

Chatbot To Shop For Essentials During Pandemic

Using Watson Assistant

Introduction

1.1 Overview

Today, because of social distancing and other issues it can be risky for some people to shop for essential items in person. This project helps with this issue by giving people an online option to shop for essentials.

1.2 Purpose

It is proposed to build a chatbot with the following capabilities:

1. Give the list of items in the Store
2. Show the prices of vegetables
3. Display if there are any offers or discounts
4. Be able to take details like name, contact number, email address, and the items to place the order.

The following Services will be used to build the chatbot:

1. IBM Watson Assistant
2. Node-Red

Literature Survey

2.1 Existing Problem

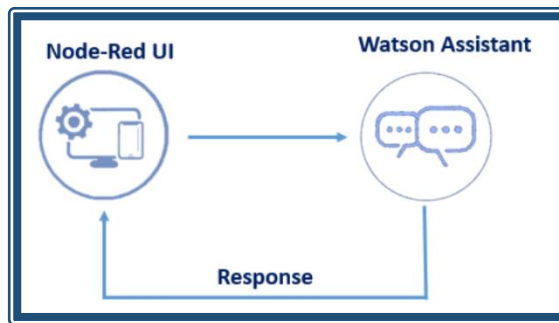
The Covid 19 pandemic has made Social Distancing a way of life. It is essential to minimise physical contact with strangers to control the spread of the disease. However, there are some situations where people are forced to go out – one of them being to shop for essentials. It is imperative that this problem be resolved to control the spread of the disease.

2.2 Proposed Solution

To avoid crowding in shops selling essential; items an online system is proposed which will allow people to buy all their essential items requirements online. The Grocery Chatbot is built with the intention of facilitating this process.

Theoretical Analysis

3.1 Block Diagram



3.2 Hardware/Software Designing

The following IBM services are used in software design of this project:

1. IBM Watson Assistant
2. Node-Red

Event Flow

1. Create account on IBM cloud and Smart Internz using institutional ID.
2. Using Watson Assistant services from IBM cloud, the bot implementation has been done which includes following:
 - i. Intents which are the user input. It includes #enquiry, #greetings and #order.
 - ii. Entities which are keyword extracted from intent. In my project I have implemented following entities: @email, @enquiry, @greetings, @items, @mobile and @order
 - iii. Dialog: Which is conversation by bot to user input. It has been implemented using various nodes as well as various child node.
3. This chat bot is integrated with Node-Red to create user interface.

Result

I. Using Watson Assistant

Test Link:

<https://web-chat.global.assistant.watson.cloud.ibm.com/preview.html?region=eu-gb&integrationID=e5ac4286-af81-411c-bf33-e571bfd825f5&serviceInstanceID=d3758ded-f5da-45d1-a0bc-1ec62e032016>

1.

The screenshot displays the IBM Watson Assistant interface. On the left, a sidebar lists navigation options: Intents, Entities, Dialog, Options, Analytics, Versions, and Content Catalog. The 'Dialog' section is selected, showing a flowchart for 'My first skill'. The flowchart includes four nodes: 'Welcome' (with a 'welcome' intent), 'Greetings' (with a '#Greetings || @Greetings' intent), 'Enquiry' (with a '#Enquiry || @Enquiry' intent), and 'Order' (with a '#Order && @Order' intent). Each node shows its response count and context set status. On the right, a 'Try it out' chat window is open, displaying a welcome message from a 'Grocery Store bot' and a text input field with the placeholder 'Enter something to test your assistant'.

2.

This screenshot is similar to the first one, showing the same IBM Watson Assistant interface. However, in the 'Try it out' chat window on the right, the text input field now contains the email address 'savior@gmail.com'. The rest of the interface, including the dialog flow and sidebar, remains identical to the previous screenshot.

3.

