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CHATBOT BASED ON ONLINE SHOOPING FOR FOOD ENQUIRY

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ABSTRACT

This paper describes a website based chatbot. This chatbot can make it easier to interact with the website. The bot understands and converses with the user in simple language. This website has a variety of products with different features. The chatbot helps you to make a decision which product is especially helpful when you have not narrowed down the criteria for the product. Its function basically like an online automated assistant. The application offers the exhilarating experience of placing order on the Ecommerce site according to his\her need and viewing the previously placed orders anytime the user wants. CartBot will turn into a customized personal assistant that knows your online likes and preferences and serves a magical tool to deliver the products on time and in the most convenient manner. An account has to be linked to the device, thus allowing you to back up your history in case of device malfunction or any other unfortunate activity

Keywords: *Chatbot, Ecommerce, CartBot, Assistant, Automated system,*

I. INTRODUCTION

It's a rare moment when it becomes clear that a technological revolution is upon us. We believe that we are in midst of one of the biggest revolutions right now. If you haven't realized it, bots are everywhere. Your interaction with Greeshma, scheduling an appointment over email with someone named Rashmitha , or set up a team meeting with an interestedly helpful associate in slack, you 've already had a close interaction with a bot. Bot have the potential to save time, stress, and tediousness by automating boring tasks, like gathering your team's lunch preference of building a travel itinerary which Introduction could typically vex up hours of your time. Brands are catching on too, as evidenced by the throngs of business developing their self-designed mechanized messengers. With the rise in machine learning, chatbots or bots in general are termed to be precocious. If you want to have a burger for lunch, you had probably visit a nearby fast food restaurant. Alternatively, you may also search for some restaurant online, click around until you find what you want, and place your order. With a bot, you can have your favourite burger delivered to your doorstep just by texting the bot, which would be a part Facebook messenger or any other popular messaging app. You had been doing something similar to what you do while searching for a restaurant online, the difference being, with bots, you don't have to bother about downloading anything new or shuffling between websites. Bots are more personalized than apps or websites. Bots are more personalized than apps or websites ever could be, thus providing a better user experience.

Bots as virtual assistants for restaurants

If you are a restaurant owner, a chatbot that handles your customer interaction can prove to be an ace for your business. A chabot can overcome a lot of challenges that are difficult to tackle using any manual process. Here are some challenges that bot can address and act as your companion and not just some nerdy piece of code:

1. Sluggish delivery and order processing:
   Solution: The manual process of ordering your food using a website oran app become tiresome as majority of the times, you're not provided with the order tracking facility. At times when you can track your order, you would have to visit the website and check for yourself if the order is dispatched. With the help of bots, you can make the delivery and order processing faster and transparent. The bot will notify you as soon as your order is prepared or is on the way to your home.
2. Incapable of knowing order patterns for frequent customers:

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Solution: Customers are habituated of ordering the same place over and over again. Presently, food ordering websites allow you to save your favorite orders for placing a quick order in the future. But, bots can take this further by reminding users what they had the last few times, when they had it and maybe even what the occasion was. In such scenarios, bots can also notify the customers that can avail some discount on repeating their previous order.

3.Unable to keep track of loyal customers:

Solution: For any business, it is hard to find and retain customers who are loyal to them. If you found customers who frequently order their meals from your restaurant, they deserve some special treatment. Customers need to know that you value them and bots can do just that they are offering to their frequent customers.

3. No customer feedback to assess performance based on analysis and reporting:
   Solution: Usually, customers don't bother to provide an insightful feedback on how they liked the food or service of a restaurant. This might not sound like a big deal, but only by getting customer feedback, business can make forward. As soon as customers are done with their meal, the bot will ask them to provide a quick feedback, so that business can better analyze where they need improvement.
4. Customer preference is not taken into consideration while presenting the menu:
5. Solution: Of course, you would be delighted if the restaurants knew about your preference and tastes. Bots use machine learning and previous customer's data to know what you like and what you don't. Suppose you are a vegetarian, then the bot would only pop vegetarian options from the menu. It can also remember if your allergic to mushrooms and keep you away from recipes that include them.

II. LITERATURE SURVEY:

By "chatbot information extraction" throughout this paper, we have a tendency to mean extracting the pairs of from on-line resources. Based on our study of the literature, there's no revealed work describing the employment of on-line communities like forums for automatic chatbot information acquisition. Existing work on automatic Chatbot knowledge acquisition is mainly based on human annotated datasets, such as the work by Shawar and Atwell [2003] and Tarau and Figa [2004] [1].

Shawar and Atwell[2003] and Tarau and Figa[2004], approaches are helpful to construct common sense knowledge Extracting Chabot Knowledge from Online Discussion Forums* Jizhou Huang1 , Ming Zhou2 , Dan Yang1 1 School of Software Engineering, Chongqing University, Chongqing, China, 400044 @cqu.edu.cn 2 Microsoft Research Asia, 5F Sigma Center, No.49 Zhichun Road, Haidian, Beijing, China, 100080 mingzhou@microsoft.com IJCAI-07 423 for chatbots, but are not capable of extracting knowledge for specific domains[2].

Shrestha and McKeown [2004], present a method to detect pairs in an email conversation for the task of email summarization [3].

Zhou and Hovy [2005], describe a summarization system for technical chats and emails about Linux kernel. These researchers' approaches utilize the characteristics of their corpora and are best fit for their specific tasks, but they limit each of their corpora and tasks, so they cannot directly transform their methods to our Chabot knowledge extraction approach [4].

