

## ***Chat-Bot to Shop for essentials during pandemic***

The Chat-Bot helps people by giving them an online shop for essentials during pandemic. It enables people to book the items they need. This project aims to facilitate the Shopping during pandemic and to decrease the risk of being contaminated.

### ***-Existing problems :***

\*In this health crisis, Shopping in person can increase the risk of being contaminated.

\*Moving to the Market can increase the air pollution.

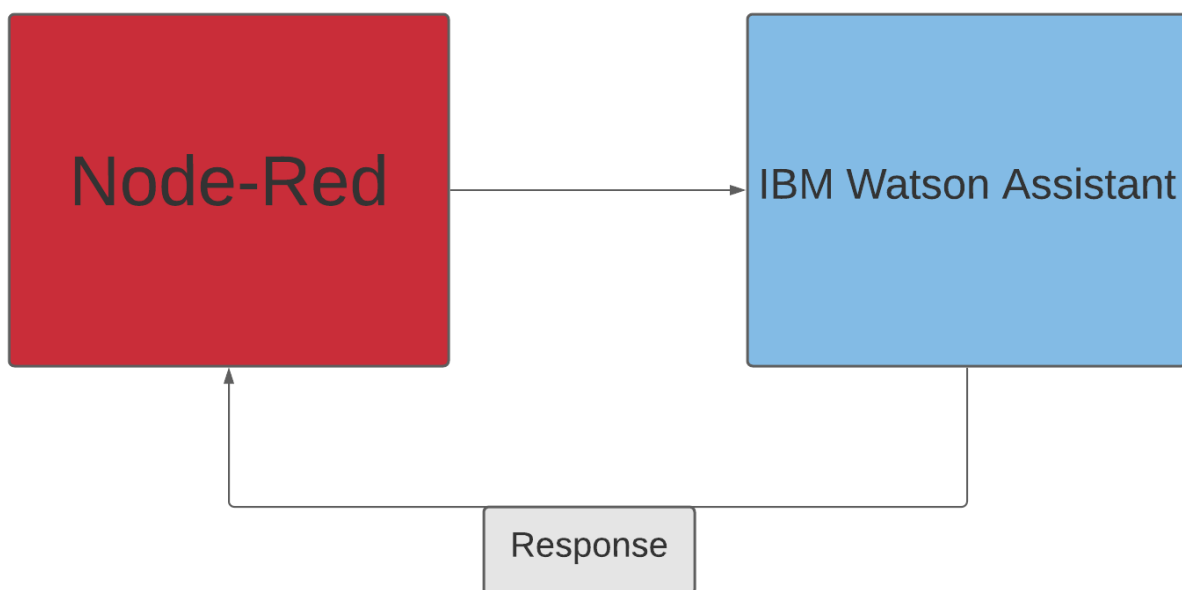
\*During pandemic, almost countries started a lockdown or curfew which