IBM Watson Assistant Lite Upgrade Learning center

My first skill Save new version

Intents Entities Dialog Options Analytics Versions Content Catalog

Add node Add child node Add folder

Welcome
welcome
1 Responses / 0 Context Set / Does not return

Greetings
#Greetings || @Greetings
4 Responses / 0 Context Set / Does not return

Enquiry
#Enquiry || @Enquiry
4 Responses / 0 Context Set / Returns

Order
#Order && @Order
4 Responses / 0 Context Set / Returns

Try it out Clear Manage Context 2 X

know!!!
But first I would like to know a little more about you... Can you please share your name and email id.

savio@gmail.com

Irrelevant

@email:email

Thank You for sharing your mail id. Your mail id savio@gmail.com will be used for further references

Please share your mobile number

Use the up key for most recent

Enter something to test your assistant

4.

IBM Watson Assistant Lite Upgrade Learning center

My first skill Save new version

Intents Entities Dialog Options Analytics Versions Content Catalog

Add node Add child node Add folder

Welcome
welcome
1 Responses / 0 Context Set / Does not return

Greetings
#Greetings || @Greetings
4 Responses / 0 Context Set / Does not return

Enquiry
#Enquiry || @Enquiry
4 Responses / 0 Context Set / Returns

Order
#Order && @Order
4 Responses / 0 Context Set / Returns

Try it out Clear Manage Context 3 X

Please share your mobile number

8765432345

Irrelevant

@sys-number:8765432345

Thank you for sharing your mobile number. Your Mobile Number 8765432345 will be used for future communications... Please browse through our items list, special offers and our specials for the day... Happy Shopping

Use the up key for most recent

Enter something to test your assistant

5.

The screenshot shows the IBM Watson Assistant Lite interface. The main panel displays a skill named "My first skill" with a dialog flow. The flow includes four nodes: "Welcome", "Greetings", "Enquiry", and "Order". Each node has a list of responses and context set information. The right panel shows a preview window titled "Try it out" with a search bar and a list of items.

Dialog Flow:

- Welcome:** welcome (1 Responses / 0 Context Set / Does not return)
- Greetings:** #Greetings || @Greetings (4 Responses / 0 Context Set / Does not return)
- Enquiry:** #Enquiry || @Enquiry (4 Responses / 0 Context Set / Returns)
- Order:** #Order && @Order (4 Responses / 0 Context Set / Does not return)

Preview Window:

Items

Irrelevant

@Enquiry:Items

Family Wish List

Use the up key for most recent

Enter something to test your assistant.

6.

The screenshot shows the IBM Watson Assistant Lite interface. The main panel displays a skill named "My first skill" with a dialog flow. The flow includes four nodes: "Welcome", "Greetings", "Enquiry", and "Order". Each node has a list of responses and context set information. The right panel shows a preview window titled "Try it out" with a search bar and a list of items.

Dialog Flow:

- Welcome:** welcome (1 Responses / 0 Context Set / Does not return)
- Greetings:** #Greetings || @Greetings (4 Responses / 0 Context Set / Does not return)
- Enquiry:** #Enquiry || @Enquiry (4 Responses / 0 Context Set / Returns)
- Order:** #Order && @Order (4 Responses / 0 Context Set / Does not return)

Preview Window:

Price List

#Enquiry

@Enquiry:Price

Price List

Commodity	Unit	Last Saturday	This Saturday
Potato (red)	Kg	Rs 38	Rs 45
Potato (white)	Kg	Rs 33	Rs 35
Tomato	Kg	Rs 45	Rs 55
Cowpea	Kg	Rs 85	Rs 95
Cauliflower (local)	Kg	Rs 75	Rs 85
Practical guard	Kg	Rs 75	Rs 75
Pomegranate	Kg	Rs 215	Rs 215
Pineapple	1 piece	Rs 135	Rs 145
Mango	Kg	Rs 145	Rs 145

Use the up key for most recent

Enter something to test your assistant.

7.

IBM Watson Assistant Lite

Upgrade

Learning center ?

