



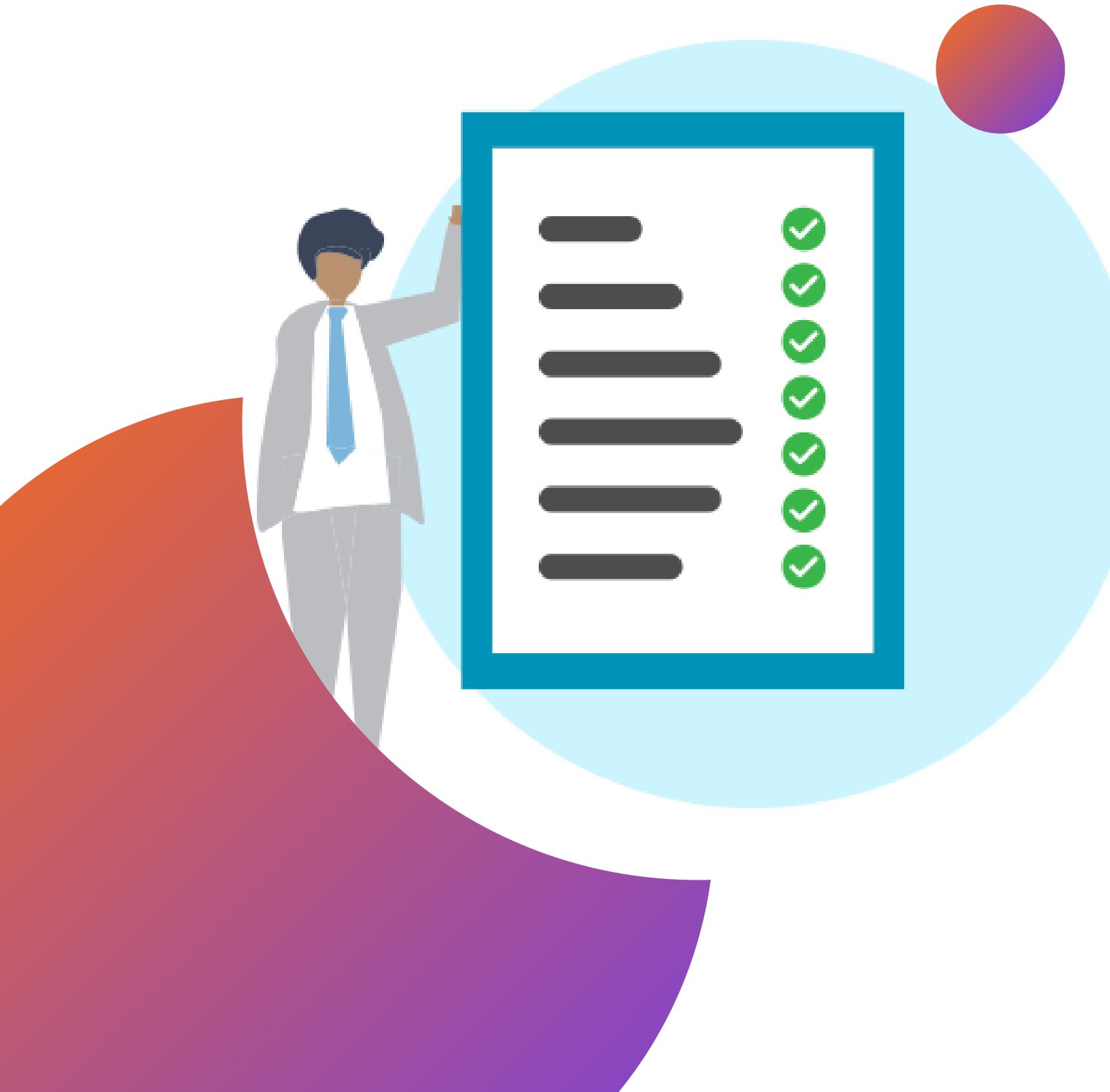
Samsung PRISM - Review

Whatsapp Integrated Shopping Experience

Worklet - FP18

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Requirements

- Integrate Samsung e-store with WhatsApp
- Procure permissions and use WhatsApp Business API for integration.
- Utilise APIs for e-store – WhatsApp integrations
- Channel interaction from WhatsApp to e-store shopping catalogue and back to WhatsApp for transaction completion
- Multilingual User friendly shopping experience
- Present interactive user interface to customer, prompt Samsung e-store catalogue and navigate to e-store website
- Fetch items added in cart and process for checkout
- Get additional user information such as Name, Address, Payment information
- Based on selected payment method complete transaction, confirm order and generate invoice
- Divert to human interaction options as an escalation pathway
- Integration with payment apps
- Get Payment information of the user
- Enable secure payment of Cart amount and apply any offers/discounts/ cashbacks

Last Month Progress

01

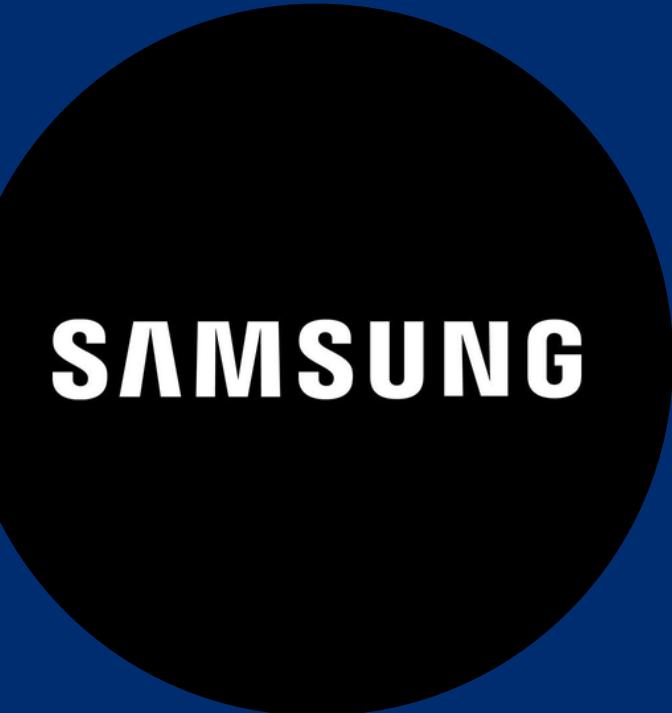
To begin with, we created the Meta Developers account and explored the Meta Developers platform and its features, such as which products we could add to our application.

