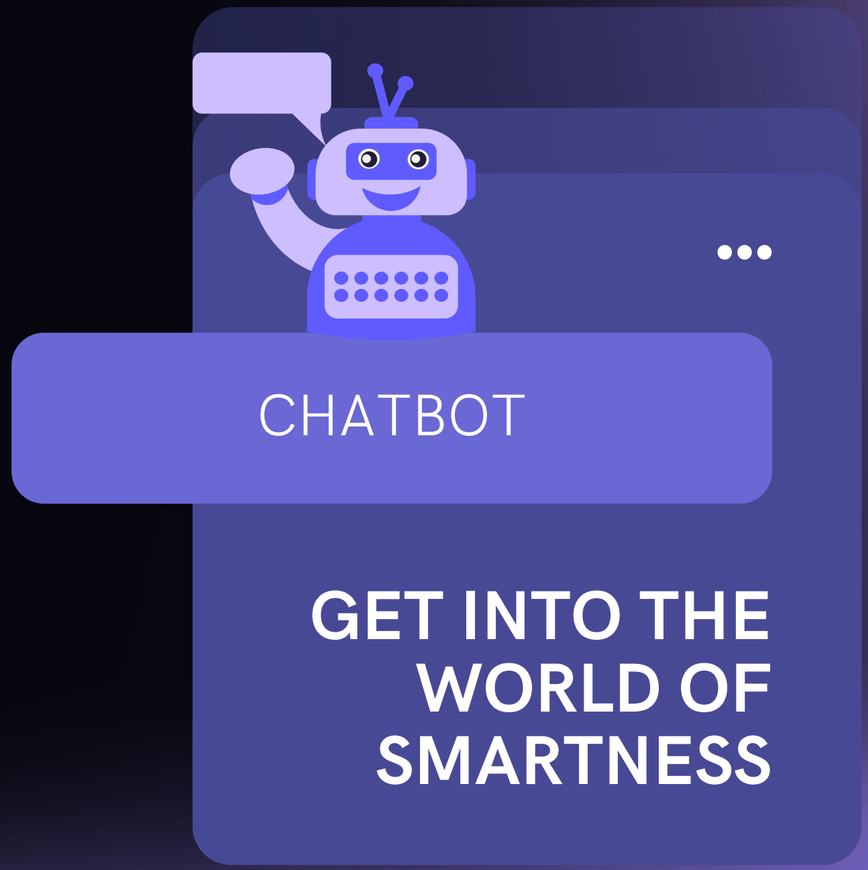
AI16_ENIGMA

CHATBOT FOR ONLINE SHOPPING

One stop solution to end all the confusion during Online Shopping



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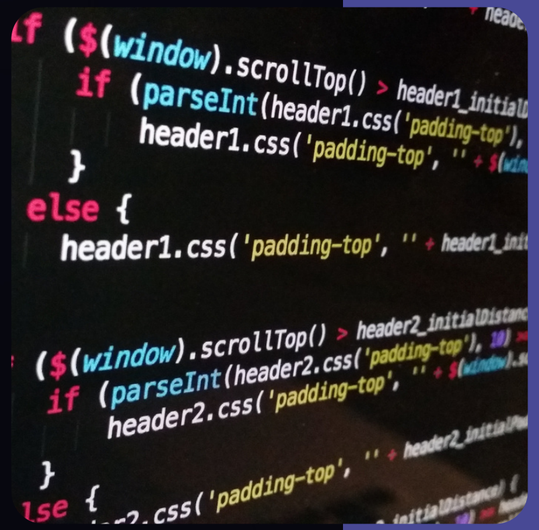

Get to know us

We are Undergrad students who are working on various Projects and one such project is this - SMART CHATBOT

Chatbots can help customers find the exact product they are looking for in a huge catalog and directly jump to the checkout page, or obtain information on current sales.

PROBLEM STATEMENT

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"People are finding difficulty in shopping things online"

"Chatbots will be your new best friend"

01 When we try to buy something from an online website, we are faced with many questions.

02 Does the website have what we are looking for, what type of payment do they receive, after how many days will the shipment arrive, etc.

03 In these situations, we'll need help from someone, we can't always call the helpline since they won't be available sometimes.

