Chatbot To Shop For Essentials During Pandemic Using Watson Assistant

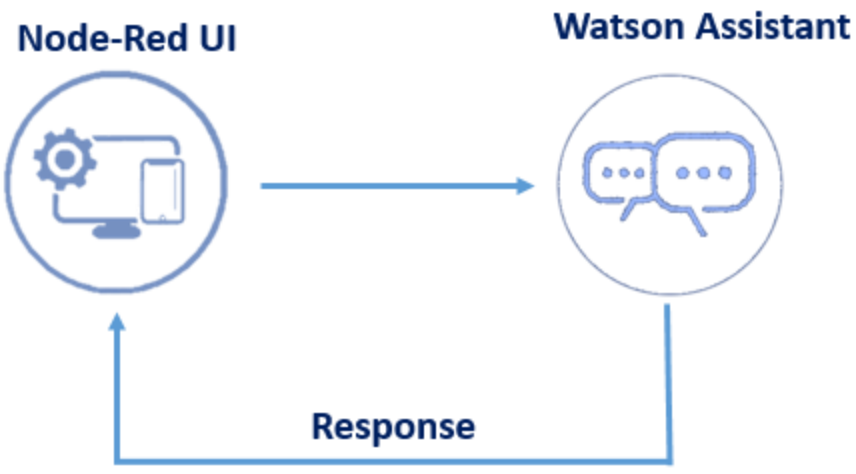
Introduction

How do we keep people from hoarding essential items during a pandemic and a lockdown? How can people get essential items through a digital mode?

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

In this code pattern, learn how to build an AI-powered back end system that can take the daily essentials orders through an online mode. The system processes the incoming text requests by converting them to formatted orders lists. Then, this system can be connected to the inventory database for optimizing supply chain management. This solution can be applied to various domains, such as ordering vegetables and ordering groceries.

