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E-commerce Site With Integration of Chatbot

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Abstract : The main goal of the project is to launch an online shopping site with an integrated chatbot that saves money Helps the user quickly resolve his time and his demands. Chatbots give the answer Customer requests in the form of "voice messages", "chat support", and therefore visually impaired the app is easy to use and has clear ideas about the product. Chatbots provide relevant information for users at the request of users. This application also works with different types of browsers in various networks. This chatbot can facilitate interaction with your website. Bot understands Talk to the user in simple words. This chatbot is connected to an e-commerce website. This website offers a variety of products with different functions. Chatbots help automation Customer care / service.

IndexTerms - E-commerce, Chatbot, Automation

I. INTRODUCTION

This is a great opportunity as more than 80% of consumers around the world shop online at least once. E-commerce companies have already established long-term and beneficial relationships with this Existing audience. However, the administrator cannot answer all requests from customers. This issue can be resolved by automating customer service through chatbot integration.

SCOPE

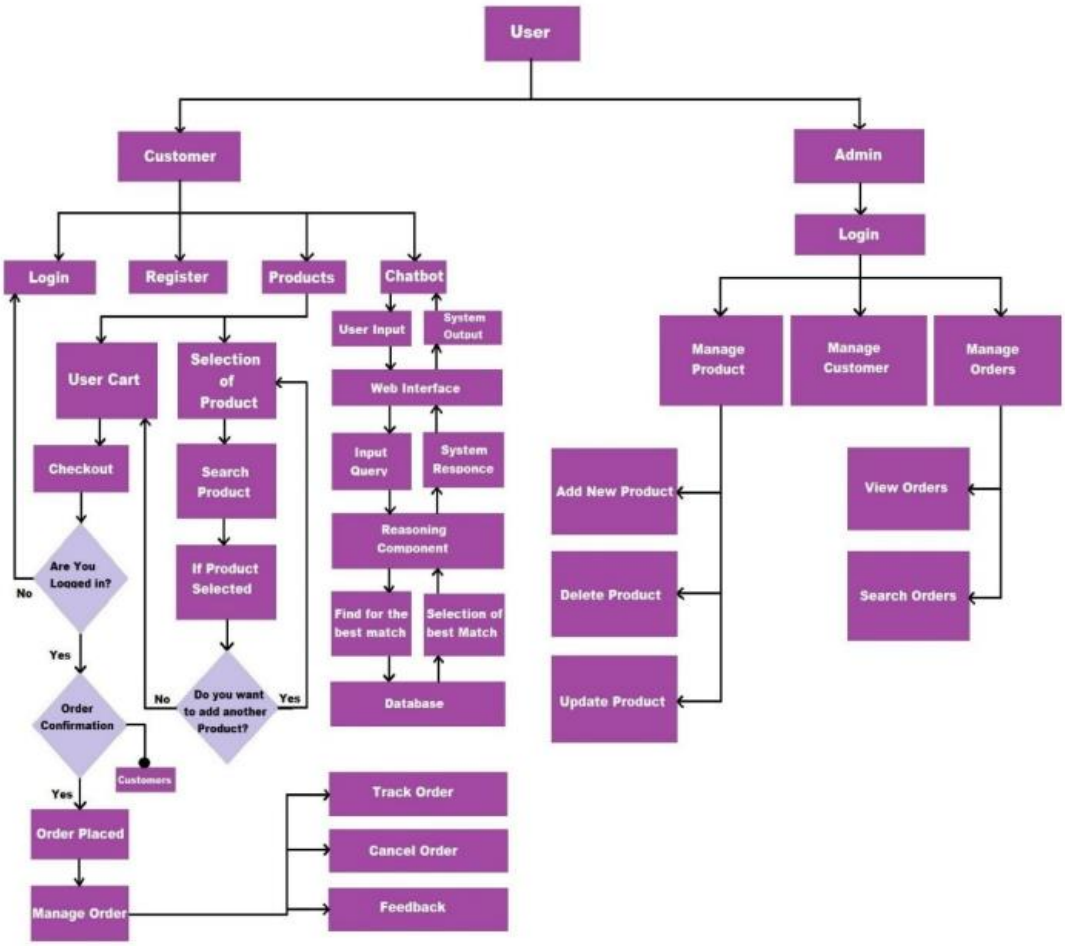
- Efficient customer support with chatbots.
- There is little human support.
- 24/7 availability of the system.