02

As the next step, we proceeded through the Whatsapp business platform on the Meta Developer platform and created a Whatsapp Business account.

03

Lastly, we merged a basic chatbot with our WhatsApp business account and tested it using few examples messages along with we also added a shopping cart functionality.





KPI's Achieved Till Now

Procure permissions and use WhatsApp Business API for integration

We attained necessary permissions to use Whatsapp Business API from Meta Developer's Platform .

Utilise APIs for e-store – WhatsApp integrations

We built functionalities for Whatsapp e-store such as Shopping carts and communication using Meta Developer Whatsapp Business API.

Channel Interaction

Regarding Whatsapp Channel Interaction ,we have installed various UI components like Buttons, checkboxes ,etc to build a satisfactory Interface.

Created a Basic Workflow

We have made a workflow to complete tasks within the expected time period for every Milestone.



Technologies Used

Meta

Used the Meta Developer API's, and configured the Webhooks using Meta inorder to send and recieve messages over a test Whatsapp account.

Node.js

Used Javascript (Node.js) as the primary programming language inorder to recieve the messages and send back the required responses.

ngrok

Used ngrok inorder to deploy a realtime server and facilitate communication between the webhook and the test business account.

Whatsapp

Finally, the usage of Whatsapp to finally give the user the front-end to communicate and work.





Technical Challenges & Solutions



Configuring Meta API's

We worked on Meta Developer API to configure our application as per our needs.

Webhook Configuration

Using Webhook we can send automated messages and we did this with the help of Meta API which provides easy way to configure it.

Node.Js Coding

We used Javascript as our primary language to send and receive messages and send responses and along with ngrok with facilitates the server for communication.

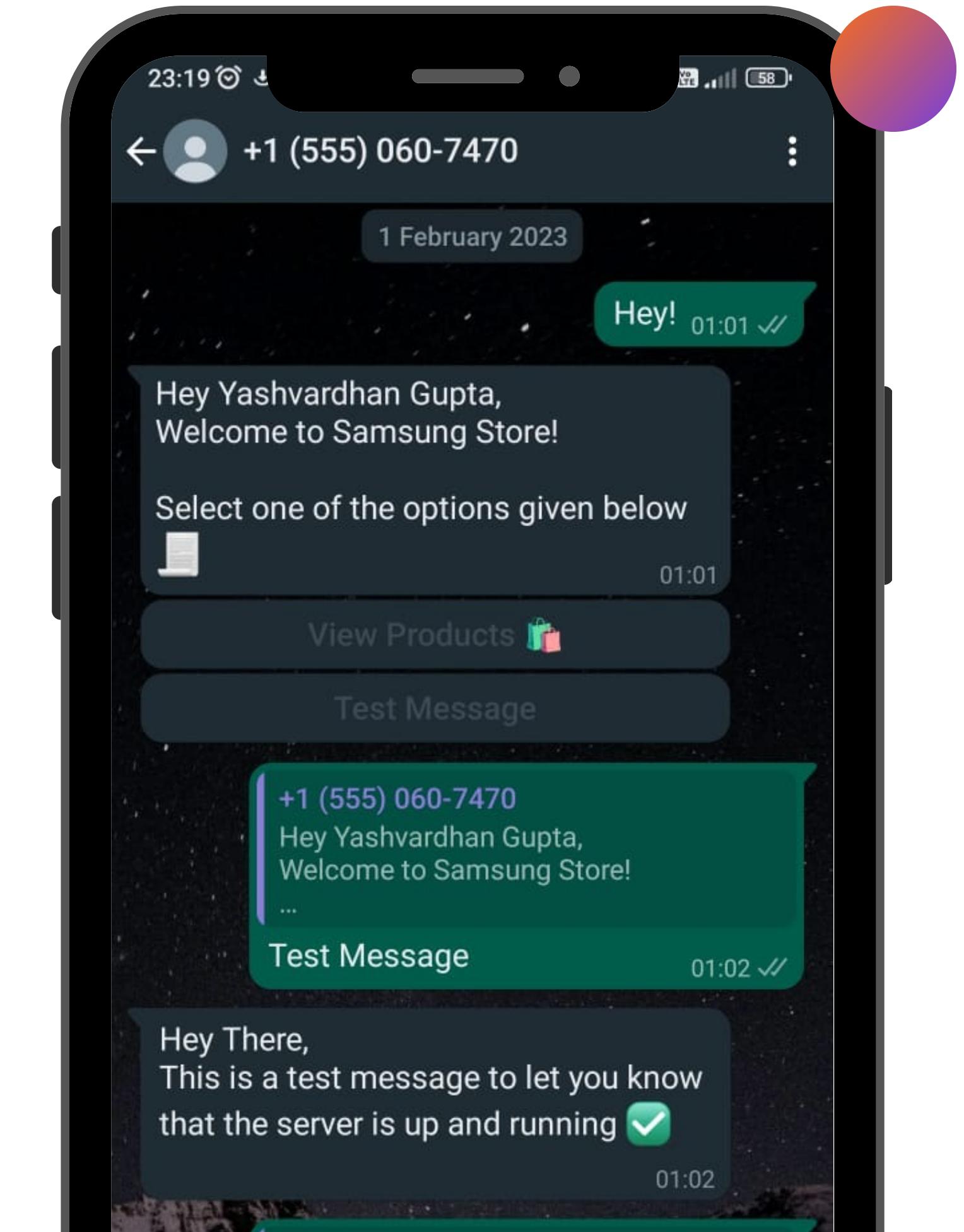
Real-Time Testing

Done with our partial development we tested our whatsapp chatbot by providing options to recipients to ask for a product,select a product and adding to cart ,etc.