Jeesoo Bang, Hyungjong Noh, Gary Geunbae Lee and Yonghee Kim's, introduces a chat-oriented dialogue system. This system is example-based system with personalization framework using long-term memory. Previous chat-bots use simple keyword and pattern matching methods. For generating number of heuristic rules, language expert knowledge is necessary. These rules are used to maintain the quality of systems [5].

J.Jia's, CSIEC adopts linguistic communication terminology as customary format of rules. It additionally uses sizable amount of linguistic options metaphysics like Chat script [6].

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These recently developed chat-bots have powerful options and large potential to draw in the interest of users and manage the speech communication. This Chabot focuses on supplying a virtual Chabot, which can chat in English with the users anytime. It provides response according to the user input, the user's and its own personality knowledge, common sense.

Kim, J. Bang, J. Choi, S. Ryu, and G. G. Lee's, this system collects user-related facts automatically from user input sentences and stores the facts in memory. If there are unit changes in users interest it additionally keeps track of them. Chat script, a chat-bot engine that's primarily the same as ALICE, suggests additional subtle options. It uses extra troublesome pattern matching technique and philosophy for understanding numerous intentions and topics. All of the extracted data is used once the system generates the system response [7].

Based on literature, Zarmpou, Saprikis, Markos, & Vlachopoulou (2012) define mobile services as: "mobile data services mainly refer to the communication services (e-mails, SMS, MMS, etc.), web information services (weather information, sports, banking information, news, etc.), database services (telephone directories, map guides, etc.), entertainment (ringtones, videos, games, etc.) and commercial transactions through the mobile devices (buying products, making reservations, banking, stock trading, etc.)" (p.226). A traveler Chabot could be a combination of multiple services because it will mix communication services with info services, entertainment and commercial transactions [8].

Balasubraman, Peterson, & Jarvenpaa, 2002; Pavlou et al., 2007; Barnes & Scornavacca, 2004, developed the growth of mobile commerce (m-commerce) has led to the development of mobile marketing. M-commerce may be outlined as "...any transaction with a monetary value - either direct or indirect - that is conducted over a wireless telecommunication network" (Barnes, 2002, p. 92). As there are no limitations regarding time, wires or space, m-commerce is characterized by its ubiquitous 'anywhere, anytime' nature [9].

Barnes & Scornavacca, 2004; Bauer, Barnes, Reichardt and Neumann, 2005, Mobile phones are typically owned by an individual which makes mobile devices an ideal platform for targeted and personalized marketing. Mobile promoting may be outlined as "using a wireless medium to supply customers with time- and location-sensitive, personalized information that promotes goods, services and ideas, thereby benefiting all stakeholders" (Scharl, Dickinger and Murphy, 2005, p.165). Mobile promoting may be applied to boost a consumers' relationship with a complete by text electronic communication, mobile advertisements, mobile (user-generated) content, m-commerce and permission-based marketing (Watson, McCarthy & Rowley, 2013) [10].

Persaud and Azhar (2012), state that this type of marketing allows companies to easily reach consumers and is relatively easy and inexpensive. Nevertheless, this does not mean consumers want to receive marketing messages on their phones. Whether a new marketing instrument will be successful or not depends on the consumer acceptance (Bauer et al., 2005) [11].

Barnes and Scornavacca (2004), state the environment of a mobile phone is a much more personal one than an (e-) mail inbox. Due to the invasive nature of mobile marketing compared to other media, attention is required regarding user permission issues to make mobile marketing experience an enjoyable one [12].

In addition, they state that in order to obtain the user's permission, the information pushed to the user must be of high value.

According Barnes and Scornavacca (2004), mobile marketing can be divided into two main categories; push and pull marketing. In push promoting marketers approach customers by 'pushing' or causation them advert messages (e.g. e-mail, SMS). In pull marketing, advertisements (e.g. banners, images) are placed on or in content that is accessed and browsed wirelessly [13].

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Messina (2016), defines conversational commerce as "...utilizing chat, messaging, or other natural language interfaces (i.e. voice) to act with individuals, brands, or services and bots that heretofore have had no real place in the bidirectional, asynchronous messaging context" [14].

In line with metropolis (2016), another extensive description of conversational commerce is given by Shopify (2016): "Consumers can chat with company representatives, get customer support, ask questions, get personalized recommendations, read reviews, and click to purchase all from within messaging apps. With informal commerce, the buyer engages during this interaction with an individual's representative, Chabot, or a mixture of both" [15].

According to Kumar (2016): "chat as associate degree interface for commerce". Although the mentioned definitions take issue in extensiveness, there's one common measure, specifically convenience. Conversational commerce is concerning giving convenience through a speech in linguistic communication. Nevertheless, the definitions take issue relating to the linguistic communication interface (e.g. voice vs. chat) and therefore the extent a Chabot is unnaturally intelligent or somebody's representative. In the continuation of this study, chat is chosen as the natural language interface as chat is the interface in messaging apps [16].

Newman described (2016) "the ultimate goal of chatbots is to replace the most common interfaces we use on computers and in connected devices". It provides the advantage of exploitation linguistic communication to speak with corporations and services through a well-recognized interface. As the methodology of communication is thru speech, the adoption of colloquial commerce is predicted quicker than desktop apps (Messina, 2016). Future payments via chat apps can enable the chat to become a one-stop searching channel that doesn't need to go away the interface to complete associate degree order, allowing a smooth shopping experience (Shopify, 2016) [17].

We chat, a preferred Asian traveller app already facilitates many services from among the app. Transferring money, ordering food, buying movie tickets and booking a flight are some of the integrated functionalities [18].

Szchlicht (2016) describes that: "logically, if you want to build a business online, you want to build where the people are. That place is now inside messenger apps" [19].

