistics chatbot development & adaptation is become more and more applicable in logistics. Logistics and supply chain was founded

that chatbot was extensively helpful due to the following use cases.

How the chatbot for logistics will work:

effortless supply chain integrations: Supply Chain will hire chatbot developers to make interactions with an “erp system” easier. instead of traversing from complicated UI, chatbots provide a conversational ui that users is already familiar. The bot platforms do the hard job of understanding the user query, enquiry the erp in a way so it understand and then they throws backs information in such way so that users understand and get some useful information.

reduce dependency Of data processes: chatbots reduces the dependency on data entry processes like order booking to great extent and enable the customer to book from his mobile and track it. In the businesses like Logistics, where cost is a key factor and margins are deminized, chatbots is a ways for optimize a resource management and so lead to increase in customer engagement.

Purpose: To establishs a real-time engagement with your customers.

Objective: To engage with users where the users are hanging out instead of asking users to download an app or visit a website to engage with your service/business

Benefits of Implementing Logistic chatbot.

Here so many ways chatbot technology helps business in logistics, delivery, and transportation:

1. chatbots were provide quick and accurate responsed to customer queries.

2. chatbots can facilitate site navigation for customers

A bot can help your customers to move around within your site easier. Then it enhances user experience and reduced bounce rate.

3. chatbots can receive delivery requests customers can request deliveries through the logistics chatbots, The bot can get the details of the order, process it, and even also issue a receipt.

4. chatbots can also process order amendment

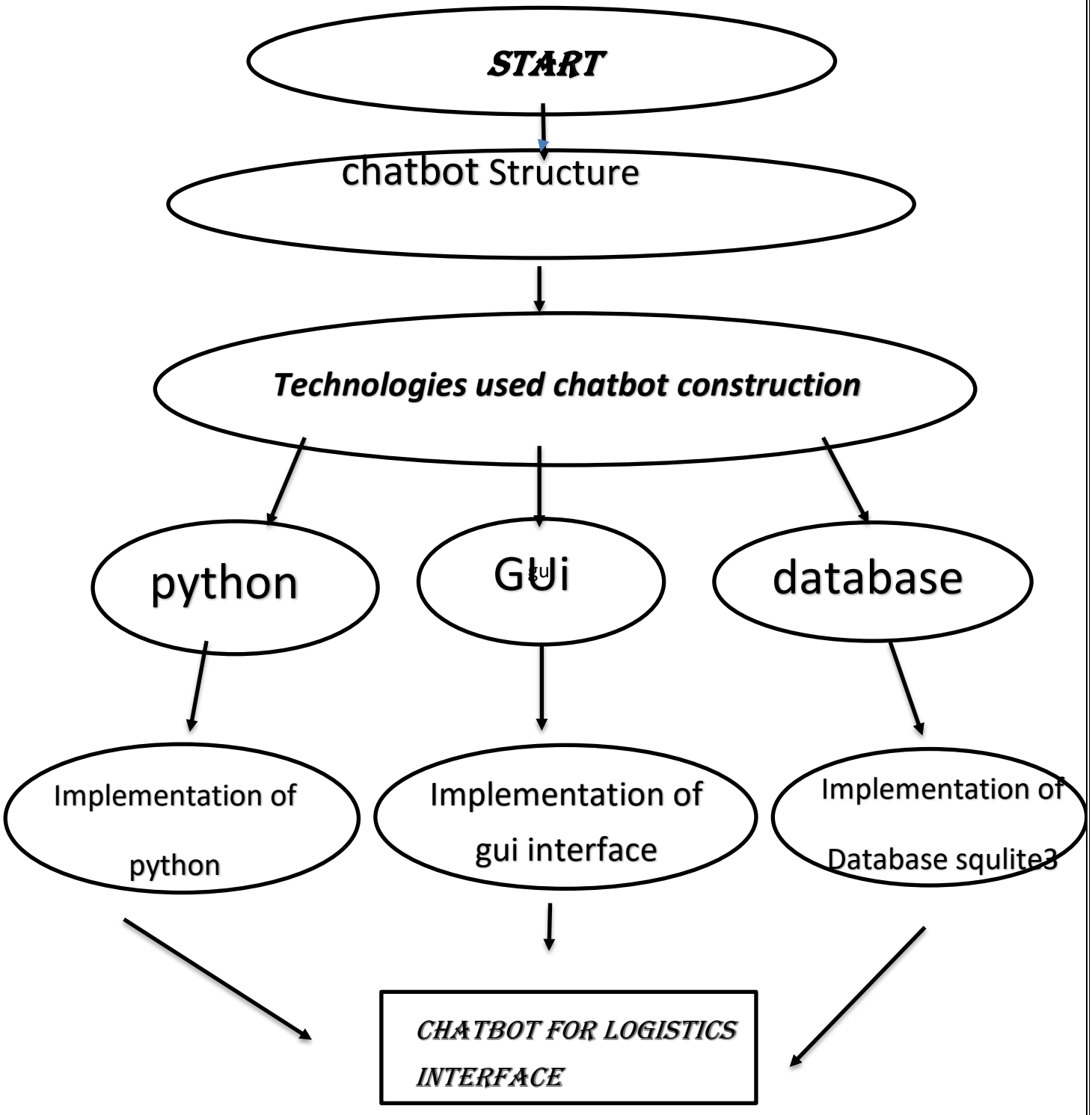
logistics chatbots were also help customers cancel or amend their deliveries. by using of order tracking number, bots were retrieve order details from the company database and assist the customer accordingly.

