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1. INTRODUCTION

1.1 Overview:

A chatbot is a machine that interacts with the human and it provides answers to the several problems of humans in its domain. The big players, Google, Facebook, Microsoft, and others, are all busy developing and improving this innovative user experience technology. In this project, we are building a chat-bot using AWS Lex Service that integrates with whats app. user can be able to order food online or reserve a table at Restaurant.

1.2 Purpose:

In the project, I deveolped a chatbot for the Restaurant to reserve a table.and i integrate the chatbot with the Whatsapp.

2. LITERATURE SURVEY

2.1 Existing problem:

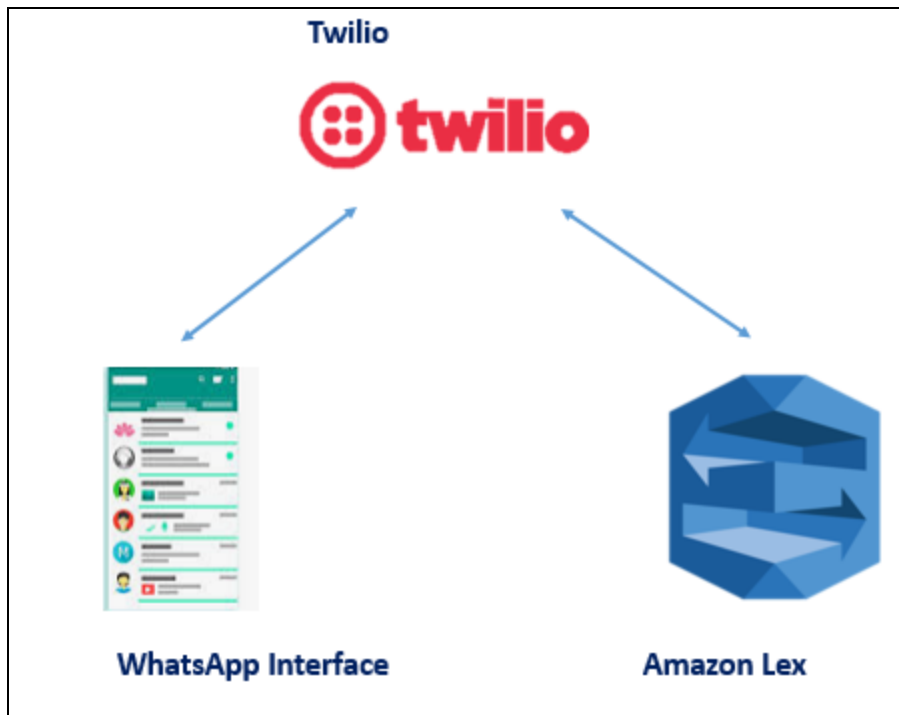
There are many chatbots for the restaurant website and other website.In that the customer can only oreder the food in website.

2.2 Proposed solution:

In this user can interect with the restaurant using whatsapp or any message friendlly platforms.This is done using the Aws LEX Service and Twillio channel.

3.THEORITICAL ANALYSIS

Block Diagram



3.2 Hardware / Software designing:

This chatbot is built by using Amazon Lex and Twilio Message interface.

In this, the chatbot is made using Amazon Lex, after that to integrate with WhatsApp, Twilio is used in between.

4.EXPERIMENTAL INVESTIGATIONS:

A chatbot is a computer program that's designed to simulate human conversation. Users communicate with these tools using a chat interface or via voice, just like they would converse with another person. Chatbots interpret the words given to them by a person and provide a pre-set answer.

Project Flow :

