

NET-A-PORTER

Customer Service Chatbot

User Manual

1 Overview	2
2 Development Team	2
3 Usage	2
3.1 Product Recommendation	2
3.1.1 Category	3
3.1.2 Brand	3
3.1.3 Colour	4
3.1.4 Size	4
3.1.5 Sort	5
3.2 Customer Care	5
3.3 Language Detection	6

Date: 16th April 2017

1 Overview

The Customer Service Chatbot application serves to provide an engaging and interactive online shopping experience for NET-A-PORTER customers. It acts as a filter between the customers and human fashion advisors.

2 Development Team

This project is developed by three 2nd year Computer Science undergraduates from University College London (UCL).

Contact information:

Wayne Tsui	wayne.tsui.15@ucl.ac.uk
Aouss Sbai	aouss.sbai.15@ucl.ac.uk
Jason In	jie.in.15@ucl.ac.uk

3 Usage

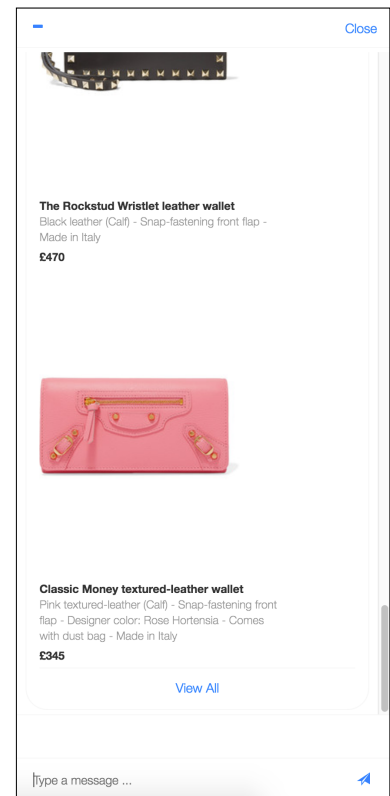
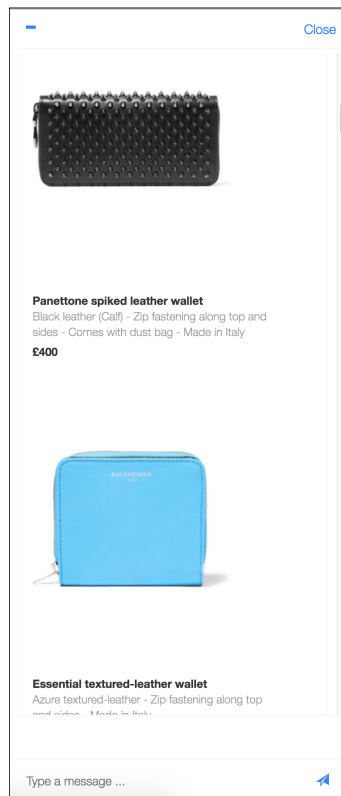
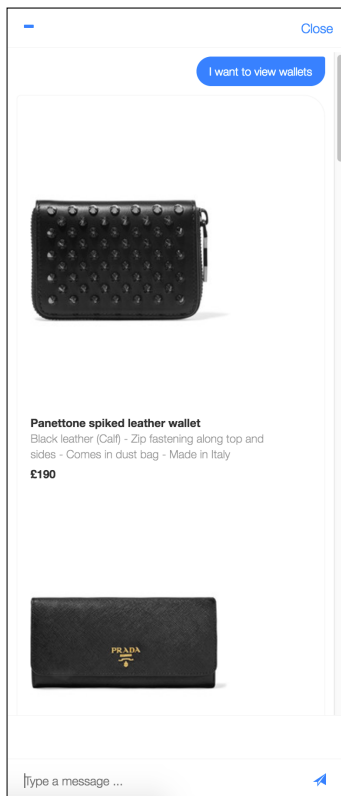
This manual primarily focuses on the usage of the chatbot application from a customer's perspective, which include product recommendation and customer care.