OBJECTIVE

- Build an e-commerce website to buy and sell products/goods online.
- To give the power to engage with new, existing, and potential customers with real-time messaging.
- Provide customer service and support without actually providing (and paying for!) person.
- Ease for people to buy goods.

II. RESEARCH METHODOLOGY

System Architecture:-



Registration and Login:-

A new user has to register himself on site. He has to provide username, email, password and other details to store user specific details for user authentication or for further operations.

After registration complete whenever he want to buy or want to do anything he has to login himself with the credentials he has given.

User Cart:-

To buy products user has to add the products in cart.The items in cart is store in local storage of browser. User can remove or add multiple products and according to he can checkout it from cart.

Order Status and Tracking:-

The administrator is notified as soon as the user orders something, and the administrator changes according to the order.

Order status and changes are displayed to the user in real time.

Algorithm:-

• Step 1 - Make dataset of responses in json format.

Example-

{
pattern1:
{
keywords : [keyword1,keyword2..],
responses : [response1,response2..]
}
pattern2:
{
keywords : [keyword1,keyword2..],
responses : [response1,response2..]
}

}

• Step 2 - Get user query.

• Step 3 - Split the query into single word.

Example: Query= ”I want to track my order” Words = Query.split(” ”)
Words= [”I”,”want”,”to”,”track”,”my”,”order”]

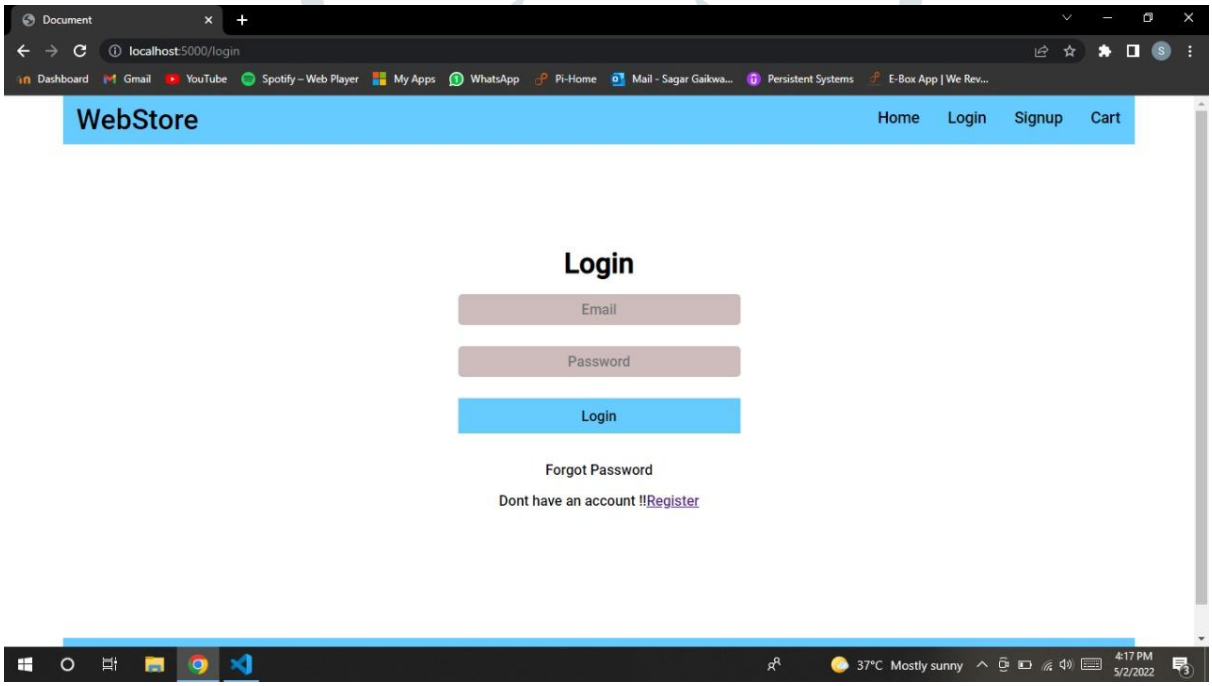
• Step 4 - Match the keywords with the each word of query.