My first skill

Save new version

Intents

Entities

Dialog

Options

Analytics

Versions

Content Catalog

Add node

Add child node

Add folder

Welcome

welcome

1 Responses / 0 Context Set / Does not return

Greetings

#Greetings || @Greetings

4 Responses / 0 Context Set / Does not return

Enquiry

#Enquiry || @Enquiry

4 Responses / 0 Context Set / Returns

Order

#Order && @Order

4 Responses / 0 Context Set / Returns

Try it out

Clear

Manage Context 3

Cauliflower (local)	Kg	Rs 75	Rs 85
Painted gourd	Kg	Rs 75	Rs 75
Pomegranate	Kg	Rs 215	Rs 215
Pineapple	1 piece	Rs 135	Rs 145
Mango	Kg	Rs 145	Rs 145

Offers

#Enquiry

@Enquiry:Offers

We are having 10 % off on non leafy vegetables today

We are having 15 % discount on leafy vegetables

Use the up key for most recent

Enter something to test your assistant

8.

IBM Watson Assistant Lite

Upgrade

Learning center ?

My first skill

Save new version

Intents

Entities

Dialog

Options

Analytics

Versions

Content Catalog

Add node

Add child node

Add folder

Welcome

welcome

1 Responses / 0 Context Set / Does not return

Greetings

#Greetings || @Greetings

4 Responses / 0 Context Set / Does not return

Enquiry

#Enquiry || @Enquiry

4 Responses / 0 Context Set / Returns

Order

#Order && @Order

4 Responses / 0 Context Set / Returns

Try it out

Clear

Manage Context 3

we are having 10 % off on non leafy vegetables today

We are having 15 % discount on leafy vegetables

Special Vegetables

Irrelevant

@Enquiry:Specials

Special Vegetables

- Broccoli
- Mushroom
- Chinese Cabbage

Use the up key for most recent

Enter something to test your assistant

9.

The screenshot shows the IBM Watson Assistant Lite interface. On the left, a sidebar contains navigation links: Intents, Entities, Dialog, Options, Analytics, Versions, and Content Catalog. The main area displays a dialog flow for 'My first skill'. The flow starts with a root node '1 Responses / 0 Context Set / Does not return'. It branches into three main paths: 'Greetings' (4 Responses / 0 Context Set / Does not return), 'Enquiry' (4 Responses / 0 Context Set / Returns), and 'Order' (1 Responses / 3 Context Set / 3 Slots / Skip user input / Retu...). The 'Enquiry' node is highlighted with a blue border. Below the flow, there is an 'Anything else' node (1 Responses / 0 Context Set / Does not return). On the right, a 'Try it out' chat window is open, showing a list of 'Special Vegetables' (Broccoli, Mushroom, Chinese Cabbage) and a selected item 'Broccoli' with a price of 'Rs. 250/- per Kg'. The chat window also includes a 'Manage Context' button and a text input field.

10.

This screenshot is similar to the previous one, showing the IBM Watson Assistant Lite interface. The dialog flow for 'My first skill' is the same, but the 'Enquiry' node is still highlighted. The 'Try it out' chat window on the right shows a different state: the 'Special Vegetables' list is still present, but the selected item is now 'Order' with a price of 'Rs. 250/- per Kg'. The chat window also displays a prompt 'Can you specify the item you want' and a text input field for testing the assistant.

11.

The screenshot shows the IBM Watson Assistant Lite interface. On the left, a sidebar lists navigation options: Intents, Entities, Dialog, Options, Analytics, Versions, and Content Catalog. The main area displays a dialog flow for 'My first skill'. The flow starts with a root node '1 Responses / 0 Context Set / Does not return'. It branches into three main paths: 'Greetings' (4 Responses / 0 Context Set / Does not return), 'Enquiry' (4 Responses / 0 Context Set / Returns), and 'Order' (1 Responses / 3 Context Set / 3 Slots / Skip user input / Retu...). The 'Enquiry' node is highlighted with a blue border. To the right, a 'Try it out' chat window is open, showing a conversation history with the assistant. The current context is '#Order' and '@Order:Order'. The chat window includes a 'Clear' button, a 'Manage Context' button with a blue circle containing the number 4, and a text input field with the placeholder 'Enter something to test your assistant'.

12.

