

## Customer Focused Ecommerce Site with AI Bot

### ABSTRACT

The business-to-consumer aspect of electronic commerce (e-commerce) is the most visible business use of the World Wide Web. The primary goal of an e-commerce site is to sell goods and services online. This project deals with developing an e-commerce website. It provides the user with a catalog of different products available for purchase in the online store. E-commerce is a transaction of buying or selling online. Electronic commerce draws on technologies such as mobile commerce, electronic funds transfer, supply chain management, Internet marketing, online transaction processing, electronic data interchange(EDI), inventory management systems, and automated data collection systems. Modern electronic commerce typically uses the World Wide Web for at least one part of the transaction's life cycle although it may also use other technologies such as e-mail.

### EXISTING SYSTEM

In the existing system, E-commerce is a transaction of buying or selling online. Electronic commerce draws on technologies such as mobile commerce, electronic funds transfer, supply chain management. It provides inaccurate results when the data not entered correctly. These problems are solved by using AI Bot.

### DRAWBACKS

- Active internet connection required.
- May provide inaccurate results if the data not entered correctly.

### PROPOSED SYSTEM

In this, Two entities will have the access to the system. One is the admin and another one will be the registered user. Admin will add the product with its details such as product name,

description, features, warranty, add on product and delivery date. Admin can also view and edit the product information whenever required. Admin can view all the order details and can also view the sales of the products. User need to register with basic registration details to generate a valid username and password. After login, user can view all the recommended products on the homepage. User can select the desired product, view its details, and add to cart if he/she wishes to buy the product. User can also ask queries to AI bot regarding any product details and the AI bot will return the query result in form of text to speech. After selecting the project, user can do payment for the particular product online. Users can view their order history of their purchased product.

## ADVANTAGES

- This system is user friendly and easy to understand.
- Admin can see all detail regarding to product sales.
- Product recommendation on user login.
- User can discuss about product by writing to AI Bot.
- This is robust and secure system.

## Modules:

The system comprises of 2 major modules with their sub-modules as follows:

- Admin
  - Login
  - Add Product
  - View/Edit Products
  - View Sales
- User
  - Register
  - Login
  - Home
  - Product Detail

- Add to Cart
- Payment
- View Order
- AI Bot
- View Recommendation

### **System Requirements:**

#### **Software Components:**

- Operating System : Windows 7 or higher.
- Query Language : SQL 2008
- IDE : Visual studio 2010

#### **Hardware Components:**

- Processor: : Pentium - III
- Hard Disk : 5 GB
- Memory : 1GB RAM
- Internet Connection