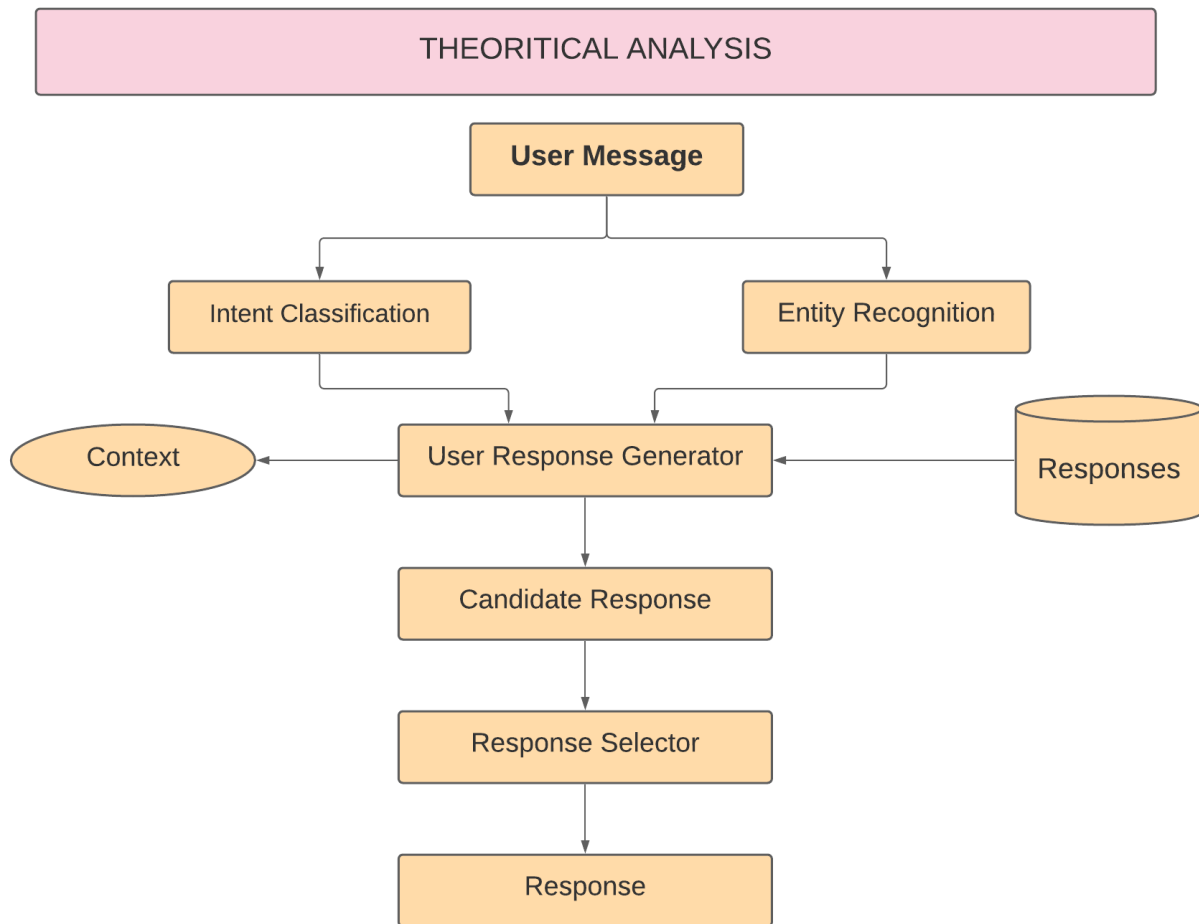
### ***-Proposed solution:***

Building a Chat-Bot is one of the solution suggested to solve the existing problems. The Chat-Bot affords the opportunity for people to stay at Home and to shop comfortably in few seconds in order the order to protect the people.