The screenshot shows the IBM Watson Assistant Lite interface, similar to the previous one. The dialog flow for 'My first skill' is the same, but the 'Enquiry' node is still highlighted. The 'Try it out' chat window on the right shows a different conversation state. The context is now 'Irrelevant' and '@Items:Potato'. The chat history shows a previous message 'Can you specify the item you want' and a response 'Potato'. The current context is 'Irrelevant' and '@Items:Potato'. The chat window includes a 'Clear' button, a 'Manage Context' button with a blue circle containing the number 5, and a text input field with the placeholder 'Enter something to test your assistant'.

13.

IBM Watson Assistant Lite

Upgrade

Learning center

?

My first skill

Save new version

Intents

Entities

Dialog

Options

Analytics

Versions

Content Catalog

Add node

Add child node

Add folder

1 Responses / 0 Context Set / Does not return

Greetings

#Greetings || @Greetings

4 Responses / 0 Context Set / Does not return

Enquiry

#Enquiry || @Enquiry

4 Responses / 0 Context Set / Returns

Order

#Order && @Order

1 Responses / 3 Context Set / 3 Slots / Skip user input / Retu...

Anything else

anything_else

1 Responses / 0 Context Set / Does not return

Try it out

Clear

Manage Context 1

×

COD

Irrelevant

@Payment:COD

Thank You . . . Your Order of 5 Kg Potato is placed. Please pay using COD. Details of total bill and link for payment [in case of UPI or Card Payment] will be sent to your email id savio@gmail.com and Mobile Number 8765432345

Hello. I am a Grocery Store bot here to help you shop. I can provide you with the list of Available Items and their Prices. I can also keep you updated on the latest Offers and Specials of the day. When you

Use the up key for most recent

Enter something to test your assistant

II. Using Node Red

1.

Chatbot

Enter your input *

savio@gmail.com

SUBMIT

CANCEL

you

savio@gmail.com

Thank You for sharing your mail
Bot id. Your mail id savio@gmail.com
will be used for further references

Welcome

2.

Chatbot

Enter your input *

9877865456

SUBMIT

CANCEL

you

9877865456

Thank you for sharing your mobile
number. Your Mobile Number
9877865456 will be used for
Bot future communications. . . Please
browse through our items list,

Welcome

3.