3.1 Product Recommendation

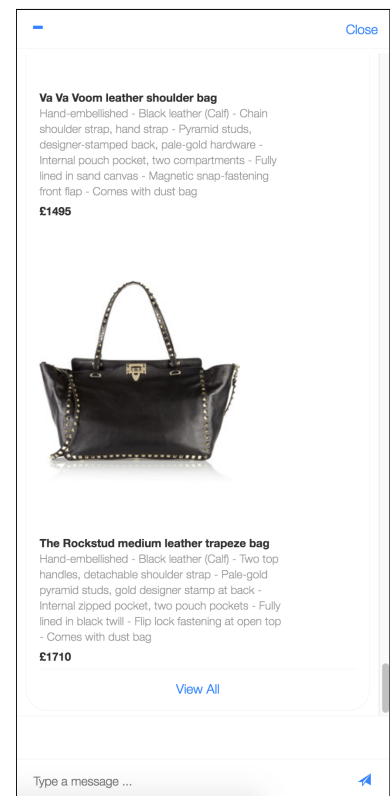
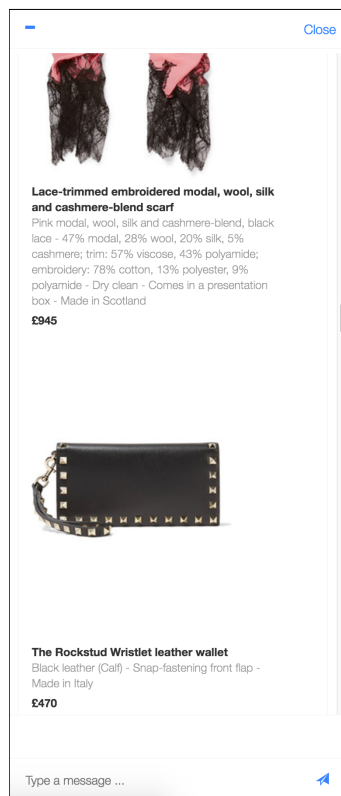
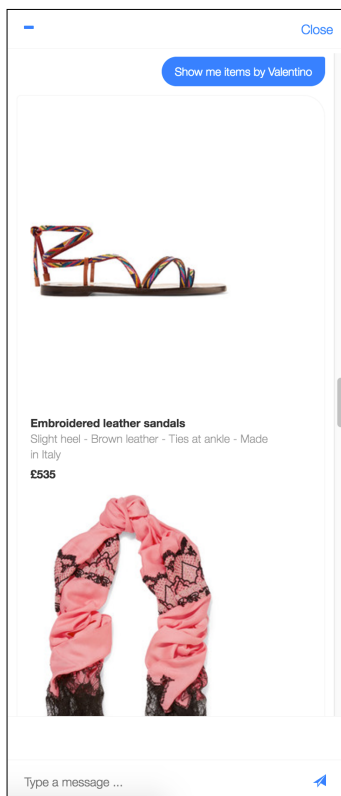
Customers are able to get product recommendations from a message query with specifications over category, brand, colour, price and sizes. Results can also be sorted in terms of price or newest products.

Products are displayed as a card with the name, description and price. Customers can scroll through the maximum of 10 products shown with each query. Each product is linked to its full product page on the NET-A-PORTER website. A "View All" link is also provided at the bottom of the results to direct users to all products matching the query.

3.1.1 Category




3.1.2 Brand




3.1.3 Colour

Close

I want to get a yellow outfit




Burkina bow-embellished canvas slides
Slight heel - Yellow and dark-purple canvas - Slip on
£235




Type a message ...

Close



Arena printed textured-leather pouch
Multicolored textured-leather - Two-way zip fastening along top and sides - Made in Italy
£595




Crystal, bead and Plexiglas brooch
Pin fastening - Made in Italy
£530


[View All](#)

Type a message ...

Close



Demi Lune leather shoulder bag
Sand leather (Cow) - Two-way zip fastening along top - Weighs approximately 1.1lbs/ 0.5kg
£315



Karen lace-trimmed cotton mini dress
Yellow cotton and linen - Button fastenings along

Type a message ...

3.1.4 Size

Close

Show me green dresses available in size XL




Garden Party beaded printed silk-chiffon maxi dress
Multicolored silk-chiffon - Slips on - 100% silk - Dry clean
£465




Type a message ...

Close



Cutout bandage dress
Green bandage - Concealed hook and zip fastening at back - 90% rayon, 9% nylon, 1% spandex - Dry clean
£1400




Type a message ...