5. chatbots can track shipments

Chatbots can perform shipment tracking in logistics transportation better and faster. While the users had to fill online forms are placed on a company website, now they can handle by activate a chatbot to find out the required information. For example, an AI-based chatbot

launched by ups can be accessed by users even via Facebook or Skype.

Flow Chart



MODULE USE IN WEBSITE

1)basic python module

2) ChatterBot module

3) Flask module

4) use of Gui

5) database squlite3

WORK DIVISION

1)Ravi singh:

coding ofchatbot,databaseconnectivity,implement the logistic information,gui.

2)Aniket anand:

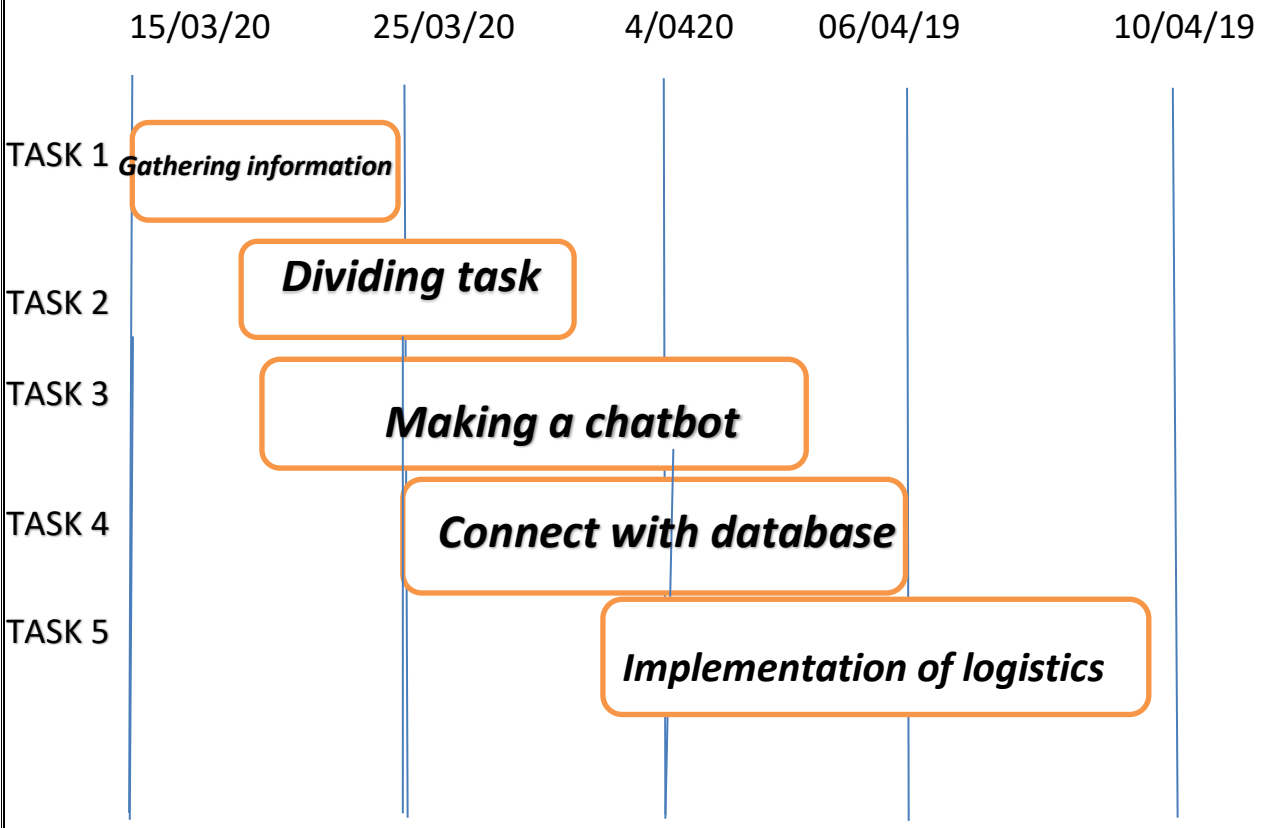
coding of chatbot, implement the logistic information,gui