Enter your input

Items

SUBMITCANCEL

you

Items

Bot

Family Wish List

Products/Deli	Meat	Vegetables	Grains	Spices	Personal Care
<input type="checkbox"/> Apples	<input type="checkbox"/> Beef	<input type="checkbox"/> Asparagus	<input type="checkbox"/> Barley	<input type="checkbox"/> Basil	<input type="checkbox"/> Baby Wipes
<input type="checkbox"/> Bananas	<input type="checkbox"/> Chicken	<input type="checkbox"/> Beans	<input type="checkbox"/> Beans	<input type="checkbox"/> Bay Leaf	<input type="checkbox"/> Baby Diapers
<input type="checkbox"/> Berries	<input type="checkbox"/> Fish	<input type="checkbox"/> Broccoli	<input type="checkbox"/> Bulgur	<input type="checkbox"/> Black Pepper	<input type="checkbox"/> Baby Shampoo
<input type="checkbox"/> Bread	<input type="checkbox"/> Lamb	<input type="checkbox"/> Cabbage	<input type="checkbox"/> Buckwheat	<input type="checkbox"/> Cardamom	<input type="checkbox"/> Baby Lotion
<input type="checkbox"/> Butter	<input type="checkbox"/> Pork	<input type="checkbox"/> Cauliflower	<input type="checkbox"/> Breadcrumbs	<input type="checkbox"/> Celery	<input type="checkbox"/> Baby Oil
<input type="checkbox"/> Cheese	<input type="checkbox"/> Sausages	<input type="checkbox"/> Carrots	<input type="checkbox"/> Cereal	<input type="checkbox"/> Cinnamon	<input type="checkbox"/> Baby Powder
<input type="checkbox"/> Eggs	<input type="checkbox"/> Steak	<input type="checkbox"/> Celery	<input type="checkbox"/> Couscous	<input type="checkbox"/> Cloves	<input type="checkbox"/> Baby Wipes
<input type="checkbox"/> Fish	<input type="checkbox"/> Turkey	<input type="checkbox"/> Corn	<input type="checkbox"/> Cranberries	<input type="checkbox"/> Cumin	<input type="checkbox"/> Baby Diapers
<input type="checkbox"/> Fruit	<input type="checkbox"/> Venison	<input type="checkbox"/> Cucumbers	<input type="checkbox"/> Dried Fruit	<input type="checkbox"/> Curry Powder	<input type="checkbox"/> Baby Lotion
<input type="checkbox"/> Grains	<input type="checkbox"/> Wild Game	<input type="checkbox"/> Eggplant	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Dill	<input type="checkbox"/> Baby Shampoo
<input type="checkbox"/> Herbs	<input type="checkbox"/> Pork	<input type="checkbox"/> Garlic	<input type="checkbox"/> Fennel	<input type="checkbox"/> Eucalyptus	<input type="checkbox"/> Baby Wipes
<input type="checkbox"/> Honey	<input type="checkbox"/> Sausages	<input type="checkbox"/> Ginger	<input type="checkbox"/> Fenugreek	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Diapers
<input type="checkbox"/> Jams	<input type="checkbox"/> Turkey	<input type="checkbox"/> Kale	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Lotion
<input type="checkbox"/> Juices	<input type="checkbox"/> Venison	<input type="checkbox"/> Kidney Beans	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Shampoo
<input type="checkbox"/> Ketchup	<input type="checkbox"/> Wild Game	<input type="checkbox"/> Lentils	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Wipes
<input type="checkbox"/> Mayonnaise	<input type="checkbox"/> Pork	<input type="checkbox"/> Lettuce	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Diapers
<input type="checkbox"/> Marmalade	<input type="checkbox"/> Sausages	<input type="checkbox"/> Mushrooms	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Lotion
<input type="checkbox"/> Mayo	<input type="checkbox"/> Turkey	<input type="checkbox"/> Okra	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Shampoo
<input type="checkbox"/> Nuts	<input type="checkbox"/> Venison	<input type="checkbox"/> Onions	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Wipes
<input type="checkbox"/> Oils	<input type="checkbox"/> Wild Game	<input type="checkbox"/> Peas	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Diapers
<input type="checkbox"/> Pasta	<input type="checkbox"/> Pork	<input type="checkbox"/> Potatoes	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Lotion
<input type="checkbox"/> Peanut Butter	<input type="checkbox"/> Sausages	<input type="checkbox"/> Pumpkin	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Shampoo
<input type="checkbox"/> Pickles	<input type="checkbox"/> Turkey	<input type="checkbox"/> Radishes	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Wipes
<input type="checkbox"/> Pineapple	<input type="checkbox"/> Venison	<input type="checkbox"/> Spinach	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Diapers
<input type="checkbox"/> Popsicles	<input type="checkbox"/> Wild Game	<input type="checkbox"/> Squash	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Lotion
<input type="checkbox"/> Potatoes	<input type="checkbox"/> Pork	<input type="checkbox"/> Sweet Potatoes	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Shampoo
<input type="checkbox"/> Pudding	<input type="checkbox"/> Sausages	<input type="checkbox"/> Tomatoes	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Wipes
<input type="checkbox"/> Quinoa	<input type="checkbox"/> Turkey	<input type="checkbox"/> Turnips	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Diapers
<input type="checkbox"/> Rice	<input type="checkbox"/> Venison	<input type="checkbox"/> Zucchini	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Lotion
<input type="checkbox"/> Salad Dressing	<input type="checkbox"/> Wild Game	<input type="checkbox"/> Yogurt	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Shampoo
<input type="checkbox"/> Salsa	<input type="checkbox"/> Pork	<input type="checkbox"/> Apples	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Wipes
<input type="checkbox"/> Sauces	<input type="checkbox"/> Sausages	<input type="checkbox"/> Bananas	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Diapers
<input type="checkbox"/> Soups	<input type="checkbox"/> Turkey	<input type="checkbox"/> Berries	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Lotion
<input type="checkbox"/> Spreads	<input type="checkbox"/> Venison	<input type="checkbox"/> Bread	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Shampoo
<input type="checkbox"/> Steaks	<input type="checkbox"/> Wild Game	<input type="checkbox"/> Butter	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Wipes
<input type="checkbox"/> Sweets	<input type="checkbox"/> Pork	<input type="checkbox"/> Eggs	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Diapers
<input type="checkbox"/> Tacos	<input type="checkbox"/> Sausages	<input type="checkbox"/> Fish	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Lotion
<input type="checkbox"/> Tea	<input type="checkbox"/> Turkey	<input type="checkbox"/> Chicken	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Shampoo
<input type="checkbox"/> Vinegar	<input type="checkbox"/> Venison	<input type="checkbox"/> Beef	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Wipes
<input type="checkbox"/> Waffles	<input type="checkbox"/> Wild Game	<input type="checkbox"/> Pork	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Diapers
<input type="checkbox"/> Yogurt	<input type="checkbox"/> Pork	<input type="checkbox"/> Fish	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Lotion
<input type="checkbox"/> Zucchini	<input type="checkbox"/> Sausages	<input type="checkbox"/> Chicken	<input type="checkbox"/> Flaxseed	<input type="checkbox"/> Fennel	<input type="checkbox"/> Baby Shampoo