Block Diagram



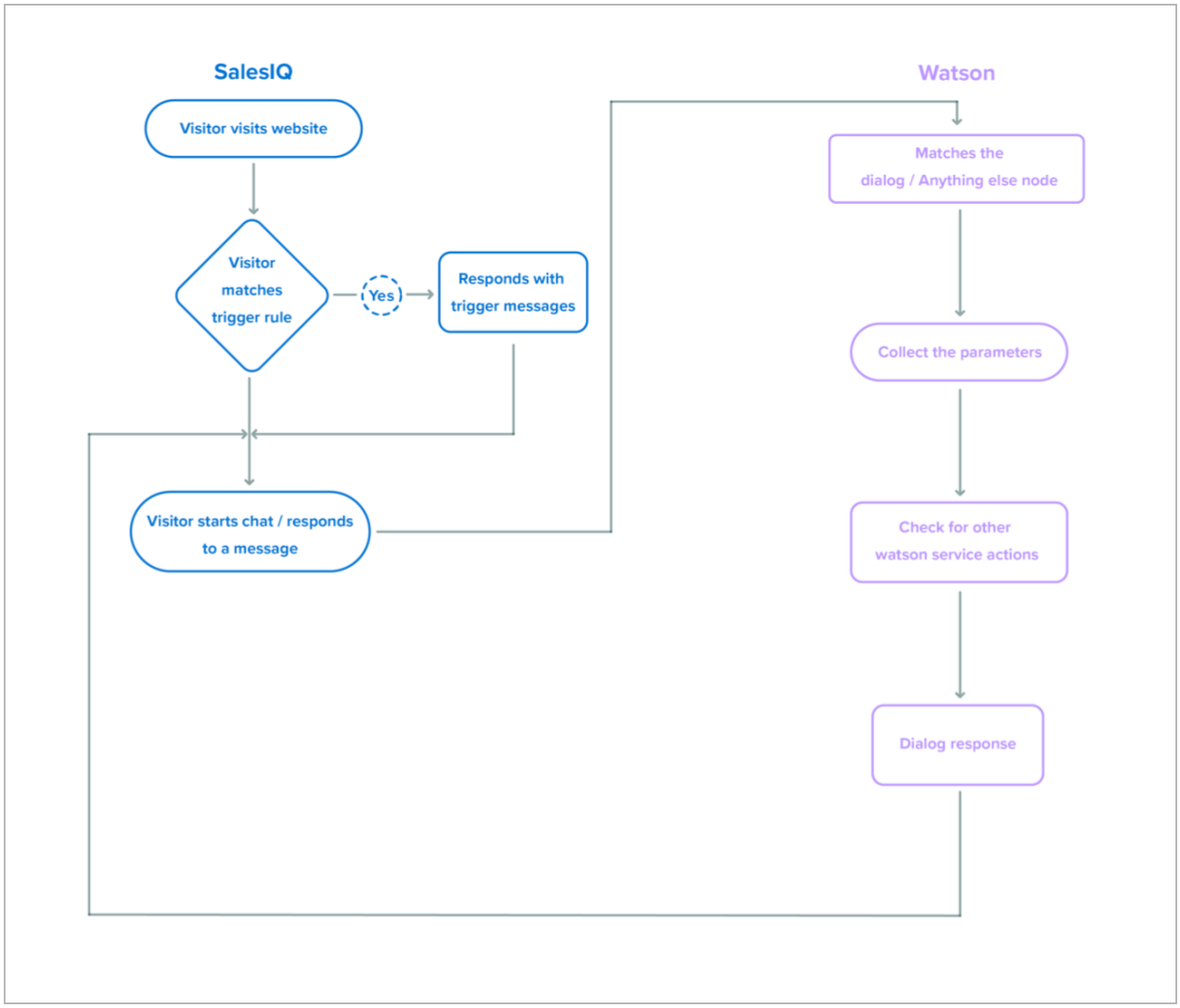
Setup Watson Assistant

- Create Watson Assistant service
- Create the skills
  1. Create Action Skills
  2. Create Dialog Skills
     a. Create Intents
     b. Create Entities
     c. Use System Entities
     d. Create Dialogs

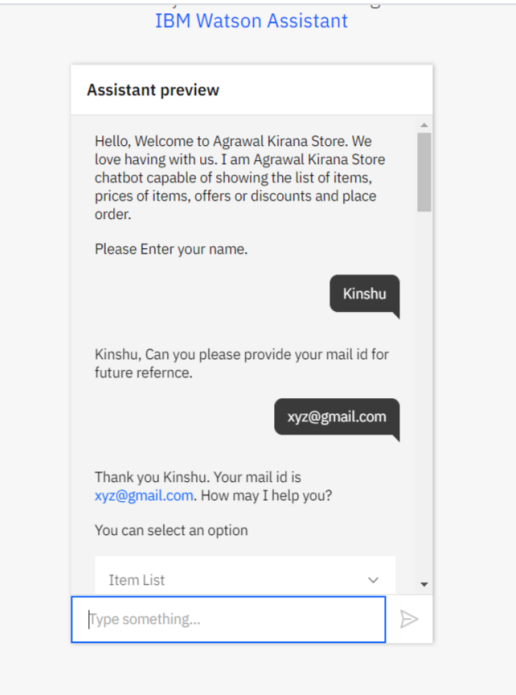
Building Node-Red Application

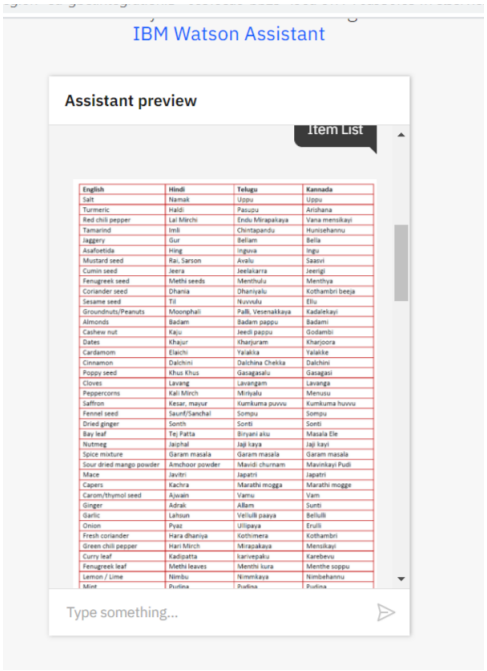
- Create Node-Red Service
- Integrate Node Red To Assistant