3)Akhil p:

coding of chatbot, database connectivity,gui

4)harsh: coding of chatbot, database connectivity,gui

GANTT CHART

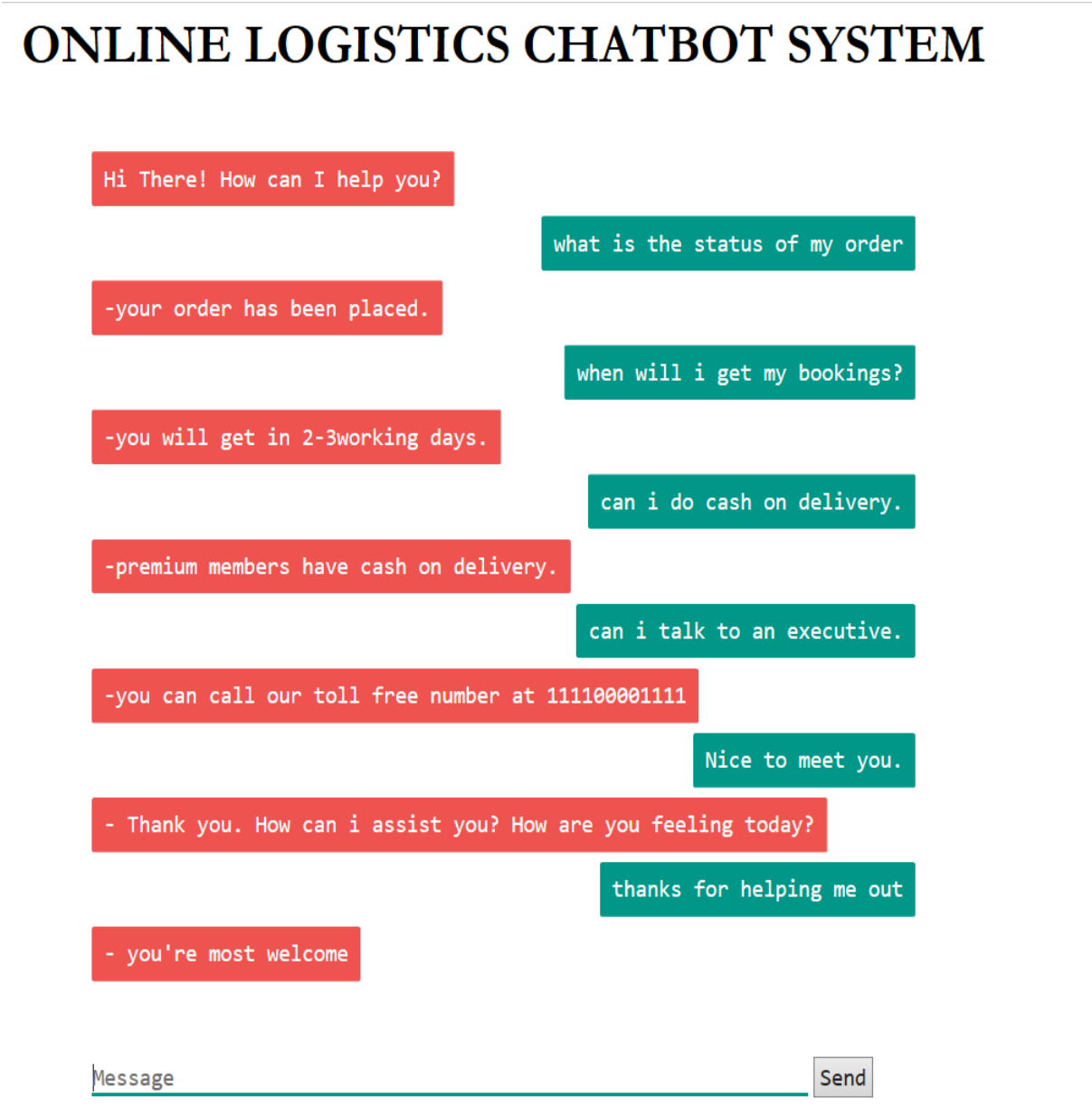

15/03/20
25/03/20
4/0420
06/04/19
10/04/19
TASK 1
Gathering information
Dividing task
TASK 2
TASK 3
Making a chatbot
TASK 4
Connect with database
TASK 5
Implementation of logistics

