

Chatbot To Shop For Essentials During Pandemic Using Watson Assistant

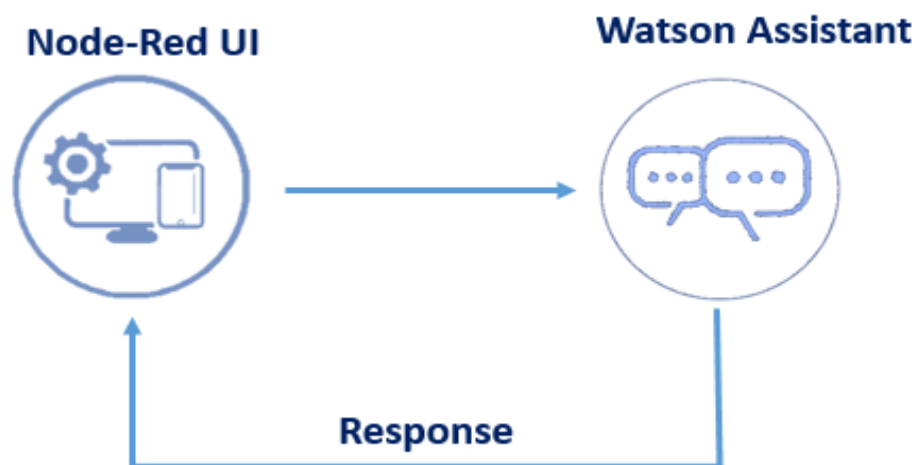
Introduction

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



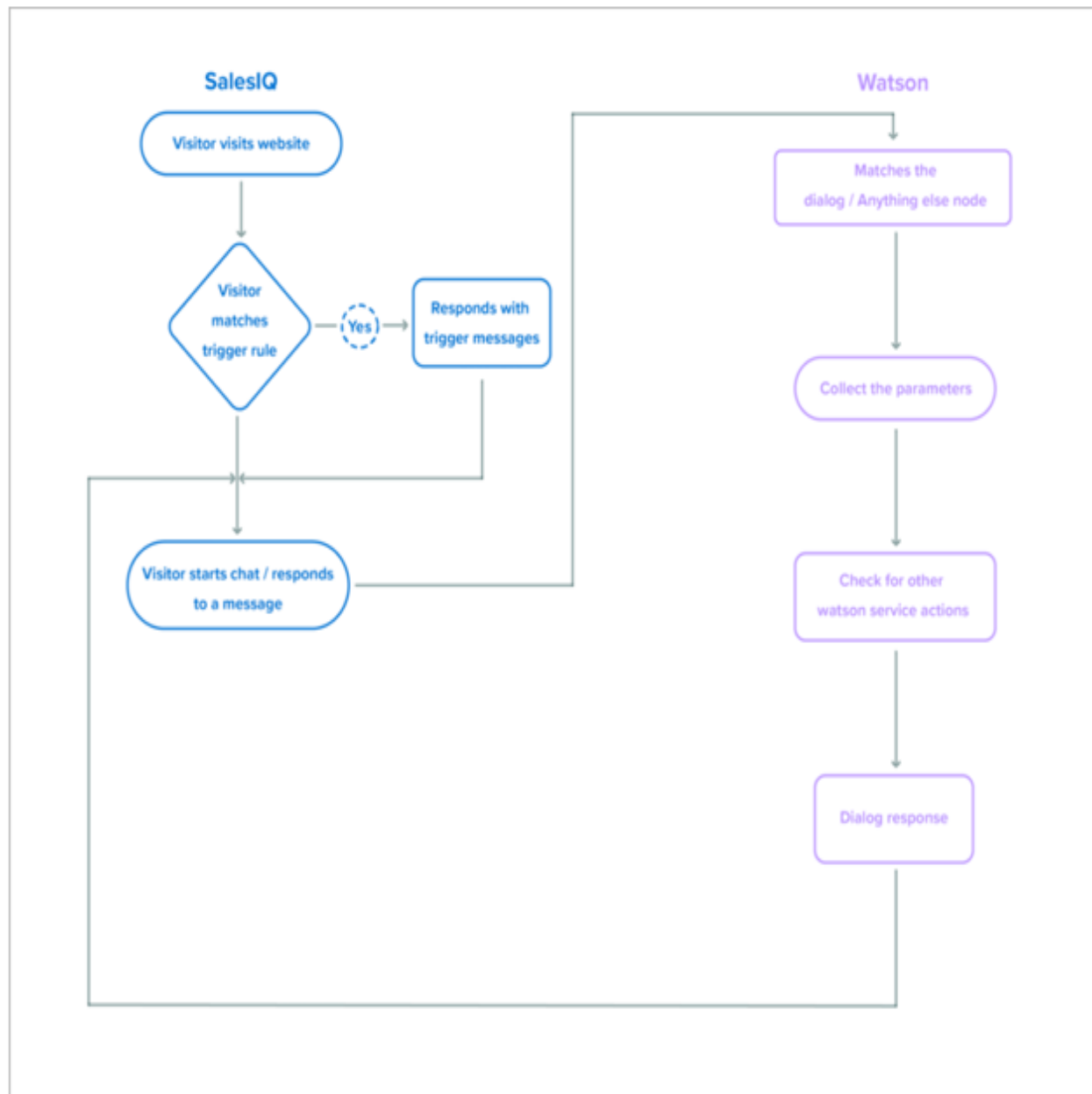
Setup Watson Assistant

- 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

1. Create Node-Red Service
2. Integrate Node Red To Assistant

Flow Chart



Result

7:40 PM | 0.5KB/s

VoLTE 4G+ 18



node-red-cqflq-2021-03-18.eu-gb.myblue



TABNAME

GROUPNAME

Bot

Hello , how may i help you

You Hello

Enter the input *

Hello

SUBMIT

CANCEL

7:22 PM | 0.0KB/s

VoLTE 4G+ 11

✕ IBM Watson Assistant
assistant.watson.cloud.ibm.com



Pine Apple Shake	50/-	Masala Fries	50/-
Pine Apple Shake	50/-	Choco Fries	50/-
Butter Scotch Shake	50/-	Potato Bites	50/-
Black Current Shake	50/-	Cheese Shells	50/-