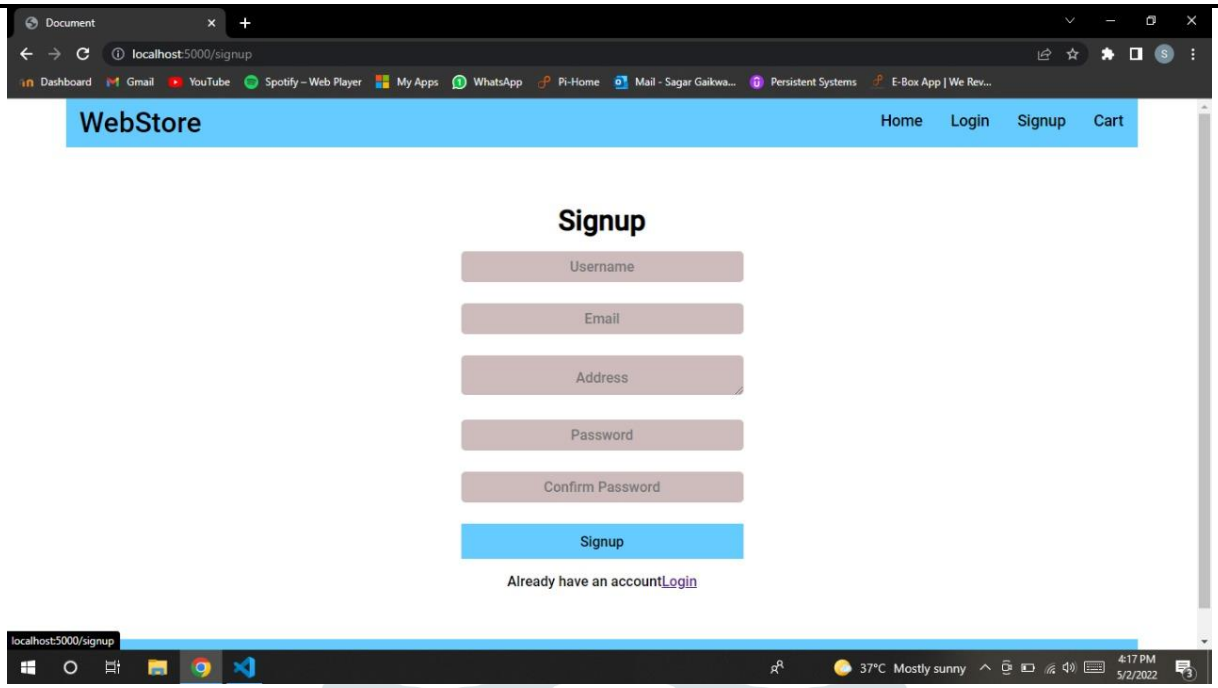
• Step 5 - Store count of every match.
Example- { { pattern1 : count}, { pattern2 : count} }

• Step 6 - Check maximum count and give response according to it

Examples :-
• User Query- I want to track my order.
• Keywords- Track , Order
• Response- You can track your order in realtime.