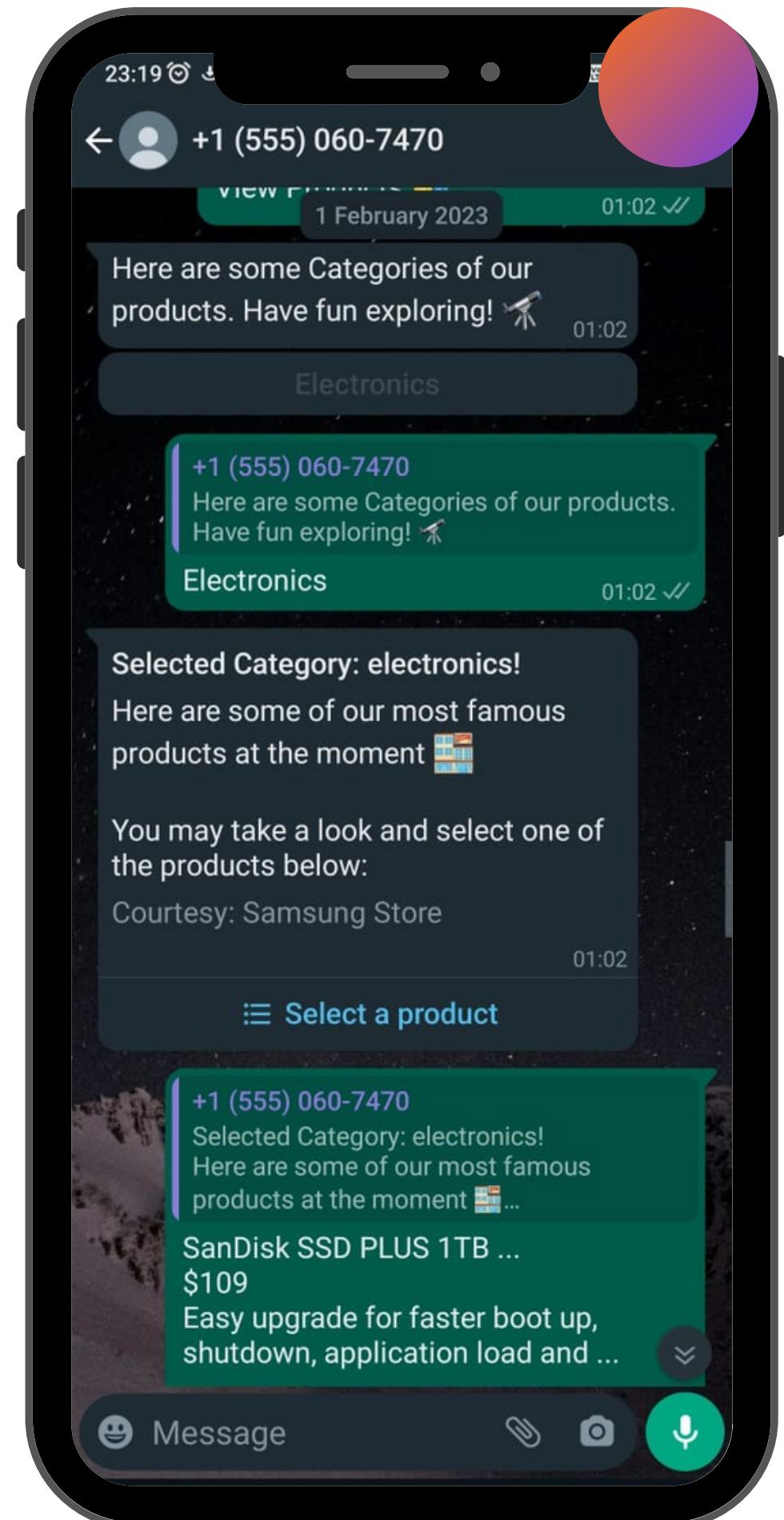
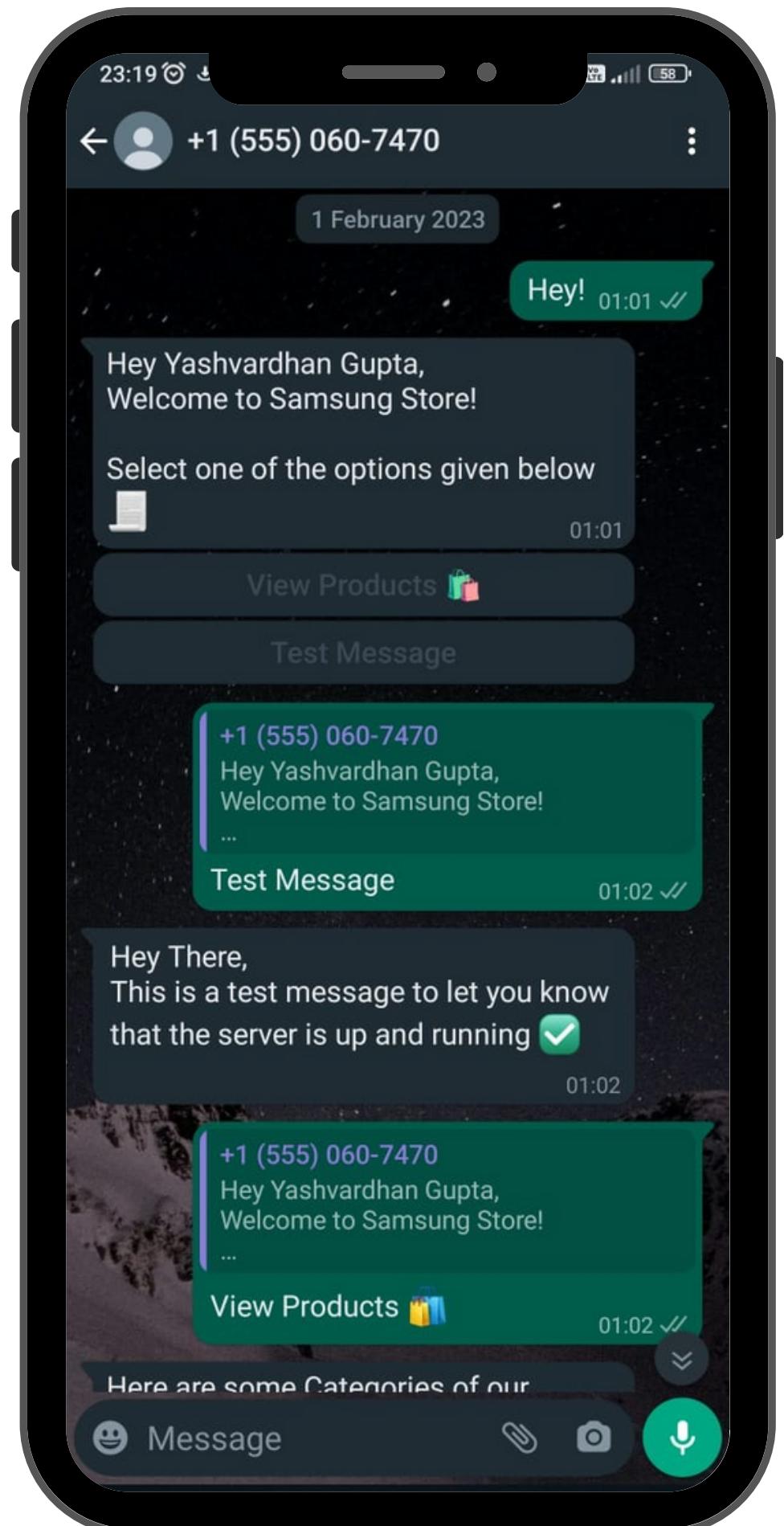