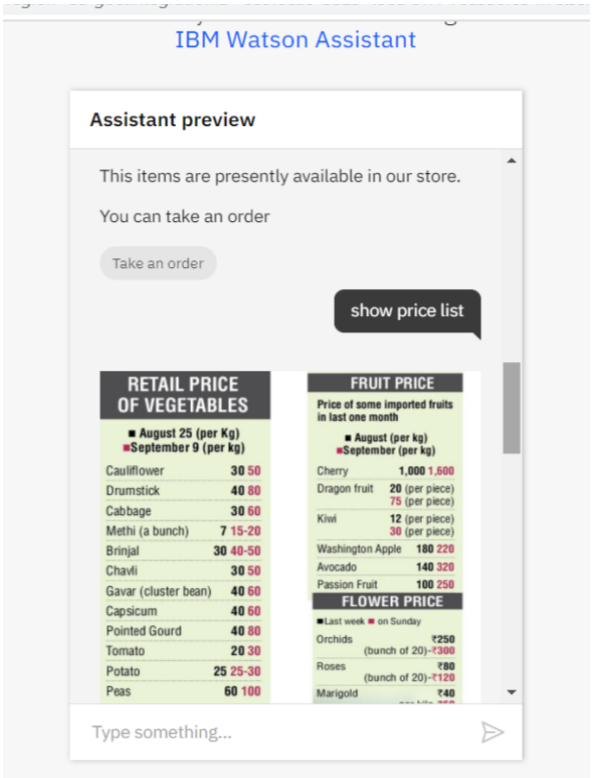
Flow Chart

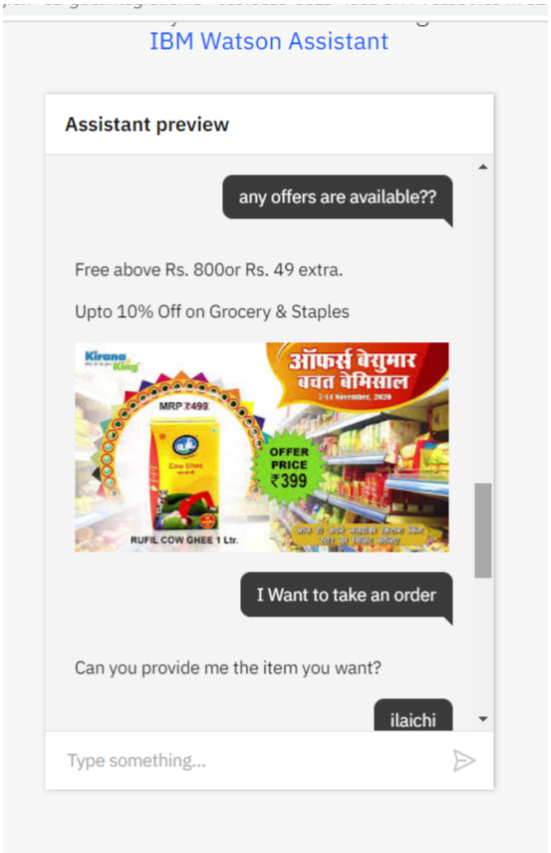

SalesIQ
Watson
Visitor visits website
Visitor matches trigger rule
Yes
Responds with trigger messages
Visitor starts chat / responds to a message
Matches the dialog / Anything else node
Collect the parameters
Check for other watson service actions
Dialog response