Working of chatbot for logistics:

- **request a delivery**. In making a purchase or booking a service, users were request deliver via a logistics chatbot. Pickup and deliver addresses, dates and times, additional services, such as insurance or express shipment – the chatbot can handle all these details, process her order and issue a receipt with all the necessary information.
- **Amend an order**. users can be change and cancel a delivery via a chatbot using the tracking number that was issued after the order confirmation. chatbot can be retrieve the special conditions, if any, from the database and apply them in each particular case.
- **Track a shipment**. we are able to track our shipments on the delivery company website via a special form. Just paste in or type your shipment number and the current status of your delivery is displayed on the site . Chatbots can do the same but in better way.

  Secondly, the chatbot will require you to enter the shipment number only once, and with any subsequent inquiry will update the information. In an online form, you need to enter the number each time you look up the shipment status on the web.

Snapashot:


ONLINE LOGISTICS CHATBOT SYSTEM
Hi There! How can I help you?
what is the status of my order
-your order has been placed.
when will i get my bookings?
-you will get in 2-3working days.
can i do cash on delivery.
-premium members have cash on delivery.
can i talk to an executive.
-you can call our toll free number at 111100001111
Nice to meet you.
- Thank you. How can i assist you? How are you feeling today?
thanks for helping me out
- you're most welcome
Message
Send

Technology and frame work used:

Technology:

1)Python: Python is an interpreted, high-level, general-purpose programming language. Python's design philosophy emphasizes code readability with its notable use of significant whitespace. Its language constructs and object-oriented approach aim to help programmers write clear, logical code for small and large-scale projects.[

2)Data base using sqlite: Database is used for storing a information Permantly .Whenever we want a information for some condition in program we Can easily access from that

3)Gui:Gui is graphical user interface in which if user interact with machine it make one interface in which internally coding is not showing to user only the user interaction thing are showing on that.

Framework:

1) **The Bot Scope**:It basically explains what the chatbot is all about. but it is really important to make clear what people can expect from our chatbot. This is normally a business decision that comes from Management,. The logistics chatbot was developed was meant to be useful by helping people decide which technological product they should buy, and which vendor will be offering the best price.

2) **The Chatbot Personality**:I take this part really seriously. The personality of the chatbot is one of the most important points to take into account if we want our assistant to succeed.

3) A Prioritized List of Must-Have Features

4) The Chatbot Flow:This is the most complex part, but I never give any step forward without knowing the previous ones. Once that I got all that information is time to start designing how the chatbot will behave in every possible scenario in its interaction with every user

Future Scope Using different technology:

Internet-of-Things

Connected devices are already widely used in logistics companies for warehouse and inventory management.

When the database storing the data received from the IoT devices is connected to a chatbot, the flow of warehouse management gets even easier The chatbot can inform the manager or worker of the shipment arrival, the absence of a particular item, a breakdown of the conditioning system in the warehouse that may result in the goods damage.

Voice recognition

An advanced chatbot with voice recognition can be a valuable addition to a logistics business where workers often are either driving various vehicles or have their hands full.

A special skill for Amazon Alexa or Siri can open great opportunities.

Big Data

Chatbots in logistics are an excellent source of information that they can gather quickly, easily and in large quantities.

They can collect and organize data from customers, warehouses, suppliers, vehicles, and personnel. This data can then be analyzed and used for operations planning, machine learning, promotional campaigns.

SWOT Analysis:

Strengths:

1. Automatization of standardized conversation
2. Low knowledge barriers
3. Low Costs
4. Improves over time
5. Implementation

Weakness:

1. Only in Beta version
2. Correct data
3. Robustness

Opportunities

1. Threats
2. Ride the wave of development
3. Numerous functionalities
4. Enhanced work climate

Threats

1. Costs
2. Integrity
3. Availability
4. Acceptability