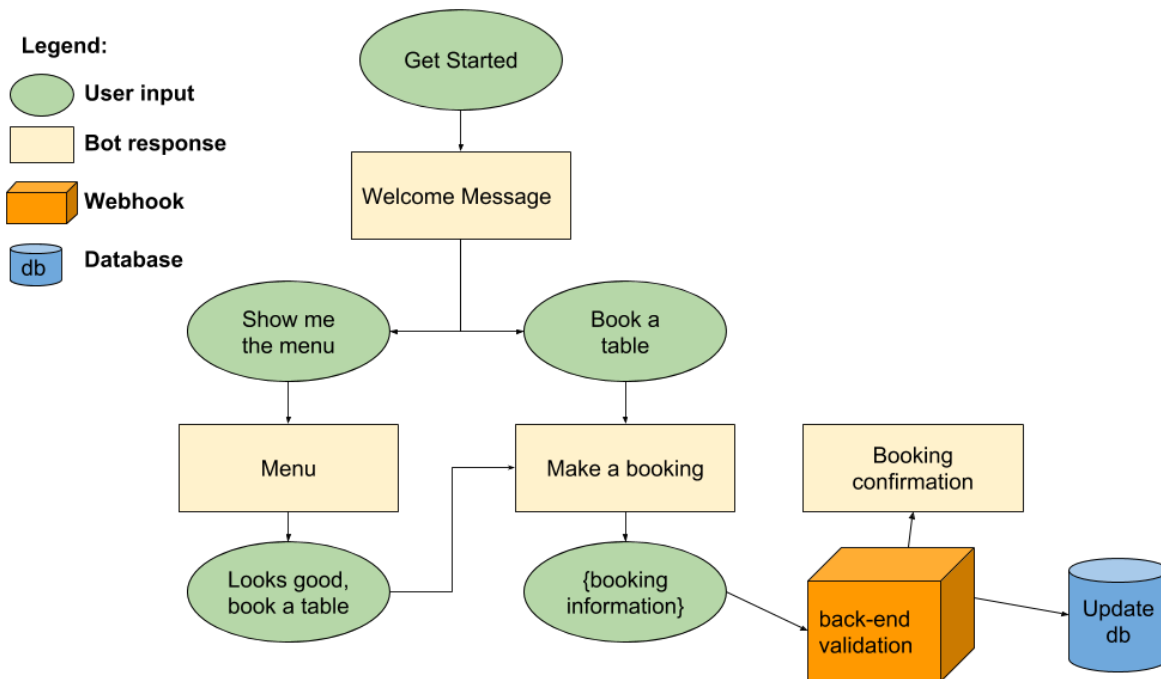
- User Interacts with Bot
- User queries entered on the UI
- Bot responses with the appropriate answers

To accomplish this task Following Activities are to be Completed

- Create a Custom Bot
 - Login To Aws Account
 - Launch AWS Lex Service
 - Create a Custom BOT
- Create Intents and Slot Types
 - Create Greetings Intent
 - Build Test the Bot
 - Create Menu Intent
 - Build Test the Bot
 - Create Order Intent
 - Create Slot types
 - Build Test the Bot
 - Create table Reservation Intent
 - Create necessary Slot types for table Reservation
 - Build Test the Bot
- Integrate Bot with Whats app
 - Publish the Bot
 - Create a Twilio Account
 - Publish the Bot In Twilio Account

- Join Whatsapp
- Test The App

5.FLOW CHART



RESULT:

the chatbot is made by using amazon lex services and Twilio is used to connect what's app and chatbot. It is very useful for the restaurants and it is very easy to contact the restaurant with what's app.

7. ADVANTAGES & DISADVANTAGES:

Advantages:

- The chatbot can even recommend a meal according to mentioned limits by the customer.
- As people are getting more conscious about the food they are consuming they keep track of the calories they consume per meal. This healthy life style which keeps strict tabs on calories means a lot of errors at the restaurants backend. This painstaking process can be easily taken over by a bot which can manage the calories requirements based upon a diet.
- makes the entire ordering process much easier and something that is more likely to be repeated by the customer. The entire thing happens like you are talking to someone .not like you are just pushing some buttons to get something alone.

Disadvantages:

- And during this process, as the customers fumbles and stumbles they find different item on the menu .they might end up ordering these completely instead of what they actually wanted to purchase.
- It's something like the experience of visiting a super market where you find so many products on the shelves that didn't think were even there.
- A virtual shopping experience may be a great thing but not everyone is up for a virtual shopping experience. There will be people who like to do things a bit differently and you have to be careful and include them in process.

8.APPLICATIONS:

- 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.

9.CONCLUSION:

In this project, i am building a chat-bot using AWS Lex Service that integrates with whats app. user can be able to order food online or reserve a table at Restaurant.

10.FUTURE SCOPE :

The future of chatbots is that businesses will automate simple payments and allow users to pay directly over live chat or Facebook Messenger apps. The instant process makes the customer happy and improves customer satisfaction. MasterCard has also launched a chatbot, especially for customer payments.

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