According to Zadrozny et al. (2000), by letting users ". Express their interest, wishes, or queries directly and naturally, by speaking, typing, and pointing" (p.117-118) a more sophisticated HCI can be achieved [20].

Desaulniers (2016), defines chatbots as "interactive electronic communication power-driven by AI (AI)". In addition to Desaulniers, Schlicht (2016) describes a Chabot as "a service, powered by rules and sometimes artificial intelligence that you interact with via a chat interface" [21].

Research by Mott et al. (2004), states chatbots are often applied in businesses to facilitate client service, help desk, website navigation, guided selling and technical support. Their analysis centered on applications of web-based colloquial agents and therefore the technical challenges relating to style and readying on an oversized scale. In addition to Mott et al. (2004), Atwell and Shawar (2007) state that besides commerce, chatbots are also used for entertainment, language learning and as a tool in education, as also shown by Kerly et al. (2007) who studied how chatbots can be brought into education as a negotiation tool for students [22].

Bick more, Schulman and Sidner (2013) presented a virtual health counselor. Several researchers (e.g. Häubl & Trifts, 2000; Xiao & Benbasat, 2007) explored recommendation agents; software to assist and recommend consumers while making their decisions in online shopping. Another well researched topic is the shopping bot; a specific bot designed to help customers compare and shop products online [23].

Mhatre, Motani, Shah and Mali (2016), tried to describe an approach on how to implement a web-based artificially intelligent Chabot that could function as a personal assistant to schedule meetings [24].

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Davis, Bagozzi and Warshaw, 1989 designed a widely applied model for user acceptance and usage in various domains is the Technology Adoption Model (TAM). The model was first proposed by Davis in 1986 and was designed to model user acceptance of information systems. The original TAM model (see figure 1) can provide insights on "the impact of external variables on internal beliefs, attitudes, and intentions" [25].

Fishbein and Ajzen (1975) proposed the theory of reasoned action (TRA) which states that a specific behavior is determined by behavioral intent (BI). BI is determined by a person's attitude (A) and Subjective Norms (SN) towards that specific behavior. TAM builds upon TRA to indicate whether causal relationships exist between perceived usefulness (PU), perceived ease of use (PEOU), the user's attitudes, intentions, and actual adoption behavior of computer usage (Davis et al., 1989) [26].

Davis et al. (1989) define PU as "the prospective user's subjective probability that using a specific application system will increase his or her job performance within an organizational context" (p. 985) and PEOU is outlined as "the degree to that the possible user expects the target system to be freed from effort" (p. 985). The model proposes that 'perceived usefulness' (PU) and 'perceived easy use' (PEOU) are relevant determinants for acceptance behavior. The actual usage depends on the metal to perform a precise behavior. In turn, it's planned that metal relies on element and on the perspective towards exploitation (A) of the user. The TAM model includes a direct effect of PEOU on PU and proposes PU has a direct effect on BI. The model has been verified in a longitudinal study and concludes that primarily PU and secondarily PEOU are good determinants for people's intentions to use computers [27].

Legris, Ingham and Collerette (2003) critically reviewed the TAM by analysing 22 published articles in which the model was applied in the period between 1980 and 2001. Their meta-analysis concluded that overall the model was tested empirically and proved to be of quality while generating statistically reliable results [28].

Legris et al. (2003) proposed that the TAM model should be integrated into a broader model which also captures variables concerning human and social change processes, as well as variables related to the innovation adoption model. Moreover, their review shows mixed results for the relation between A and metal. Seven out of 22 studies found a significant and positive relation and four out of 22 found no relation the remaining studies did not measure the relation. The TAM model has been extended in numerous ways by various researchers [29].

Davis and Venkatesh (2000), extended TAM by including social influence processes and cognitive instrumental processes and called it TAM2. Moreover, Venkatesh, Morris, Davis and Davis (2003) reviewed eight different user acceptance models including TAM and TRA and formulated a unified theory called the Unified Theory of Acceptance and Use of Technology (UTAUT)[30].

Chen, Gillenson and Sherrell (2002), extended the TAM to assess consumer behavior in a virtual store setting by including the construct compatibility (C) of the Innovation Diffusion Theory (IDT). IDT is a well-established theory on the acceptance and adoption of innovations developed by Rogers (1983). He outlined associate innovation as: "...an idea, practice, or object that is perceived as new by an individual or other unit of adoption". The theory poses four elements that determine the spread of an innovation: the innovation as it is, the channel of communication, time and the social system [31].

Tornatzky and Klein (1982), suggests that only relative advantage, compatibility and complexity are related to innovation adoption. This suggestion is additionally adopted by Wu and Wang (2005). However, relative advantage is considered comparable to TAM's PU and complexity is comparable to TAM's PEOU [32].

Kaasinen (2005) developed an acceptance model for mobiles services and extended the TAM by including two components to the model: trust and perceived use of adoption. Another enrichment of the TAM is developed by Zarmpou et al. (2012) to predict the behavioral intention of the consumer to use mobile services [33].

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Wu and Wang (2005) adopted TAM to study the acceptance of mobile commerce. Among others, the aforementioned studies found support for the relationship between PU, PEOU and BI. Most studies haven't enclosed angle in their analysis models. Instead, there is direct link between the constructs PU, PEOU and BI [34].

Dinev and Hart (2006) found proof that a negative relationship exists between perceived net privacy risk and therefore the disposition to produce personal data for net primarily based transactions. As mobile messenger chat bots are likely to be used for (e-commerce) transactions, it is reasonable to assume that Internet Privacy Concern (IPC) is an influential factor on the acceptance of mobile messenger chat bots [35].