III. SNAPSHOTS OF SYSTEM WORKING

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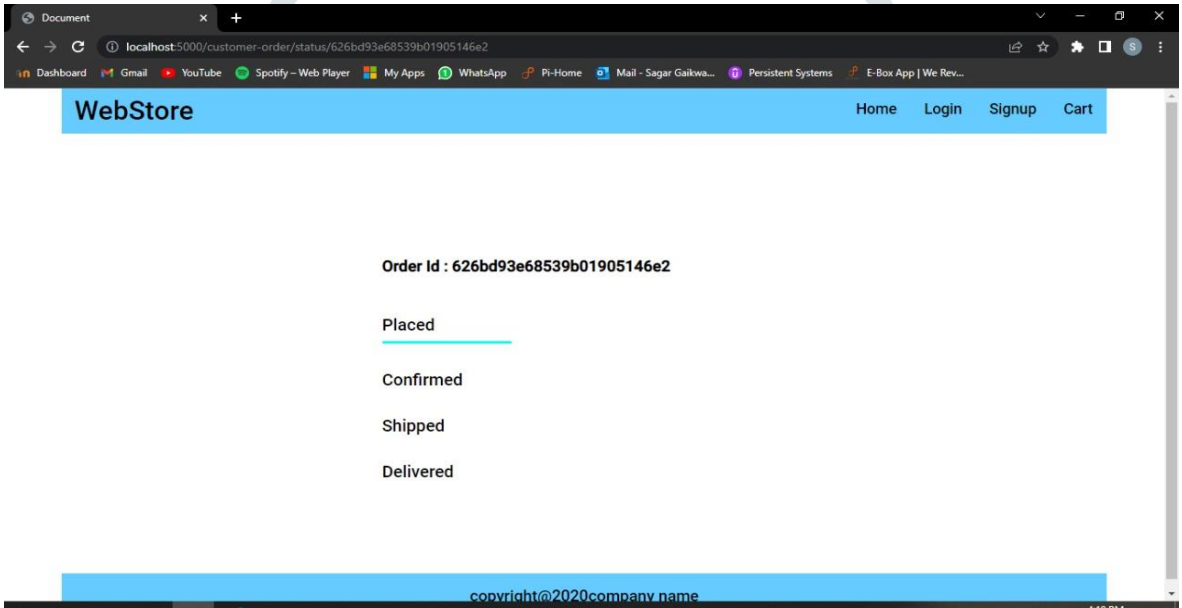
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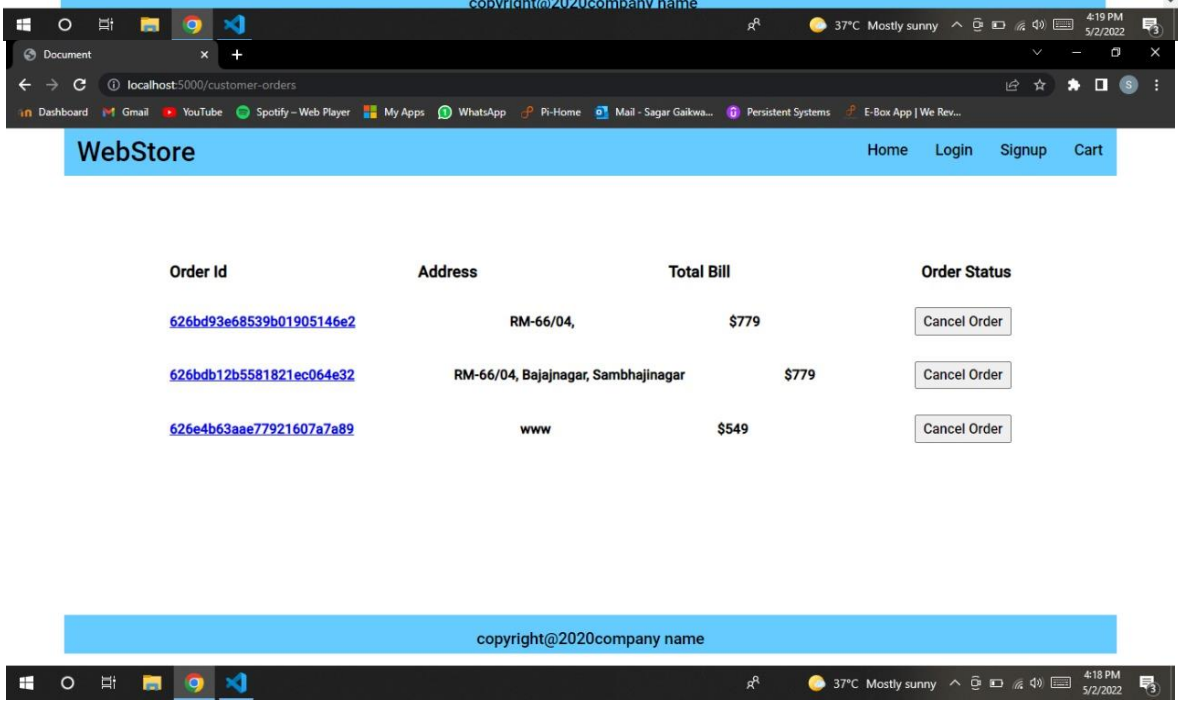
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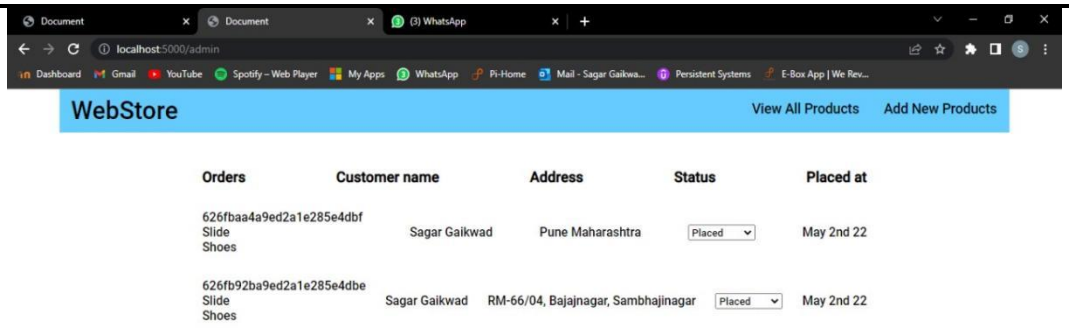