Results

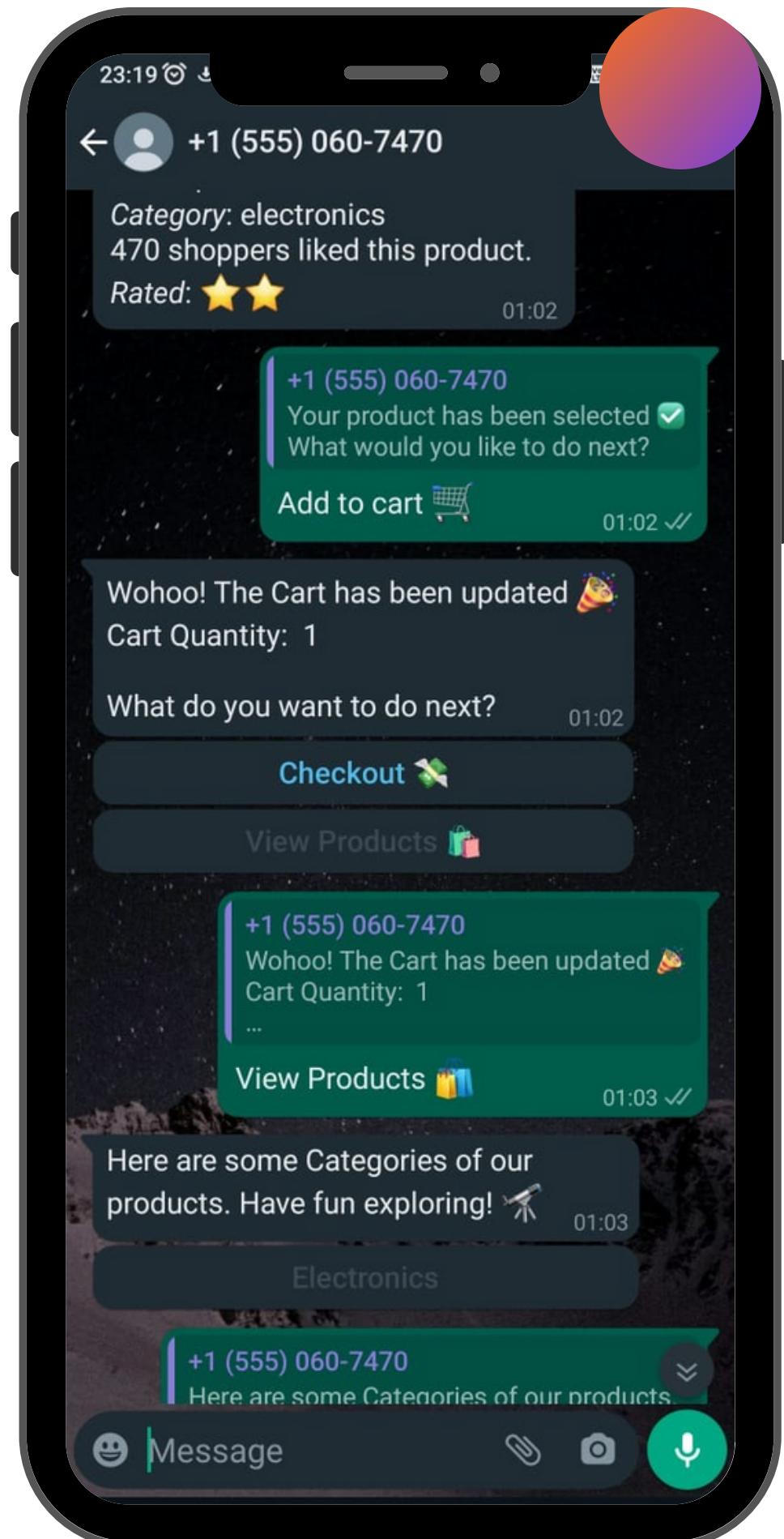
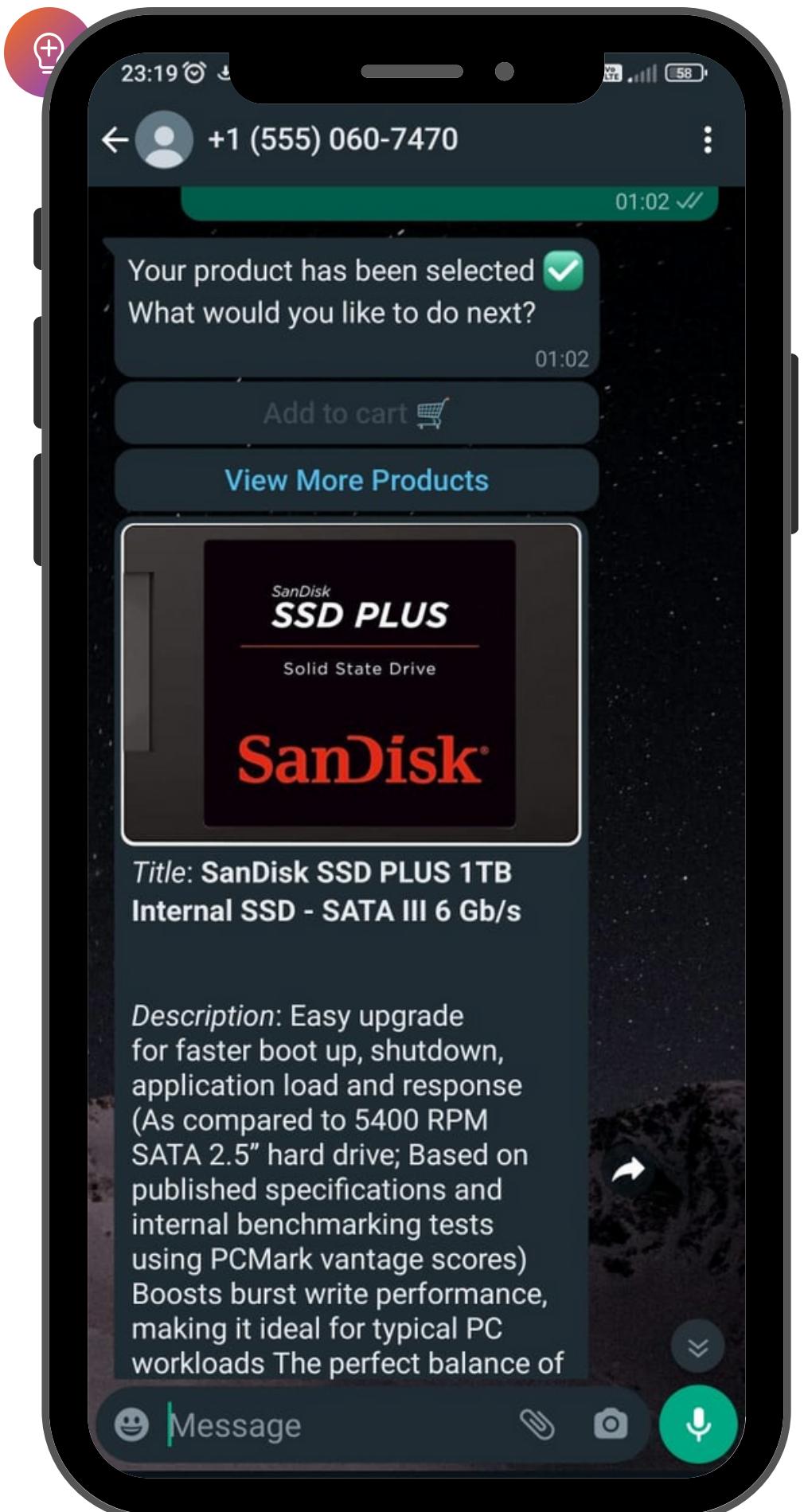
1. Initiate conversation from user
2. Get Responses from Server
3. Work through entire process
4. Select Products
5. Add to Cart
6. Do a Dummy Payment
7. Get a Dummy Invoice in the end
8. Reinitiate if needed