**I suggest a Chat-Bot project to solve these problems.**

### ***-THEORITICAL ANALYSIS:***

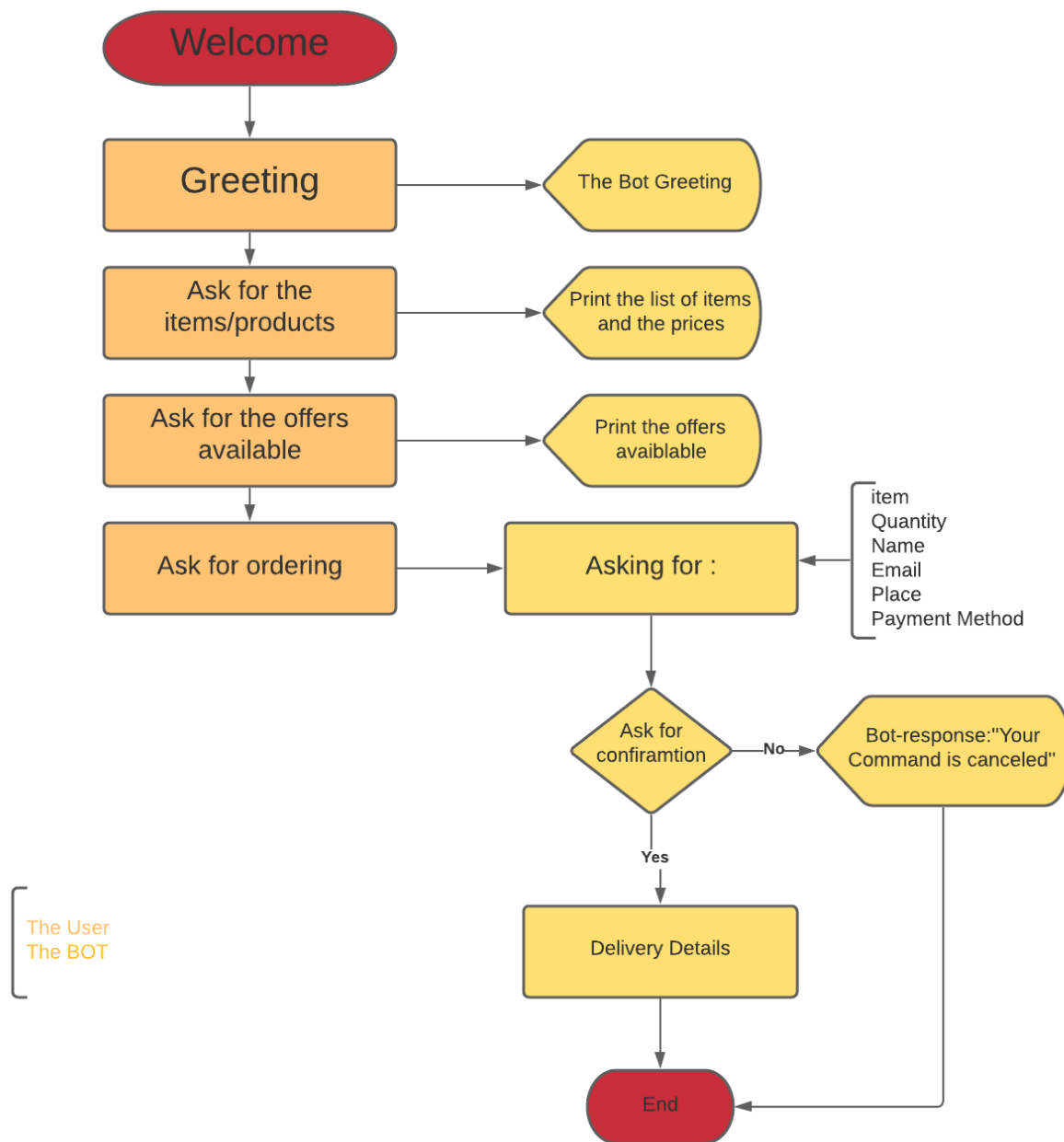




#### **-EXPERIMENTAL INVESTIGATIONS:**

- Starting with analysin the exisiting problems and trying to find a convenient way for customers to shop online for essentials
- Imagining the questions that I would ask to get the details from the cutomers
- Creating my Intents , entities and the dialog then applying the answers and the questions using Watson Assistant on IBM Cloud.
- Building the Application using Node-red and integrate it to watson assistant.

**-FLOWCHART:**



## -RESULTS:

**Safe Shopping**

HOME ABOUT COVID-19

Shop Now

# Safe Shopping

SafeShopping is a solution that raises up due to Covid-19 pandemic to help you with your daily shopping. It gives you the opportunity to be protected from the contamination. Our website provides all the essentials during this health crisis...



Read More



### Watson Assistant

Hello ! I'm e-commerce Chat-Bot capable of showing List of items, find offers, place orders.

Good Afternoon

Good Afternoon ! How may i help you ?

?

Type something...

### Watson Assistant

items

Fruits & Vegetables

Personal care

Bakery and Dairy

Fruits & Vegetables

- 1) Carrots 1 kg : 1\$
- 2) Peppers 1 kg : 1\$
- 3) Tomatoes 1 kg : 0.9\$
- 4) Apples 1 kg : 1\$
- 5) Kiwi 1 kg : 1.1\$

?

Type something...

## Watson Assistant

5) KIWI 1 Kg : 1.1\$

other products

Fruits & Vegetables

Personal care

Bakery and Dairy

Personal care

- 1) Body wash and shampoos : 2\$
- 2) Toothpaste : 1\$
- 3) Surface cleaners and disinfectants : 15\$

?

