

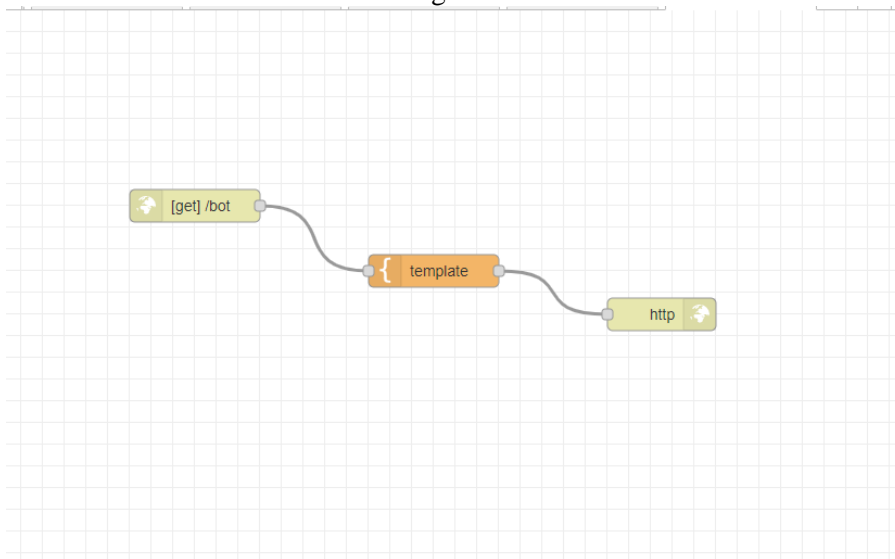
Introduction

The topic of this project is to create a chatbot to shop for essentials during pandemic using Watson assistant. I have created a chatbot using Watson assistant service in IBM cloud and have integrated it using Node-red. All the intents, entities and dialogs were created using Watson assistant. Finally to create the UI of the bot I used Node-red, although I have encountered some problems while integrating the UI but it was done at last.

Node-RED

To create the UI for the chatbot I have used the script provided by the Web chat Integration in the Watson assistant service. I used the script in the Node-red to integrate my chatbot's UI to a webpage.

The node flow which I have used is given below:



User Interface:

IBM Build-a-Thon Project

This webpage is to showcase the integration of chatbot through Node-RED and the functionality

Project Information:

Chatbot To Shop For Essentials During Pandemic Using Watson Assistant

To access the chatbot please click on the chat icon located on bottom right corner of the webpage. The chatbot is created using Watson Assistant. The prime function of this chatbot is to help people to order for their essential items as to prevent the spread of COVID-19. The bot will show the list of items and will guide you through your order.

The chatbot has all the following capabilities as required by the project:

- 1) Give the list of items in the Store
- 2) Should show the prices of vegetables
- 3) Display if there are any offers or discounts

The bot should be able to take details like name, contact number, address, and the items to place the order.

Note: The chat icon may not appear instantly, it may take time to load and appear within a short period of time.

Chat Window (Rex):