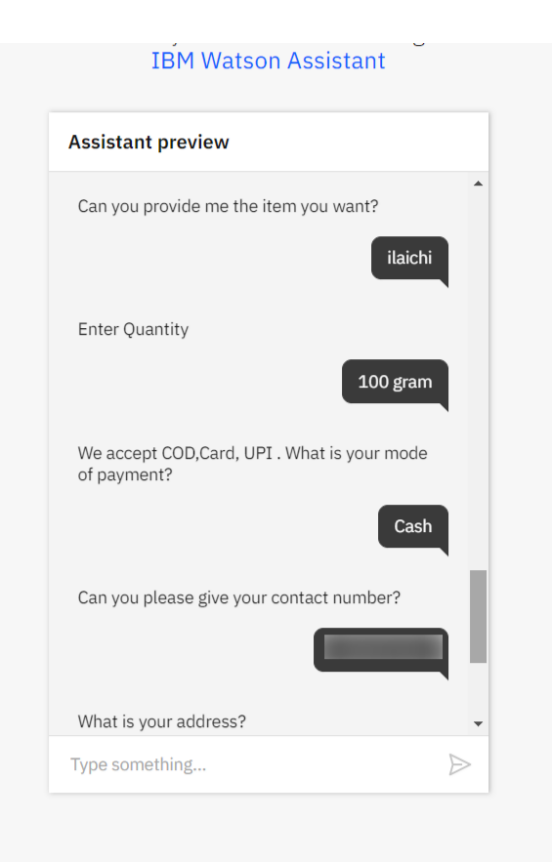
Result

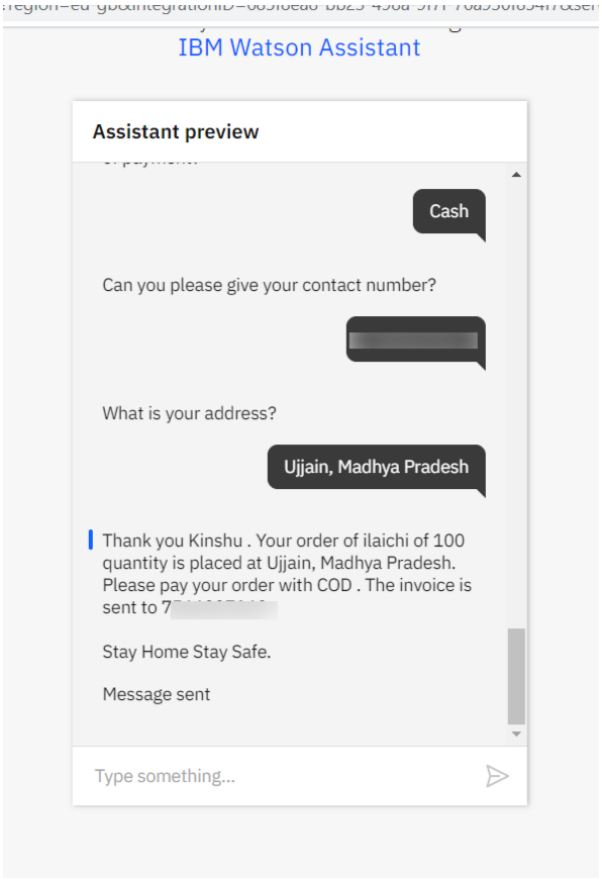

IBM Watson Assistant
Assistant preview
Hello, Welcome to Agrawal Kirana Store. We love having with us. I am Agrawal Kirana Store chatbot capable of showing the list of items, prices of items, offers or discounts and place order.
Please Enter your name.
Kinshu
Kinshu, Can you please provide your mail id for future refernce.
xyz@gmail.com
Thank you Kinshu. Your mail id is xyz@gmail.com. How may I help you?
You can select an option
Item List
Type something...


IBM Watson Assistant
Assistant preview
Item List
Type something...