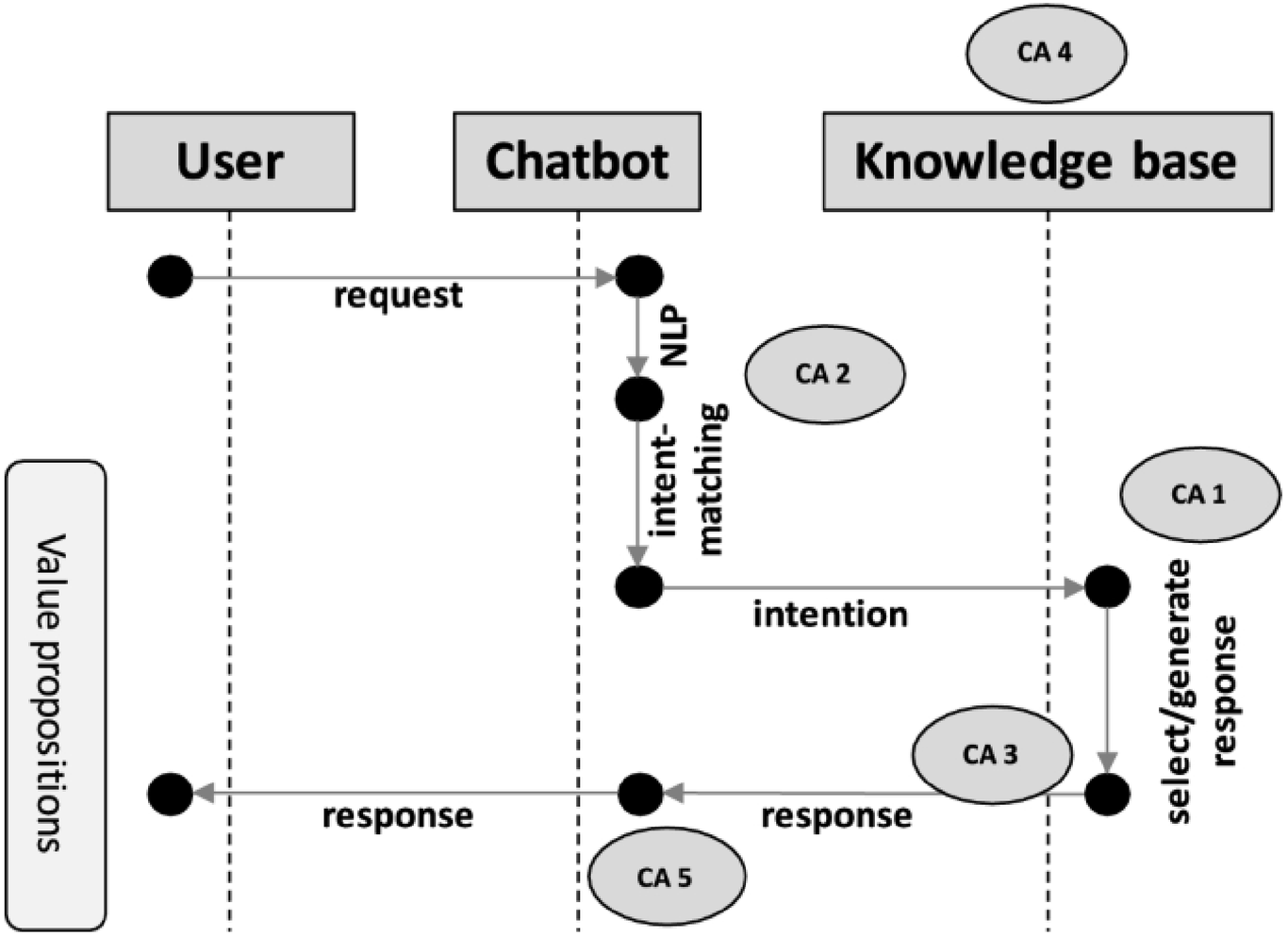
OUR SOLUTION TO HAVE A HASSLE-FREE SHOPPING EXPERIENCE !

SMART CHATBOT FOR ONLINE SHOPPING

- Chatbots can automate tasks performed frequently and at specific times. This gives employees time to focus on more important tasks and prevents customers from waiting to receive responses.

- Proactive customer interaction.

CHATBOT VALUE PROPORTION



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AGENDA/ WOW FACTOR

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24*7 Availability:

01

- A chatbot is an automated program, designed to answer customer questions. Therefore, In order to avoid fatigue and be more responsive.

Reduces Operational Costs:

02

- By replacing a human with a chatbot, you can minimize your operational cost.
- It is difficult for a corporation to hire employees for each role

Reduce Errors:

03

- Chatbots minimize errors, customer support representatives can make mistakes in providing appropriate information to the customers.
- The chatbot flow contains pre-written information, which ensures proper data output.

MODELLING

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- In this Python project with source code, we are going to build a chatbot using deep learning techniques.

- The chatbot will be trained on the dataset which contains categories (intents), patterns,s, and responses.

- We use a special recurrent neural network (LSTM) to classify which category of the user's message belongs to and then we will give a random response from the list of responses.
- Let's create a retrieval-based chatbot using NLTK, Keras, Python, etc.

- The NLTK library will be used in order to get the bag of words, which is a way of extracting features from the text for modeling, tokenization, stemming and removing the punctuation, and vectorization of the text is required.

END USERS

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WHO ARE THE END USERS?
We as consumers of goods are the end users of this SMART CHATBOT.

Product

Its a service-based product and it will prove to be very beneficial.

Place

Consumers can make use of this chatbot at any given location with ease.

Price

Every good service comes at a price. After good prototyping, we will come up with suitable pricing.

Promotion

We plan on promoting our Chatbot on shopping websites as our target audience will be at max.

RESULTS

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Our team

PRANAV CHOTHAVE

PRATHIKSHA HARISH

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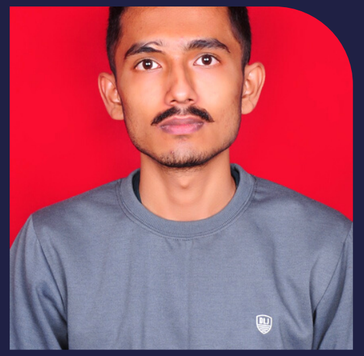

YASHRAJ

VISHAKHA

Thank You