

**RV College of Engineering®, Bengaluru – 59**  
**Department of Computer Science and Engineering**  
**Database Design Self Study (18CS53)**

**Synopsis**

<b>TITLE: Conversational AI based Trading Partner Onboarding</b>		
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## **1.Introduction**

Communicating with customers through live chat interfaces has become an increasingly popular means to provide real-time customer service in many e-commerce settings. Today, human chat service agents are frequently replaced by conversational software agents or chatbots, which are systems designed to communicate with human users by means of natural language often based on artificial intelligence (AI).

The Conversational AI based TP Onboarding chatbot provides a user friendly environment which saves time and cost. The chatbot has the potential to effectively transform productivity as it gives the required functionalities for all the users namely, the trading partners, service providers and the customers. Hence, Artificial Intelligence based Onboarding is increasing the attention among all the e-commerce service providers due to its reliability.

## **2. Existing System**

Here are some of the features of existing system:

- Currently most of the B2B communication happens via call or SMS where the users(trading partners or customers) are guided regarding the documents that have to be submitted, the format in which details have to be given etc.
- The user further sends the necessary details to the service provider/trading partner via mail or provides it again via call or SMS to the concerned e-commerce service providers.



- These details are further manually entered into the service providers'/trading partners' systems and when tracking of business is required , details have to be manually retrieved and have to be conveyed to the respective user.
- There is always a persons' intervention to retrieve any kind of data(current status,graphical view of the services etc) for any user i.e., there is always a third party involved in the communication between any two users(service providers,trading partners,customers).
- Hence, most of the work is done manually which consumes a lot of time.

### **3.Proposed System**

The features of the proposed system are as follows:

- There is a conversational AI based chatbot which is different for different users(service providers,trading partners,customers).
- Each user has certain privileges set and hence, can't access information that is not meant for them, which ensures security and confidentiality of B2B information.
- The chatbot is user friendly , trained to answer almost all the queries of any user and takes each user through a series of questions,which are easily understandable.
- Once, these questions are answered one by one , either the required information is retrieved and provided to the concerned user or the data is taken from the user and saved in the database for future use.
- The hassle of misunderstanding and the time spent on conveying information via mails,calls,SMS is reduced to a great extent.
- Using the IBM services(watson assistant, cloud functions,cloudant database etc) we provide all the services provided manually otherwise , which ensures security of data , efficient and faster retrieval of data and productive communication.
- It also provides options to view reports and charts for analysis and also facilities to download them.
- This portal caters to all needs involved in daily businesses like sending mails, updating and checking various process dates, viewing, updating and retrieving data, provides options to choose their hosted service( VAN or AS2) for sharing data etc.



## **4.Database Structure**

- Customer master: Username, password, customer name, VAN provider, AS2URL, AS2ID, database name
- Service provider master: Username, password
- Trading partner master: Username, password, TP name, VAN or AS2, status, Go live date, test start date, contact name, email
- Surveys of TP: EDI ID, email, VAN provider, AS2 ID, AS2 URL
- Uploaded files TP: AS2 certificate, TP name
- Uploaded files customer: AS2 certificate, customer name
- Customer databases: TP name, contact name, email, status, Van or AS2, survey filled

## **5.Societal Concern**

Societal concern:

This portal provides a user friendly environment which saves time and cost. Hence, Artificial Intelligence based Onboarding is increasing the attention among all the e-commerce service providers due to its reliability. This portal improves communication, improves data entry and updation, provides easy ways to analyse data and get reports, provides easy accessibility with an easy to use user interface and chatbot.

Additional recent technologies:

This portal uses a chatbot for a conversational experience. The chatbot is built using IBM's Watson Assistant. It uses Machine Learning and Natural Language Understanding for better conversational flow, for right answers through the bot, and automation. One can also modify Watson Assistant's responses easily to create an artificial personality that reflects the brand's demographics.