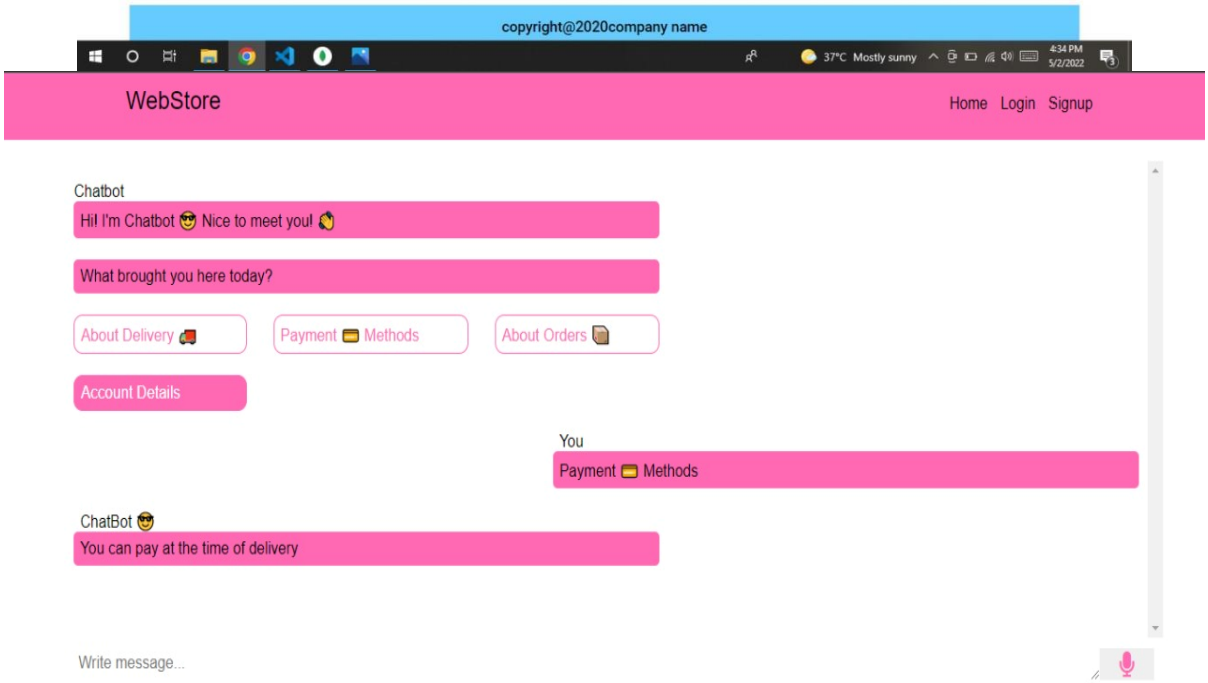

IV. CONCLUSION

Thus we are going to implement a website based chatbot that attempts to improve User Interaction with the E-Commerce website. Chatbots also have a set of saved responses Tends to provide relevant answers and products to take into account dynamic user input suggestion. The product database is independent of the saved answers, so you will see the new product Easy to add and remove under each category, no changes required Saved chatbot response.

V. ACKNOWLEDGEMENT

"E-commerce Site with Integration of Chatbot" has been a subject with tremendous scope to research upon, which Guides to explore new heights in the field of Computer Engineering, and its miscellaneous applications. We dedicate all our project work to our esteemed guide Prof. C. V. Longani Whose Interest and Guidance helped us complete our work successfully and provide a facility for more enthusiastic exploration of subject. This experience inspires us over and over again to do our job perfectly and professionally. We also extend our gratitude to Dr. D. B. Kshirsagar (H.O.D. Computer Department). We would like to express our sincere gratitude to all the teachers and staff of the department of Computer Engineering, Sanjivani College Of Engineering, Kopargaon for their support. I thank everyone else, especially our friends, who have helped us in some way to successfully complete this project.

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