Type something...



## Watson Assistant

3) Surface cleaners and disinfectants : 15\$

other products

Fruits & Vegetables

Personal care

Bakery and Dairy

Bakery and Dairy

- 1) Milk 5L : 2\$
- 2) Butter 500g : 0.8\$
- 3) Bread : 1\$

?

Type something...



## Watson Assistant

Bakery and Dairy

- 1) Milk 5L : 2\$
- 2) Butter 500g : 0.8\$
- 3) Bread : 1\$

do you have any discounts

- 30% discounts on Fruits and Vegetables.
- 20% discounts on Personal care.
- 10% discounts on Bakery and Dairy.

?

Type something...



## Watson Assistant

can you order

What is the item would you like to order ?

Toothpaste

Mention the quantity please ?

1

what is your name ?

?

Type something...



## Watson Assistant

what is your name ?

Angelo

where do you live ?

18 Wall street

what is your Email address ?

angelo@hotmail.com

?

Type something...

## Watson Assistant

what is your Email address ?

angelo@hotmail.com

we offer VISA , PayPal ,MasterCard, American Express . Which payment method will you choose ?

VISA

Do you want to confirm the order Toothpaste through VISA (YES/NO)?

?

Type something...

## Watson Assistant

Do you want to confirm the order Toothpaste through VISA (YES/NO)?

Yes

Thank you , your Command is placed.

Delivery details :

Name : Angelo

Email-ID : [angelo@hotmail.com](mailto:angelo@hotmail.com)

Item : Toothpaste

Quantity : 1

Payment through: VISA

Place : 18 Wall Street

Your receipt is sent to [angelo@hotmail.com](mailto:angelo@hotmail.com)

?

Type something...

## Watson Assistant

we offer VISA , PayPal ,MasterCard, American Express . Which payment method will you choose ?

VISA

Do you want to confirm the order Toothpaste through VISA (YES/NO)?

No

Your Command is canceled

?

Type something...

### **-ADVANTAGES Of Chat-Bot:**

- **Protection** : Avoiding the contact of people during the pandemic crisis
- **Save customer service costs** : Implementing chatbots is an investment, which helps businesses to optimize customer service costs.
- **Bots save an ample amount of time** : Chatbots are available 24\*7 to deliver instant responses even when the human support not around.

### **-DISADVANTAGES Of Chat-Bot:**

- **Made to Handle First-Level Questions:** the chat bots have been designed to handle first-level questions only. They may not be able to solve complex queries. You need to train them to converse with your customers in the right way.

### **-APPLICATIONS:**

- Super Market's websites
- Business website
- Clubs
- Humanitarian Association
- Companies

### **-Conclusion:**

To sum up, over years Technology has revolutionized our world and our lives.

one of the best technology is Chat-Bots which have made our life more easier, faster, better and more comfortable.

These Chat-Bot or these smart assistants with Artificial Intelligence are changing businesses and they will be in commonplace in this world.

The Chat-bots solve many type of customer enquiries.

I have learnt much from this project "Working on some services of the IBM cloud ".

### **-FUTURE SCOPE:**

- Use Natural Language Processing(NLP) to make Chat-Bot seem friendlier
- Make the ChatBot able to capture customer sentiment throughout the conversations, without explicitly asking.

### **-BIBLIOGRAPHY:**

- The videos of the 5 days training offered by SmartBridge
- Node-Red Documentation
- Stackoverflow
- IBM CLOUD Documentation
- Youtube



## **-APPENDIX:**

### **NODE-RED Link:**

<https://node-red-jzjkc-2021-02-11.eu-gb.mybluemix.net/red/#flow/bb878a66.24e908>