PARRY was written in 1972 by medical specialist Kenneth Colby, at Stanford University. PARRY tried to simulate someone with paraphrenia. It embodied a colloquial strategy, and as such was a much more serious and advanced program than ELIZA. It was described as "ELIZA with attitude". PARRY was tested within the early Nineteen Seventies employing a variation of the Turing check. A group of seasoned psychiatrists analysed a mix of real patients and computers running PARRY through teleprinters. The psychiatrists were able to make the correct identification only 48 percent of the time [36].

AIML, or computer science Mark-up Language, is a derivative of Extensible Mark-up Language (XML). It was developed by Wallace and therefore the Alicebot free computer code community throughout 1995-2000 to change individuals to input dialogue pattern information into chat bots supported the A.L.I.C.E. open-source software technology. AIML consists of data objects called AIML objects, which are made up of units called topics and categories [37].

Semmar and Fluhr describes a new approach to align Arabic-French sentences retrieved from Parallel corpus based on CLIR system. In this approach a database of sentences of the target text is created, and each sentence of the source text is considered as a query to that database. Generally speaking, IR systems return most relevant documents according to user request, this is insufficient in somehow in this electronic age, sometimes what users really need is a specific answer instead of a set of relevant documents. The goal of an issue respondent (QA) is "to give inexperienced users with a versatile access to the data providing writing a question in linguistic communication and getting a precise answer"[38].

Beun, de Vos, & Witt man (2003) define ECAs as “electronic agents that visually presented in the computer interface with some kind of embodiment – human animal or fantasy figure.” (p315). Beun et al. found that the presence of a visible image improved performance on a learning and memory task. The case for social agency as means that of fostering deeper learning in interactions with animated pedagogical agents is also made by Moreno, Mayer, Spires, & Lester (2001) [39].

Kumar and Rose presented a novel software architecture called Basilica for building conversational agents that can support collaborative learning in a powerful way. This involves two or more learners that can interact with one or more conversational agents which are part of a collaborative team working through a learning task[40]

III. PROPOSED CHATBOT

Proposedchatbot architecture of IBM watson assistant:

IBM Cloud: After creating account we logged into Cloud. We get cloud page in which it contains Catalog, Dashboard.

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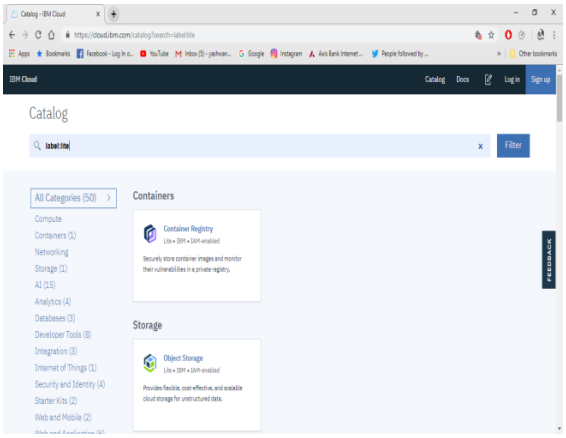

FIGURE 1: IBM Cloud Dashboard

Afterward we search for Watson assistant.

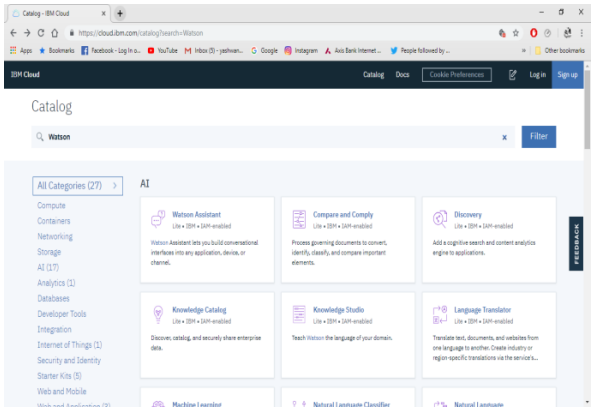

FIGURE 2: Opening of Watson Assistant

Watson Assistant: It is a lite plan. Watson assistant is used for creating a chatbot. After opening we came across service name. Service name should be changed and given a specific name. After giving a specific name we scroll down and click on create option. We get home page afterwards click on Skill which is right to home page.

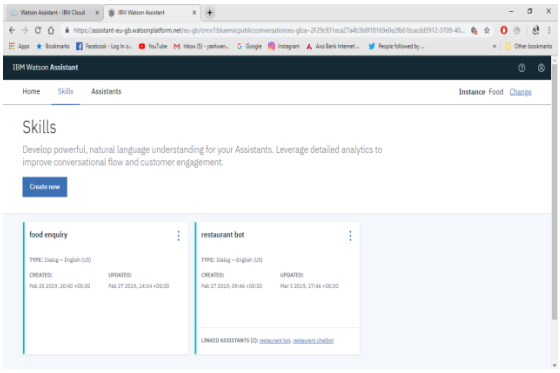

FIGURE 3: Creating a Skill

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Skill: After clicking on skill we get an option as create new and click on it we get add dialog skill page. In add dialog skill page give a name to the skill and create.

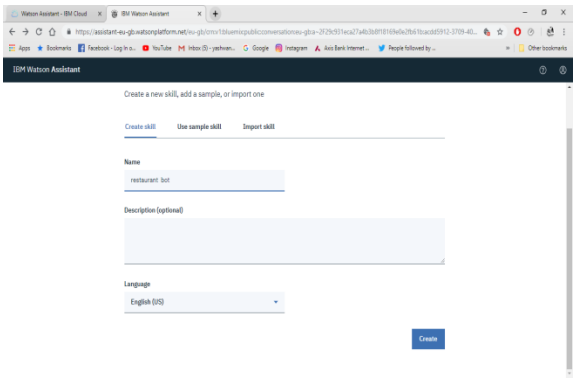

FIGURE 4: Creating a Skill name.