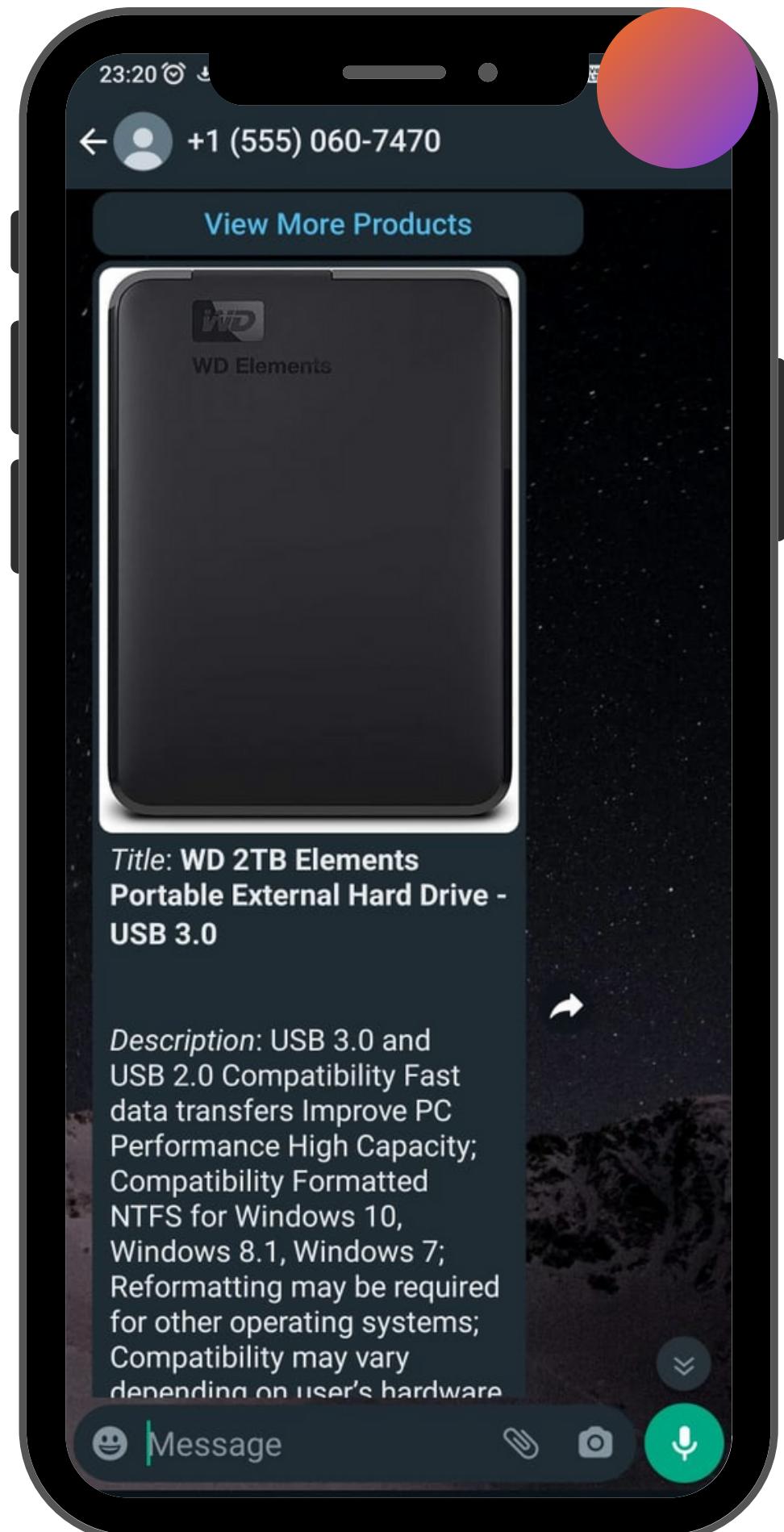
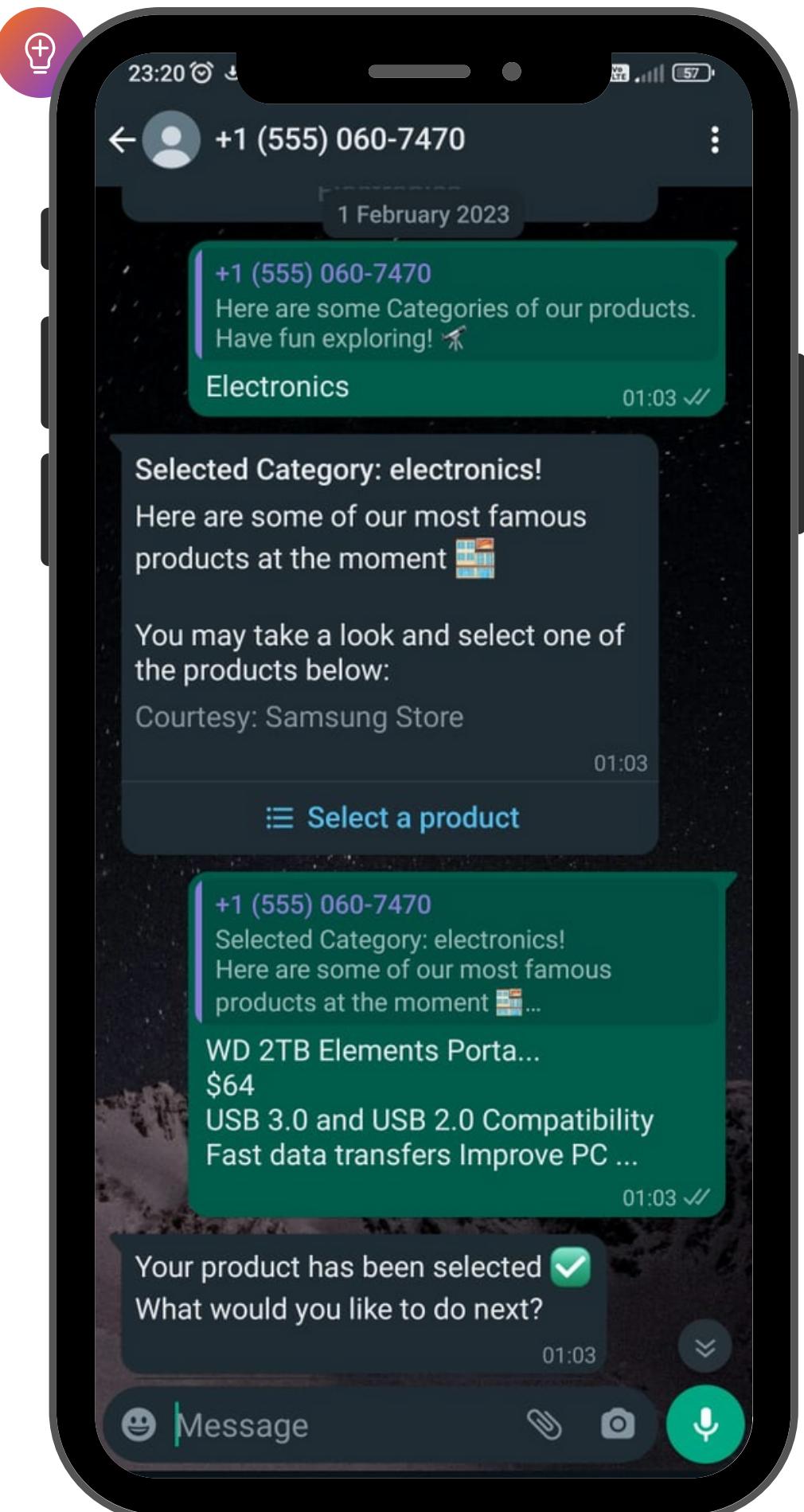
