

Chat bot during pandemic project report

1. INTRODUCTION

1.1 Overview:

my project consists of a chat bot capable of interacting with the users input while getting information or ordering for essentials online.

1.2 Purpose

During pandemics , online shopping contributes to minimising the human interaction thus protecting them and the people around them from further spreading of the virus , the chat bot created facilitates the procedures of eshopping and makes it faster and more accessible to all users.

2. LITERATURE SURVEY

2.1 Existing problem

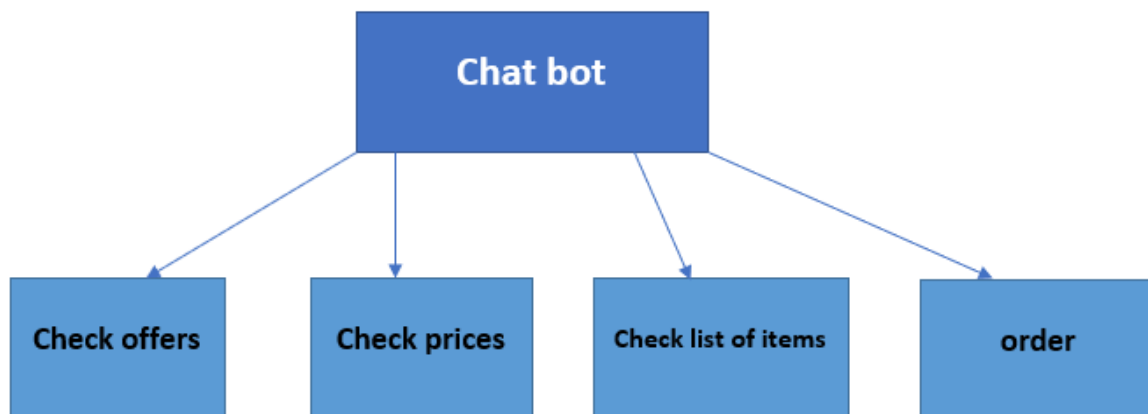
For eshopping there are multiple websites like Amazon that provides the service of checking the list of items, prices and ordering.

2.2 Proposed solution

To make the process easier for all users, I proposed a chat bot that requires minimum guidance to provide the wanted information or service

3. THEORITICAL ANALYSIS

3.1 Block diagram



3.2 Hardware / Software designing

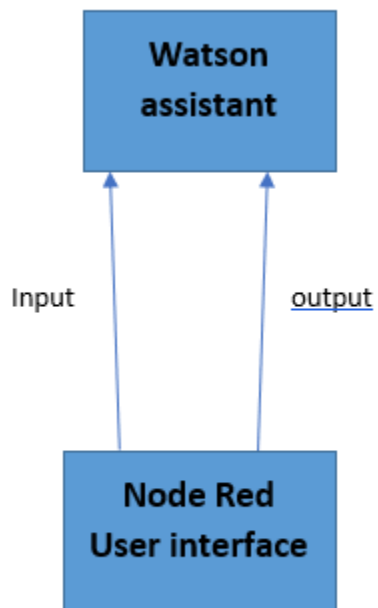
Hardware : a computer

software: Watson assistant - Node red for UI

4. EXPERIMENTAL INVESTIGATIONS

- 25% of consumers are open to talking to a human or a chatbot, as long as it leads them to their desired outcome.

5. FLOWCHART



6. RESULT

to make things easier for you ! talk to your bot

online shopping for essentials bot

bot_response

["Here is the list of essential products: ","vegetables : tomatos , potatos , garlic , onion ","dairy : milk , cheese ","cleaning : wipers" ,"Do you want to check our prices ? "]

user input *

check list of items

SUBMIT

CANCEL

to make things easier for you ! talk to your bot

online shopping for essentials bot

bot_response

["congratulations! Syrine Hammami your order of potato will be arriving around 17:00:00 , do you want to check the list of items again ? "]

user input *

yes

SUBMIT

CANCEL

7. ADVANTAGES & DISADVANTAGES

Advantages:

- the shopping experience is faster (no waiting lines)
- Less human interaction (safer during a pandemic)
- push more users to consume
- available service 24/7
- requires less human resources

Disadvantages :

- only designed to handle first-level questions
- requires more learning and maintenance

8. APPLICATIONS

any ecommerce/eshopping service

9. CONCLUSION

During this covid pandemic , we realised the importance of eshopping services to keep us stay safe . To make the online shopping experience better I created a chat bot using IBM 's technology Watson Assistant for a real time experience for the user , I linked the following chat bot with Node Red user interface to make things easier for the client and more accessible.

This project's purpose is to be prepared for all the circumstances we may face and to maintain an accessible service all the time.

10. FUTURE SCOPE

In the future , the chat bot could also be upgraded to handle second level questions from users and a better user experience .

11. BIBLIOGRAPHY

<https://99firms.com/blog/chatbot-statistics/#gref> : reference for statistics

Appendix

[watson assistant chat bot](#)

[Node red User interface](#)

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