Skill is basically consisting of 3 types. They are

1. Intent
2. Dialog
3. Entity

1.Intent: Intent is nothing but user input. Afterskill is created, we get page opens with add intent. Intent name starts with #. After giving intent name it asks for add users example.

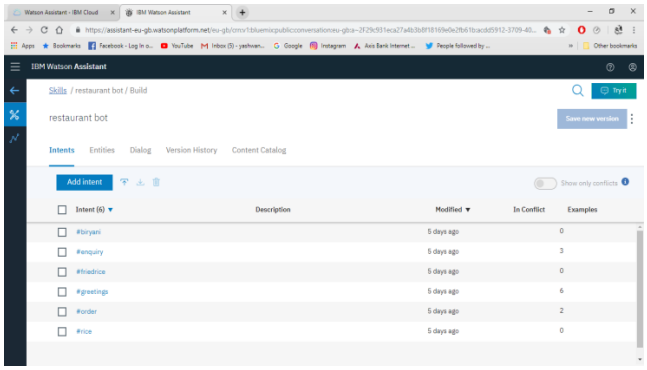

FIGURE 5: Creating an Intent

2.Dialog: Dialog is nothing but useroutput. In this all content is presented in box. In this box we usually came across two basic boxes welcome and anything else. Any other box is created between them.

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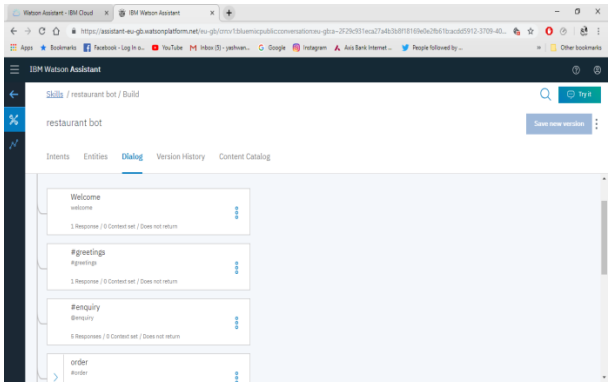

FIGURE 6: Creating a Dialog.

3.Entity: Entity is nothing but response of user input. Entity name starts with @. After giving entity name it asks for adding values and synonyms.

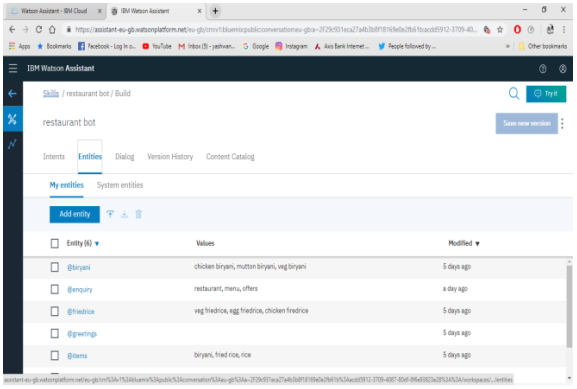

FIGURE 7: Creating an Entity

Try it: Try it is used to give response for each intent, entity and dialog.

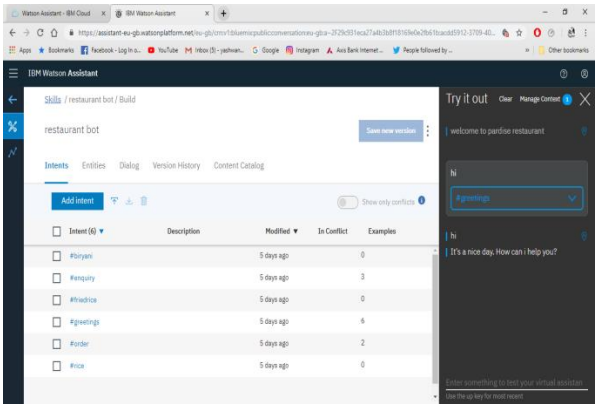

FIGURE 8: Welcome Message

If I greet and welcome the bot and it give response as shown in the figure.

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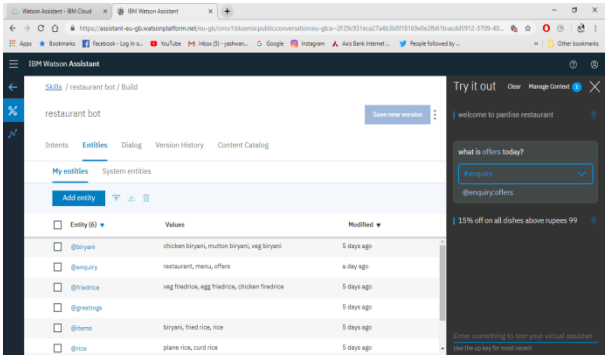

FIGURE 9: In Try it out offers is shown.

In above figure if I ask what is offers today the bot respond as 15% off on all dishes above rupees 99.

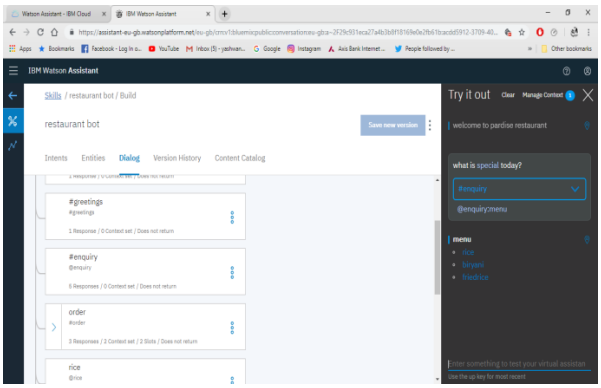

FIGURE 10: In Try it out menu is shown.