So, this is the menu we offer

Special offer

#enquiry



@enquiry:Special offer



Offer

#enquiry



@enquiry:Offers



10% off on visa debit card

12% off for couples



assistant.watson.cloud.ibm.com



✓



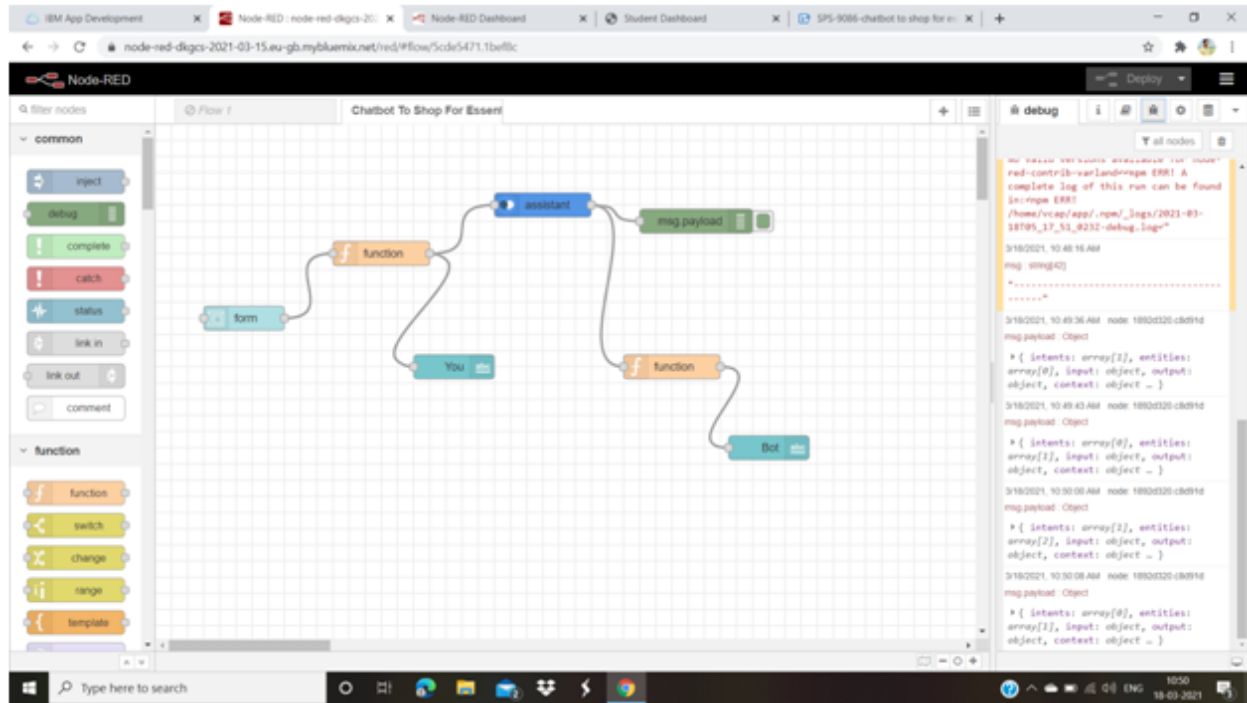
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Manna Sutta Bar Featuring the natural			
Menu			
Tea			
Chocolate Tea	18/-	Ice Tea	38/-
Orange Tea	18/-	Lemon Mint Ice Tea	45/-
Straw Tea	18/-	Peach Tea	38/-
Mango Tea	20/-	Strawberry Tea	38/-
Pine Tea	25/-	Classic Lemonade Tea	38/-
Hot Coffee			
Hot Coffee	20/-	Orange Ice Creamer	58/-
Straw Coffee	20/-	Swissberry	45/-
Chocolate Coffee	20/-	Blue	48/-
Strong Chocolate Coffee	35/-	Blackberry	48/-
Black Coffee	25/-	Chocolate	48/-
Mocha Coffee	30/-	Hot Suck	48/-
Cold Coffee			
SDR Special Cold Coffee	98/-	Moschino	
Mocha Cold Coffee	98/-	Cucumber Mocktail	82/-
Butter Coffee	98/-	Gravy Apple Mocktail	82/-
Strong Cold Coffee	98/-	Blue Lipsum Mocktail	82/-
Cold Coffee With Ice-Cream	70/-	Rocky Road	82/-
Chocolate Cold Coffee	70/-	Strawberry	82/-
Chocolate Cold Coffee with Ice-Cream	70/-	Watermelon Blast	82/-
Shake			
Shake Shake	70/-	White Mocha	82/-
Shake Shake with Ice-Cream	70/-	Pastry Cream	82/-
Kiwi Koi Shake	70/-	Pastry Cream	82/-
Kiwi Koi Shake with Ice-Cream	70/-	Pastry Cream	82/-
Strawberry Shake	98/-	Chocolate	
Cherry Shake	98/-	Chocolate	78/-