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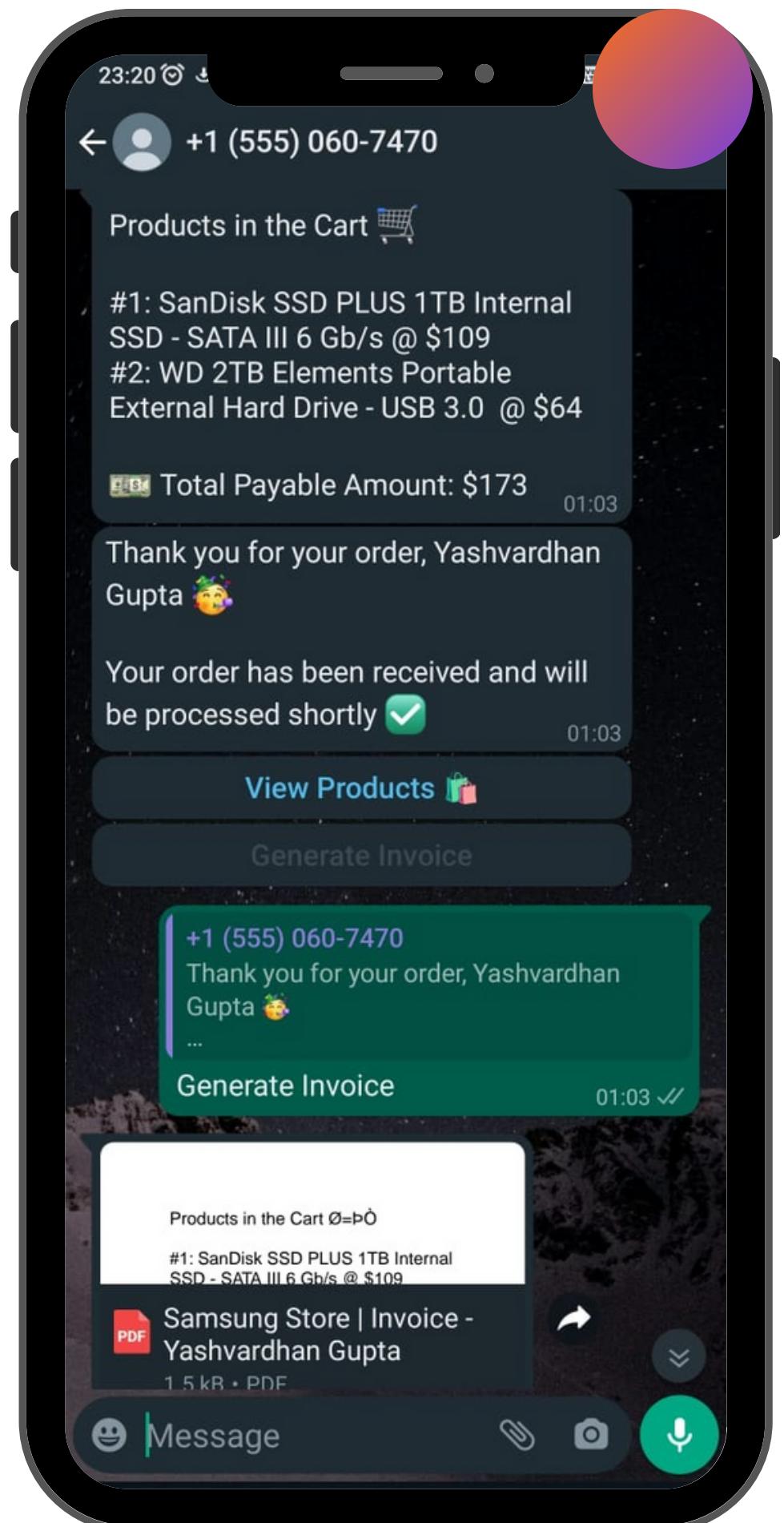