Assistant: Assistant is used for building chatbot. Assistant is right to skill. In assistant also be created and named.

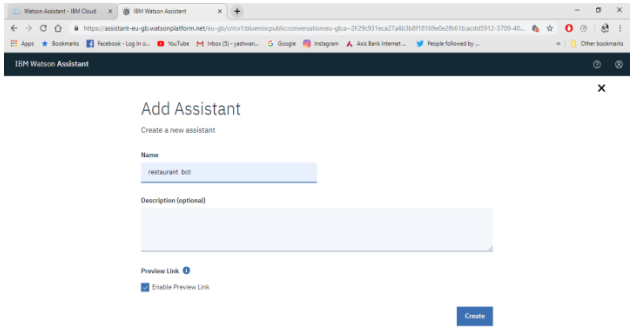

FIGURE 11: Giving a Assistant name.

In assistant we have preview link. Preview link is present in preview link integration and it is opened in another tab. In this bot responds to our question.

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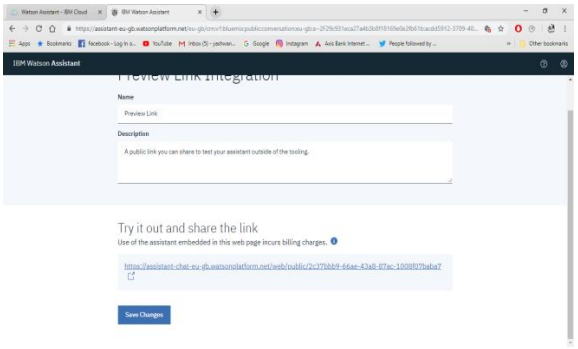

FIGURE 12: Preview link is opened.

Proposed chatbot architecture of NODE-RED

In the node-red first select the input node inject and give the name as hello, now from the output node select the debug node and give the name as msg.payload.

- Connect the output of hello to input of msg.payload .The mgs called successfully injected will appear on the screen now deploy.
- Now again successfully inject "HI". In the IBM cloud ,go to resource list and create resource. Now drag the assistant from IBM Watson through search filter.
- Edit the injected node hello as "hi "and click on done.
- Now, connect the assistant node to msg.payload and hello. hello input to input of assistant and output of assistant to input of msg.payload by changing the username as apikey and giving password.
- Change the service endpoint and workspace from edit function node copy the function and by clicking on the done it will be done.

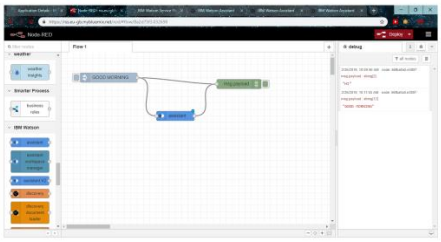

Figure 13: NODE-RED Flow1

Now drag the function called output parsing and connect it to output.

- assistant an input of the msg. payload.Now,go to deploy and that go to manage palette.
- After completing the above process go to user settings nodes and select the palette. Now install the node-red dash-board and click on install.
- In the node properties give group as home size as auto and example as text and click on done.Now,drag the form from search filters and click the assistant input to form output. Create a new function and connect the new function to form output to input of assistant. Now, again select the msg. payload=msg. payload. Text; from the functions.
- Now, the two text blocks onto the screen and connect the text blocks with the name you to the output of input parsing and other one with the name bot to the output of output parsing.

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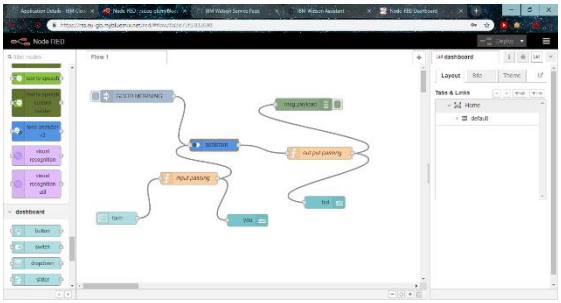

Figure 14: NODE-RED Flow 2

- Now, go to debug and give label as bot and you. Value format as{{msg.payload}} and click on done. After the above process is done create a new block and give it as form. On the right side of the screen click on dashboard and go to layout and click on home. Now, deploy the total block.
- Now, drag the audio out by searching it in the search filter and connect its input to output of output parsing. Now the again deploy the total block.
- Dash board is on the right-side of the screen and go to edit audio out node. Give TTS voice as shown in the figure and click on done.
- After the audio out is connected drag a switch .Edit switch node by giving data base as marriage events. Now, connect the one output of switch to marriage events and other to bot. Now again connect the output of marriage event to input of bot. Debug the above function and edit the function node which is dragged on to the screen by giving the name as database parsing. After the name is given as database parsing then select the
- edit the function node which is dragged on to the screen by giving the name as database parsing. After the name is given as database parsing then select the function msg. payload=msg.payload events;
- In the node properties give the name as subscribe and click on done. Connect the database parsing to events clock output and output of database parsing to bot input. Now, againdeploy the function. Nowdialogue box default occurs click on submit.