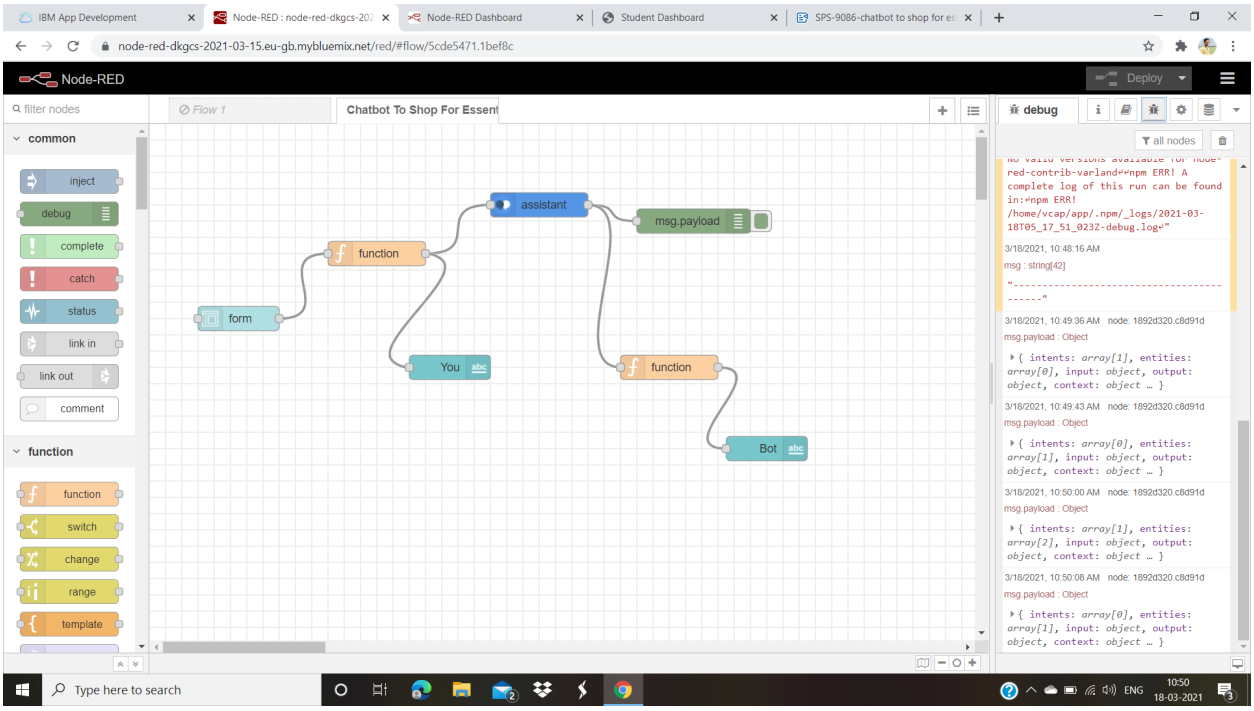

IBM Watson Assistant
Assistant preview
This items are presently available in our store.
You can take an order
Take an order
show price list
RETAIL PRICE OF VEGETABLES
August 25 (per Kg) September 9 (per kg)
Cauliflower 30 50
Drumstick 40 80
Cabbage 30 60
Methi (a bunch) 7 15-20
Brinjal 30 40-50
Chavli 30 50
Gavar (cluster bean) 40 60
Capsicum 40 60
Pointed Gourd 40 80
Tomato 20 30
Potato 25 25-30
Peas 60 100
FRUIT PRICE
Price of some imported fruits in last one month
August (per kg) September (per kg)
Cherry 1,000 1,600
Dragon fruit 20 (per piece) 75 (per piece)
Kiwi 12 (per piece) 30 (per piece)
Washington Apple 180 220
Avocado 140 320
Passion Fruit 100 250
FLOWER PRICE
Last week on Sunday
Orchids ₹250 (bunch of 20)-₹300
Roses ₹80 (bunch of 20)-₹120
Marigold ₹40
Type something...


IBM Watson Assistant
Assistant preview
any offers are available??
Free above Rs. 800or Rs. 49 extra.
Upto 10% Off on Grocery & Staples
ऑफर्स बेशुमार बचत बेमिसाल
MRP ₹499
OFFER PRICE ₹399
RUFIL COW GHEE 1 Ltr.
I Want to take an order
Can you provide me the item you want?
ilaichi
Type something...