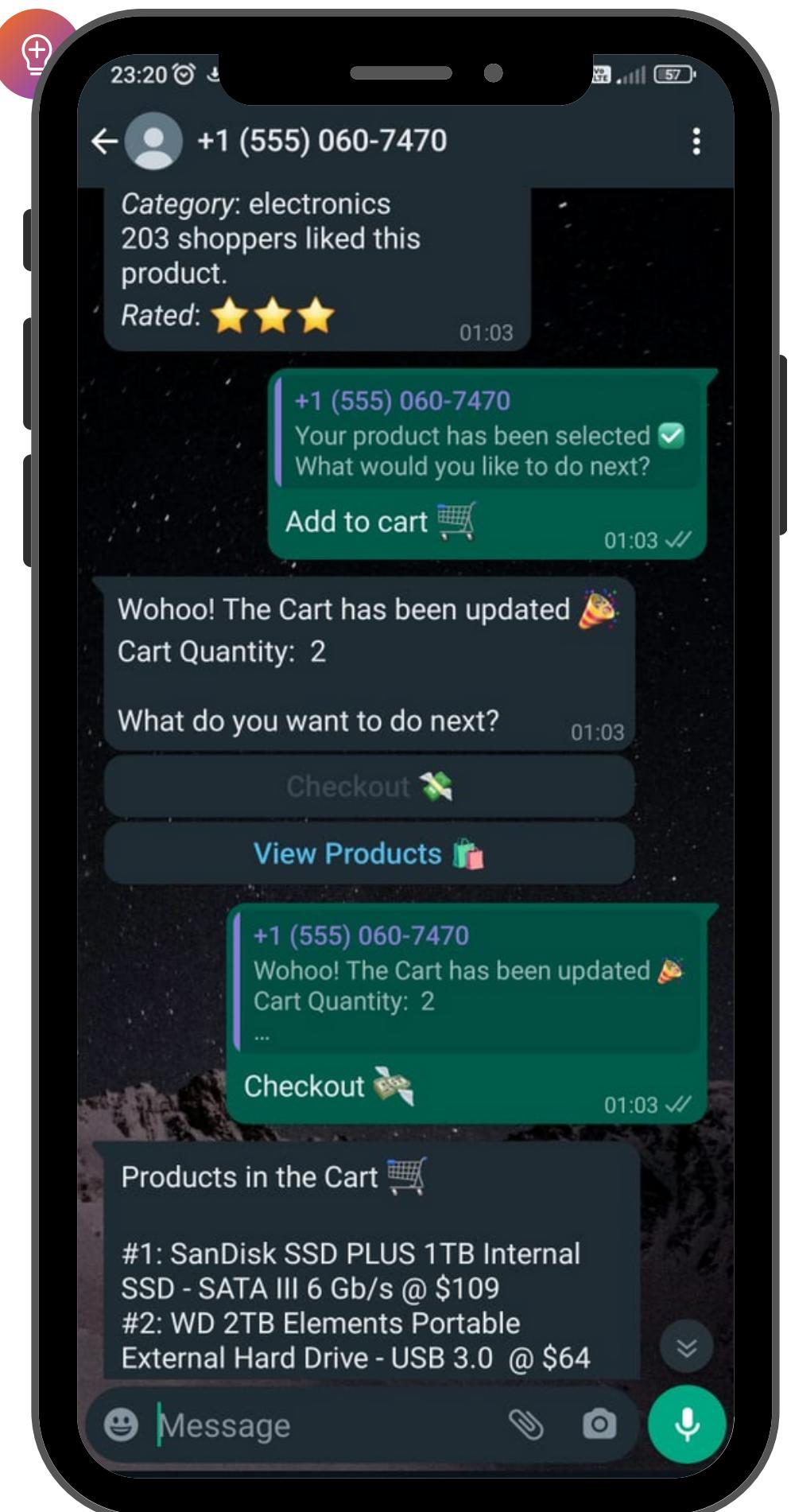
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Results