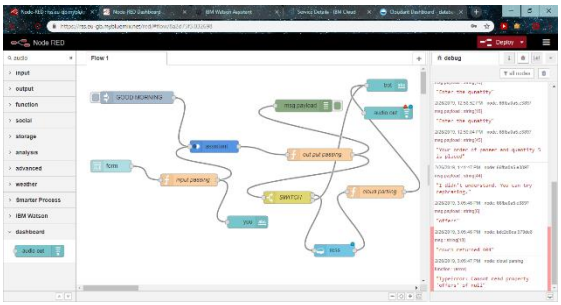

Figure 15: NODE-RED Flow 3

- Now login into your Facebookaccount by giving the user name and password. Then go to the and create a page
- And give the page name as chatbot. Now, selectthe (…) in the page and click on view as page visitor.By clicking on the visitor we can visit the page.
- You can build a bot that automatically posts content into groups, responds to questions with extra information or takes action when mentioned in comments on a post.
- You can also build bots that can converse with people in Work Chat, providing information in real time, or handling requests with structured conversation elements like quick replies and persistent menus.
- While in groups, bots are able to consume and share information across a group of people asynchronously, bots in chat are best for direct real-time interaction with a single person or defined group of people.

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- For instance, a chat bot can be used to send important reminders or notifications to someone based on an upcoming event like an interview or a meeting.

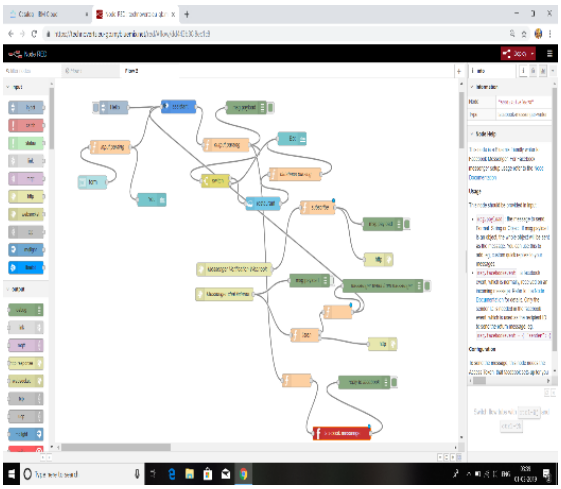

Figure 16: NODE-RED Flow 4

- After visiting the page go to settings on Facebook developers and generate a page, Now, the events selected will be completed.
- In the new page subscription give the URL, verify token and select the required columns and click on verify and save. In the new page subscription select the subscription fields as messages and messaging. Post backs and click on verify and save.
- Now a one more block from Facebook page will be presented and select the page and attach it to the node-red and see whether the page is correctly on the flow.
- Paste the flow-2 below the folw-1 see that both the flows are not one on other. Go to layout and click on home add the name, function and click on done.

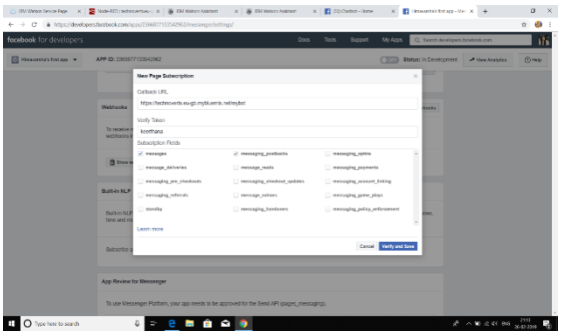

Figure 17: Facebook Integration

IV. RESULTS AND DISCUSSION

In the IBM Watson Assistant, we can create our own assistant. The assistant responds in the following manner.

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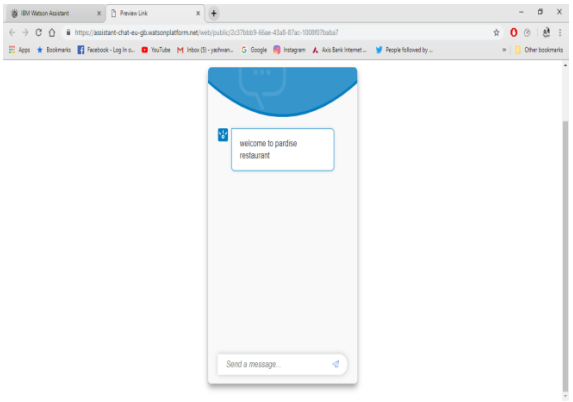

FIGURE 18: Welcome message

In above picture it tells about welcome to the restaurant.

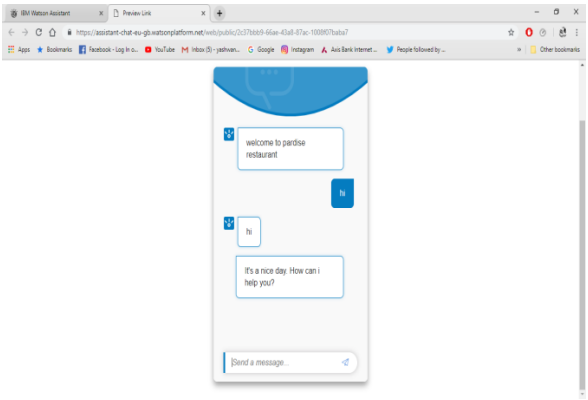

FIGURE 19:Greeting Message

In next pic if I greet with hi and bot responds with hi and It's a nice day. How can I help you?