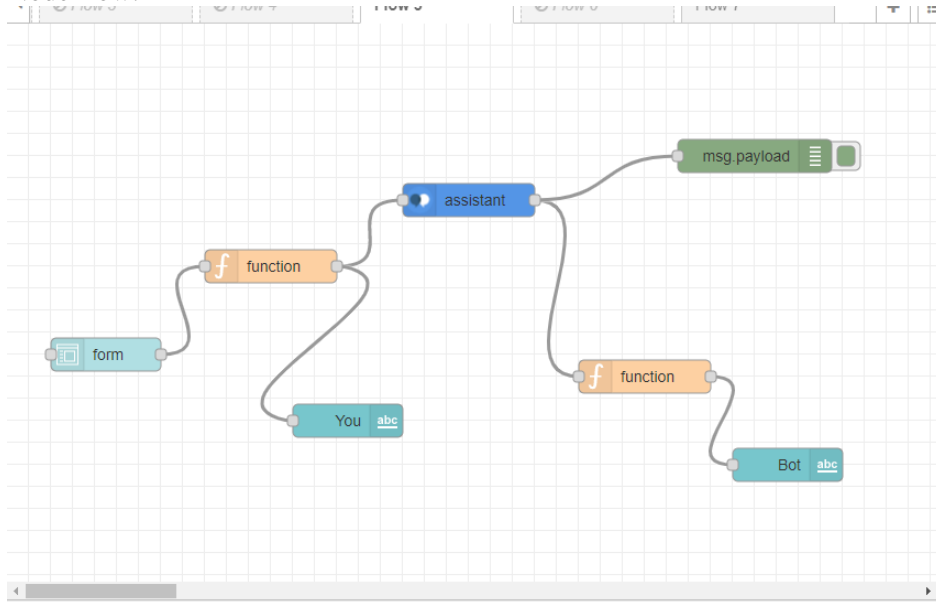
Hello, I am Rex your shopping chatbot, here to help you to place your order with ease. Please type "list of items" to get started with your order. Or type "Help me" to see further instructions.

Type something...

Problems

Problem faced by me were that the following node flows were not able to provide the desired output from the chatbot due to insufficient knowledge:

Node flow:



User Interface:

TABNAME

Chat Bot

Enter input *

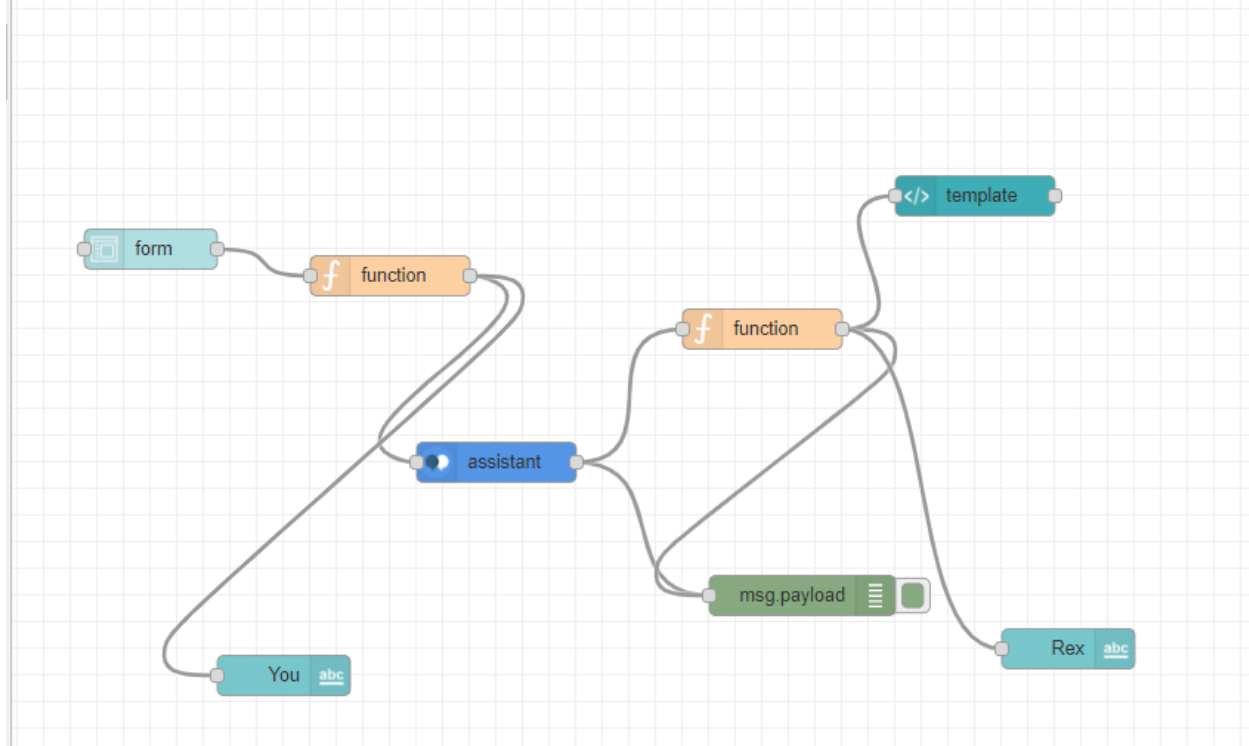
SUBMIT

CANCEL

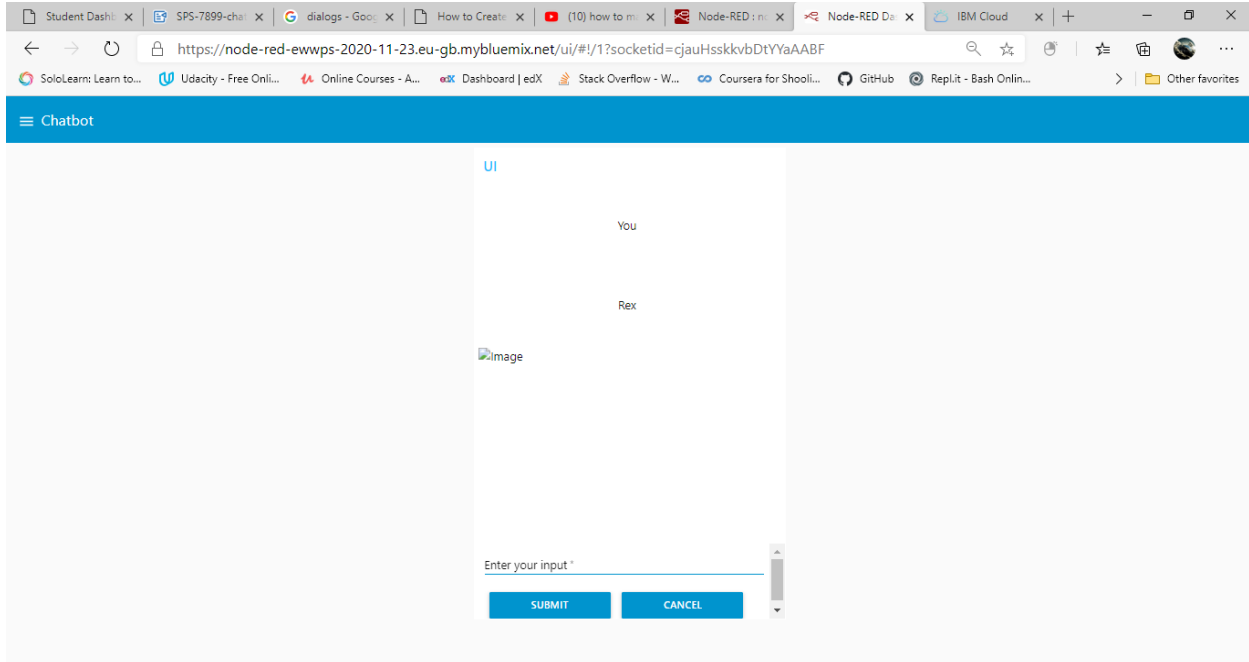
You

Bot

Node flow:



User Interface:



Result

The chatbot was successfully made and integrated. The chatbot can perform all the function require by the project.

Advantages

- 1) This type of chatbot can be used in times like now (Pandemic) where social distancing is necessary.
- 2) Ease for ordering essentials.
- 3) More convinient for people with busy shedules.
- 4) No crowds and sales pressure.
- 5) Always avaiable and accessible

Disadvantages

- 1) Bot maybe unable to respond for some queries.
- 2) Less control over shipping.
- 3) May encounter techical problems.

Conclusion

I would conclued this project by saying that chatbot service is a great accessibility as it is available all time. I had a great experience while working in this project. In my opnion chatbots can through a huge audience and can be effective compare to humans for certain aspects.

Future Scope

This chatbot service has more potential. In future it can be able to hold hold a human level conversation. With integration of chatbot with NLP, NLU and NLG this might be possible. Although more work will be required but its UI can be simplified further and can be more user friendly.