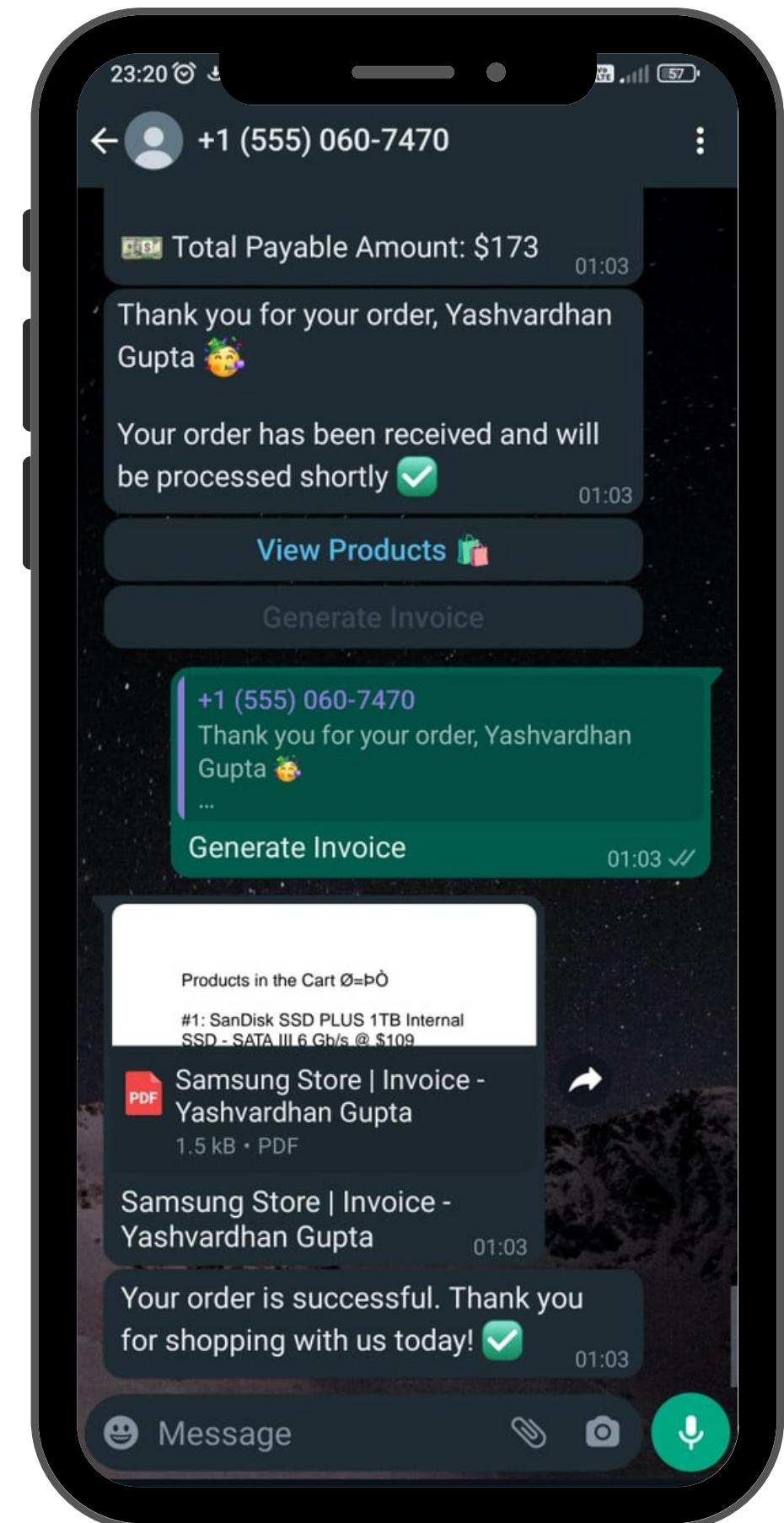


Results





And that is the final point of the workflow, the conversation can again be started with a message from the user.

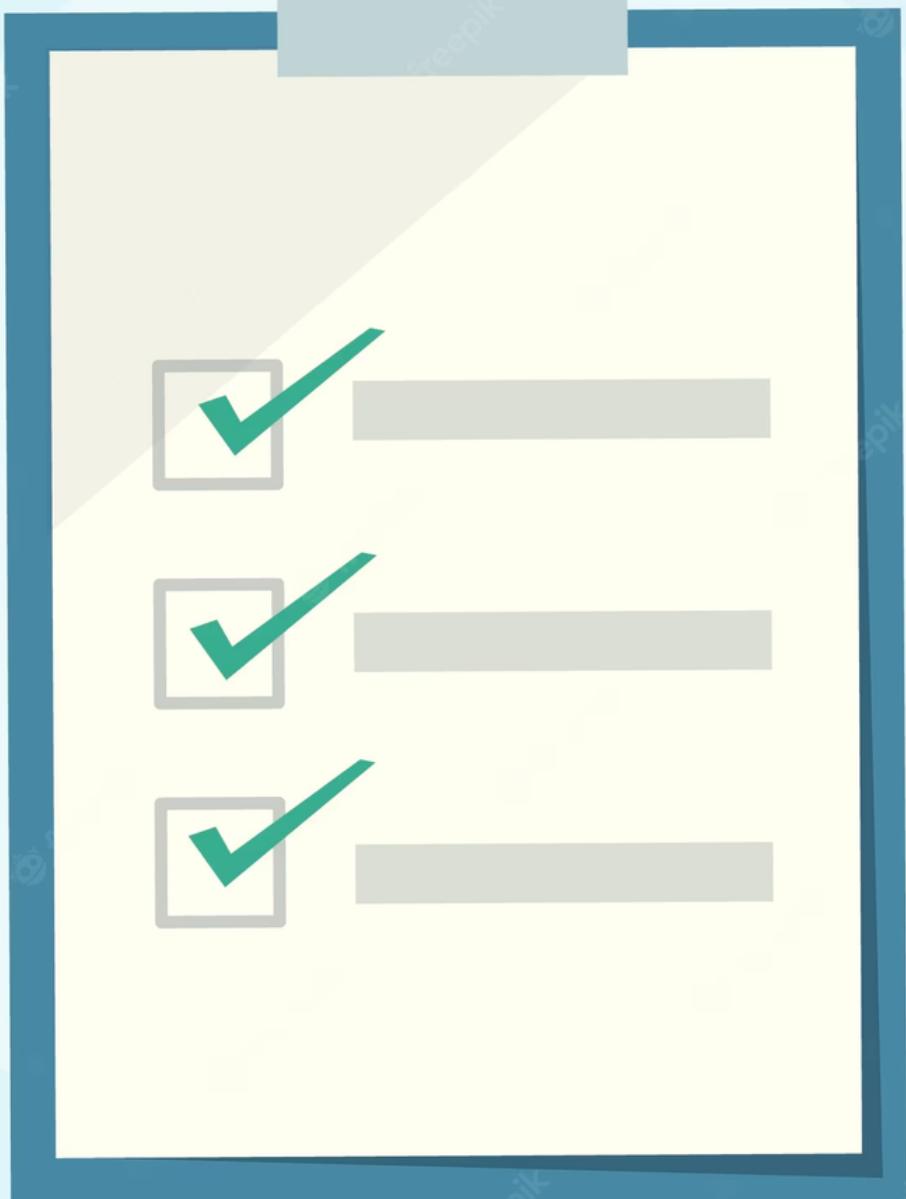




Observations & Results

- 1) After testing different interface implementations we have figured out that clicking on button and getting the items fetched from the cart is easiest way for user.
- 2) We have configured and integrated whatsapp API with messenger through meta developers account where we can deploy catalogues directly from samsung e-store.
- 3) We have deployed a realtime nodejs server for implementation of our backend code of chat bot.
- 4) Since we have not got samsung e-store data permission we tried product listing and catalogue features through dummy product updation.

Upcoming Month's Plan



Payment Integration

- We are thinking to implement secure multiparty payment system on our chatbot, integrate messenger with samsung-estore to fetch product & login directly from wahtsapp.We will use different payment vendor api's for multiparty payment system.
- We will fetch code from e-store process on our nodejs server and showcase on messenger.

MultiLingual Functionality

- We implement the multilingual capability for the chat-bot.
- We will use pre-made NLP api's for integrating with messenger.
- We will deploy and test the code on server for hindi and english as initial languages.



Thank You