4.

Enter your input

Price List

SUBMITCANCEL

you

Price List

Bot

Price List

Price list

Commodity	Unit	Last Saturday	This Saturday
Potato (red)	Kg	Rs 38	Rs 45
Potato (white)	Kg	Rs 33	Rs 35
Tomato	Kg	Rs 45	Rs 55
Cowpea	Kg	Rs 85	Rs 95
Cauliflower (local)	Kg	Rs 75	Rs 85
Pointed gourd	Kg	Rs 75	Rs 75
Pomegranate	Kg	Rs 215	Rs 215
Pineapple	1 piece	Rs 135	Rs 145
Mango	Kg	Rs 145	Rs 145

5.

Resto Bot

enter your input

offers

SUBMITCANCEL

youoffers

BotWe are having 10 % off on non leafy vegetables today

Welcome

6.

enter your input

Order

SUBMITCANCEL

youOrder

BotCan you specify the item you want

Welcome

7.

Enter your input *

Tomato

SUBMITCANCEL

youTomato

BotHow many do you want

Welcome

8.

Enter your input *

5

SUBMITCANCEL

you5

BotWe accept COD/Card/UPI. . .What is your mode of payment???

Welcome

9.

Enter your input *

COD

SUBMITCANCEL

youThank You . . . Your Order of 5 kg Tomato is placed. Please pay using COD. Details of total bill and link for payment (in case of UPI or Card Payment) will be sent to your

Welcome

Advantages

- ❖ This system ensures minimum physical contact and hence ensures control in spread of the pandemic
- ❖ It offers the convenience of shopping from Home

Disadvantages

- ❖ It is necessary that the person should have same understanding of how to work online and with Apps.
- ❖ Security is still an issue and people need to be very careful with regards to cyber frauds

Applications

Many online portals now use a chat bot to converse with customers/clients. This saves on investing human resources for this activity. Only when the bot is unable to satisfactorily answer the queries the customer may be directed to the Human Interface.

Conclusion

The Chatbot for shopping of essentials has been successfully built using Watson Assistant and Node Red.

Future Scope

Chatbots are the way online interactions with various shopping portals will happen in the future. Many Banks and Service websites are already using chatbots. With an advancement in ML and AI we can expect chat bots to be fully integrated with many portals.

Bibliography

Web Resources

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- ❖ <https://www.youtube.com/watch?v=mWZLuHpcZRY&t=9934s>
- ❖ <https://www.youtube.com/watch?v=zVfp8FayCo0&t=7951s>
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