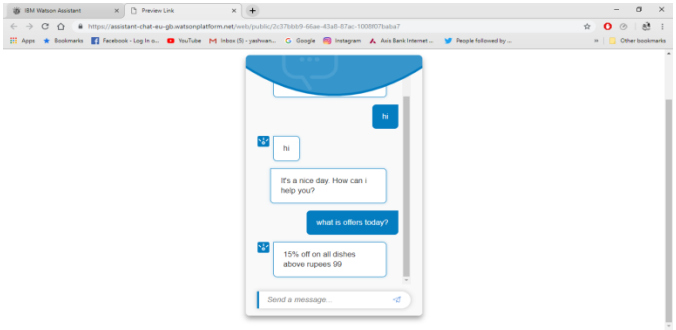

FIGURE 20: Offers

In above picture I texted what is offers today? Bot responds it as 15% off on all dishes above rupees 99.

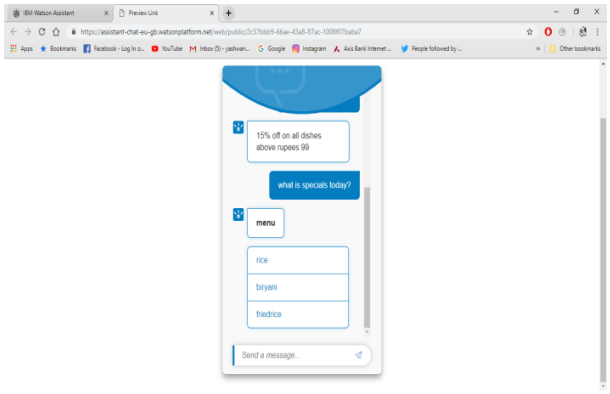

FIGURE 21: Menu

In above picture I texted what is specials today? then bot respond as menu. In menu rice, biryani and friedrice is given.

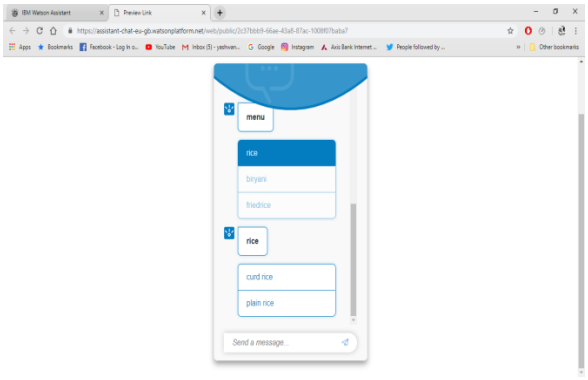

FIGURE 22: Items

In above picture if I select any menu item then bot responds to what all items i.e. rice is present in that item i.e. plain rice and curd rice. Same items for biryani and friedrice.

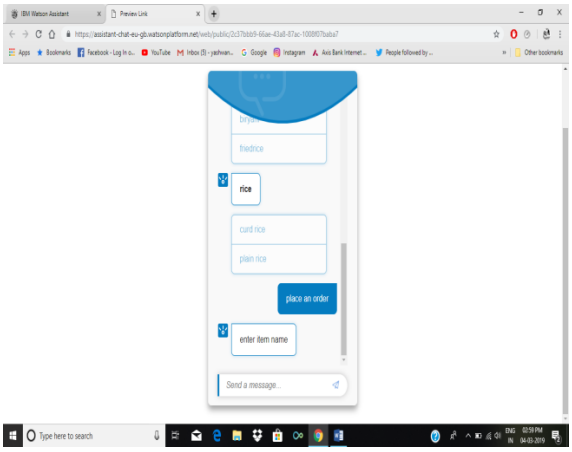

FIGURE 23: Order

In above picture I texted place a order then bot respond enter the item name.

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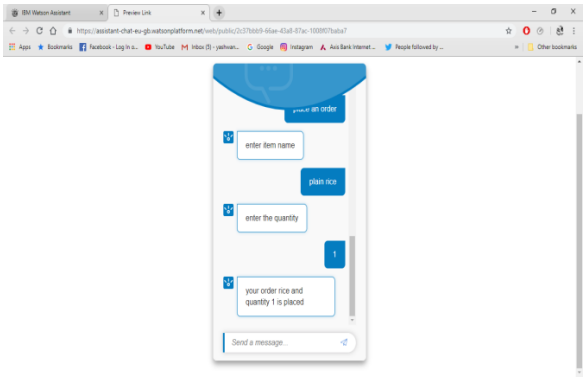

FIGURE 24: Quantity

In above picture after entered the item name then bot responds enter the quantity. After entered the quantity then bot respond your order is placed with quantity.

V. CONCLUSION

Chabot will use artificial intelligence and hence will learn the responses of the users resulting in increasing efficiency. Chabot will have the ability to respond like human being hence it will ease the efforts that are required to be done by the human. Thus, in this paper, we have planned to implement an Ecommerce engine-based Chabot which will attempt to improve the interaction of the user with ECommerce engine. Chabot will store a set of responses, but also will take dynamic user input into account and thus tend to provide relevant responses and product suggestions. In this paper, the literature review has covered a number of selected papers that have focused specifically on Chatbot design techniques in the last decade. A survey of nine selected studies that affect Chatbot design has been presented, and the contribution of each study has been identified. In addition, a comparison has been made between Chatbot design techniques in the selected studies and then with the Loebner Prize winning Chatbot techniques. From the survey above, it can be said that the development and improvement of Chatbot design is not grow at a predictable rate due to the variety of methods and approaches used to design a Chatbot. The techniques of Chatbot design are still a matter for debate and no common approach has yet been identified. Researchers have so far worked in isolated environments with reluctance to divulge any improved techniques they have found, consequently, slowing down the improvements to Chatbots. Moreover, the Chatbots designed for dialogue systems in the selected studies are, in general, limited to particular applications. General-purpose Chatbots need improvements by designing more comprehensive knowledge bases.

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