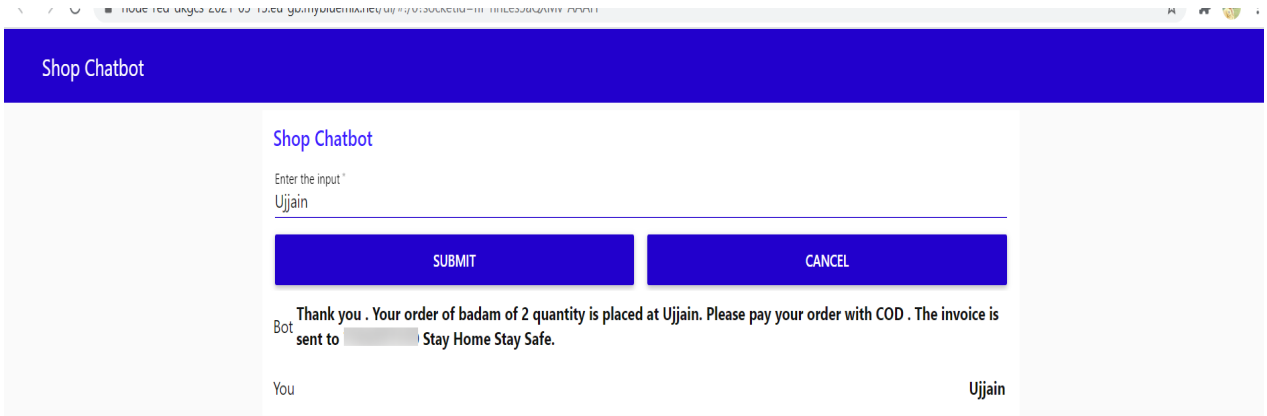

IBM Watson Assistant
Assistant preview
Can you provide me the item you want?
ilaichi
Enter Quantity
100 gram
We accept COD,Card, UPI . What is your mode of payment?
Cash
Can you please give your contact number?
What is your address?
Type something...


IBM Watson Assistant
Assistant preview
Cash
Can you please give your contact number?
What is your address?
Ujjain, Madhya Pradesh
Thank you Kinshu . Your order of ilaichi of 100 quantity is placed at Ujjain, Madhya Pradesh. Please pay your order with COD . The invoice is sent to 7
Stay Home Stay Safe.
Message sent
Type something...

Node-Red Flow



Node-Red Result



Advantages

- Gather Customer Insights
- Increase Sales
- Available 24/7
- Save Money
- Improve Customer Satisfaction

Disadvantages and Risks

- Lack Emotions
- Difficult to Create
- Made to Handle First-Level Question
- Require Maintenance

Applications

Chatbots are mainly used to answer customers' questions. However, there are still different types of chatbots that may be used in different situations.

- Chatbots Answer Questions And Inquiries.
- Book Tickets To Events/Shows With Chatbots.
- Use Chatbots To Find Products, Check Inventory and Recommend Items.
- Chatbots To Build Remarkable **Customer Experience**.
- Chatbots Can Process Return and Exchange Requests.

Conclusion

This course will teach you how to create useful chatbots without the need to write any code. Leveraging IBM Watson's Natural Language Processing capabilities, you'll learn how to plan, implement, test, and deploy chatbots that delight your users, rather than frustrate them. True to our promise of not requiring any code, you'll learn how to visually create chatbots with Watson Assistant (formerly Watson Conversation) and how to deploy them on your own website through a handy WordPress plugin. Don't have a website? No worries, one will be provided to you. Chatbots are a hot topic in our industry and are about to go big. New jobs requiring this specific skill are being added every day, consultants demand premium rates, and the interest in chatbots is quickly exploding. Gartner predicts that by 2020, 85% of customer interactions with the enterprise will be through automated means (that's chatbots and related technologies). Here is your chance to learn this highly in demand set of skills with a gentle introduction to the topic that leaves no stone unturned.

Future Scope

While voice interface may be optional, chatbots have been in the enterprise long enough for developers and experts to begin identifying what elements of chatbots are mainstay requirements. NLP development, human-like conversational flexibility and 24/7 service are crucial to maintaining chatbots' longevity in enterprise settings. Chatbots are AI devices and, looking ahead, they need to

keep up with AI trends, such as automated machine learning, easy system integration and developing intelligence.

Source - Smart Bridge training

Project Name - Chatbot To Shop For Essentials During Pandemic Using Watson Assistant

Project Creator - Kinshu Agrawal

Youtube Video Link - https://youtu.be/y77rR4ATfv0