### **My Output Link :**

<https://node-red-jzjkc-2021-02-11.eu-gb.mybluemix.net/bot>

### **HTML Code :**

```
1 <html>
2   <head>
3     <title>SafeShopping</title>
4     <link rel="stylesheet"
5       href="style2.css" type="text/css">
6   </head>
7   <style>
8     @import
9       url('https://fonts.googleapis.com/css2?family
10      =Poppins:wght@500;600;700');
11   </style>
12   <style>{{{payload.style}}}</style>
13   <script>
14     window.watsonAssistantChatOptions = {
15       integrationID:
16         "3ab4463f-9e91-45fb-b8ad-d146bdfb75e9", //
17       The ID of this integration.
18       region: "us-south", // The region your
19       integration is hosted in.
20       serviceInstanceID:
```

```
"1b248c69-cac9-4f1a-b1c4-c4fa9d335c0e", //  
The ID of your service instance.
```

```
15     onLoad: function(instance) {  
16         instance.render(); }  
17     };  
18     setTimeout(function(){  
19         const  
20         t=document.createElement('script');  
21         t.src="https://web-chat.global.assistant.watson.appdomain.cloud/loadWatsonAssistantChat.js";  
22         document.head.appendChild(t);  
23     </script>  
24     <head>  
25         <link  
26         href="https://fonts.googleapis.com/css2?family=Poppins:wght@500;600;700" rel="stylesheet">  
27     </head>  
28     <body>  
29         <div id="header">  
30             <div id="logo">  
31                 <h3><span>Safe</span>  
Shopping</h3>  
32             </div>  
33         <nav>
```

```
32         <a href="#">HOME</a>
33         <a href="#">ABOUT</a>
34         <a href="#">COVID-19</a>
35         <a href="#">Shop Now</a>
36     </nav>
37 </div>
38 <div id="container">
39     <div id="content-container">
40         <h1>Safe Shopping</h1>
41         <p>SafeShopping is a solution that
    raises up due to Covid-19 pandemic to help
    you with your daily shopping. It gives you
    the oppotunity to be protected from the
    contamination. Our website provides all the
    essentials during this health crisis...</p>
42         <button>Read More</button>
43     </div>
44     <div id="bg-container">
45         
46     </div>
47 </div>
```

```
48
49     </body>
50 </html>
```

### CSS Code :

```
1 *{
2 padding: 0px;
3 margin: 0px;
4 font-family: poppins, sans-serif;
5 font-weight: 700;
6 box-sizing: border-box;
7 }
8
9 #header{
10 padding: 20px;
11 width: 100%;
12 background: #FFF;
13 text-align: center;
14 display: flex;
15 flex-direction: row;
16 justify-content: space-evenly;
17 align-items: center;
18 }
19
20 #header #logo{
21 font-style: italic;
22 font-size: 20px;
```

```
23  }
24
25  #header #logo span{
26  color: #564FCC;
27  }
28  #header nav{
29  color: #000;
30  }
31
32  #header nav a{
33  font-size: 14px;
34  text-decoration: none;
35  padding: 10px;
36  text-align: center;
37  color: black;
38  }
39
40  #header nav a:hover{
41  opacity: 0.9;
42  }
43  #header nav a:last-child{
44  color: white;
45  background: #6C63FF;
46  padding: 10px 20px;
47  margin-left: 30px;
48  border-radius: 30px;
49  }
```

```
50 #container{
51   overflow: hidden;
52   display: flex;
53   flex-direction: row;
54   justify-content: center;
55   padding-top: 20px;
56   height: 575px;
57 }
58 #bg-container{
59   width: 50%;
60 }
61 #bg-container svg{
62   width: 100%;
63   height: 90%;
64 }
65 #content-container{
66   width: 30%;
67   display: flex;
68   flex-direction: column;
69   justify-content: center;
70 }
71 #content-container h1{
72   color: #564FCC;
73   font-weight: 900;
74   font-size: 80px;
75   line-height: 0.9em;
76   margin-bottom: 30px;
```

```
77  }
78  #content-container p{
79  line-height: 1.8em;
80  font-weight: 500;
81  }
82  #content-container button{
83  border: none;
84  outline: none;
85  color: #FFF;
86  background-color: #6C63FF;
87  padding: 16px 0px;
88  border-radius: 40px;
89  font-size: 16px;
90  width: 160px;
91  margin-top: 30px;
92  cursor: pointer;
93  }
94  #content-container button:hover{
95  opacity: 0.9;
96  }
```

**Presented By : Emir Abid**