Cherry Shake with Ice-Cream	70/-	Ice Cream	78/-
Mocha Shake	98/-	Ice Cream	78/-
Strawberry Shake	98/-	Ice Cream	78/-
Black Shake	98/-	Ice Cream	78/-
Orange Shake	98/-	Ice Cream	78/-
Blue Shake	98/-	Ice Cream	78/-
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Node-Red Flow



Node-Red Result

The screenshot shows the user interface of the "Shop Chatbot". At the top, there is a blue header bar with the text "Shop Chatbot". Below the header, the chatbot's name "Shop Chatbot" is displayed. A text input field labeled "Enter the input:" contains the text "Ujjain". Below the input field are two buttons: "SUBMIT" and "CANCEL". Below the buttons, the chatbot's response is shown: "Thank you . Your order of badam of 2 quantity is placed at Ujjain. Please pay your order with COD . The invoice is sent to [redacted] Stay Home Stay Safe." The user's input "Ujjain" is shown at the bottom right of the chat area.

1. Available 24/7

2. Save Money
3. Improve Customer Satisfaction

Disadvantages and Risks

1. Lack Emotions
2. Difficult to Create
3. 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.

1. Chatbots Answer Questions And Inquiries.
2. Book Tickets To Events/Shows With Chatbots.
3. Use Chatbots To Find Products, Check Inventory and Recommend Items.
4. Chatbots To Build Remarkable **Customer Experience**.
5. 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 developer-Yashwant Sarathe