3.1.5 Sort

Close

Show me red dresses from low to high price




Poppy off-the-shoulder ruffled cotton and linen-blend dress
Red cotton and linen-blend - Slips on - 80% cotton, 20% linen - Machine wash - Designer color: Fiery Sunset
£120




One-shoulder stretch-jersey tunic
Claret stretch-jersey - Slips on - 95% polyester, 5% spandex - Machine wash
£135

Type a message ...


Close



Margot asymmetric striped stretch-knit dress
Multicolored stretch-knit - Slips on - 67% viscose, 31% nylon, 2% elastane - Dry clean
£130




One-shoulder stretch-jersey tunic
Claret stretch-jersey - Slips on - 95% polyester, 5% spandex - Machine wash
£135




Creme mini dress
Red crepe - Slips on - 53% rayon, 47% viscose - Hand wash
£145

Type a message ...


Close



Creme mini dress
Red crepe - Slips on - 53% rayon, 47% viscose - Hand wash
£145



Newman floral-print georgette maxi dress
Multicolored georgette - Slips on - 100% viscose - Dry clean
£185



Type a message ...

3.2 Customer Care

Calling up customer service for information relating to the Frequently Asked Questions (FAQ) can be avoided with a simple message to the chatbot. The service handles questions concerning customer service contact information, delivery guidelines, exchanges & returns, payment, how to shop and gift cards.

<p>Close</p> <p>What is the return policy?</p> <p>Returning an item couldn't be easier.</p> <p>Try your purchases on in the comfort of your own home and if you need to send them back, you have 28 days from the date you received your order to exchange or return.</p> <p>We will collect from your home, work or an alternative address for free.</p> <p>Shipping is complimentary on all exchanges; however, if you are based outside the EU you will need to pay taxes and duties on this.</p> <p>Please make sure your items are returned new, unused and with all NET-A-PORTER and designer garment tags still attached.</p> <p>Returns that do not meet our policy will not be accepted and will be sent back to the customer.</p> <p>Type a message ...</p>	<p>Close</p> <p>How many days do I have to decide before returning my item?</p> <p>Making a return or exchange is easy.</p> <p>You have 28 days to decide whether to keep your items and we will collect from your home, work or alternative address for free.</p> <p>To arrange your exchange or return, simply sign in to your NET-A-PORTER account and select My Orders, under My Account.</p> <p>Click "CREATE EXCHANGE/RETURN" and follow the steps.</p> <p>You will then receive a confirmation email with return instructions and details about how to book your collection.</p> <p>Type a message ...</p>	<p>Close</p> <p>I wish to speak to customer service.</p> <p>Our customer care team is available 24 hours a day, seven days a week.</p> <p>Email: customercare@net-a-porter.com Call (800) 044-2700 (UK) or +44 330 022 5700 (from a mobile or internationally)</p> <p>I want to talk to a fashion consultant.</p> <p>Our experts are here to help you. Find the perfect party outfit. Refresh your working wardrobe. Choose the new season's must-haves please. Select hand-picked gifts for your family or friends. Email: fashionconsultant@net-a-porter.com Call (800) 044 5701 (UK) or +44 330 022 5701 (from a mobile or internationally) 24 hours a day, seven days a week.</p> <p>Type a message ...</p>	<p>Close</p> <p>What are some restrictions on delivery?</p> <p>Due to transport restrictions, we are unable to ship pressurised or flammable items by air at this time.</p> <p>As a result, orders containing fragrances, nail and aerosol products must be delivered via our standard shipping option or our NET-A-PORTER Premier service (available in London).</p> <p>As we cannot deliver to certain postcodes, we suggest that you select a different shipping destination.</p> <p>Alternatively, you can contact our customer care team on +44 330 022 5700 to help you choose some other products you may wish to try.</p> <p>For more information or assistance in placing your order, please call customer care.</p> <p>Are there any beauty restrictions in terms of delivery?</p> <p>Due to transport restrictions, we are unable to ship pressurised or flammable items by air at this time.</p> <p>As a result, orders containing fragrances, nail and aerosol products must be delivered via our standard shipping option or our NET-A-PORTER Premier service (available in London).</p> <p>As we cannot deliver to certain postcodes, we suggest that you select a different shipping destination.</p> <p>Alternatively, you can contact our customer care</p> <p>Type a message ...</p>	<p>Close</p> <p>How can I pay for items?</p> <p>We accept Visa, MasterCard, American Express, Maestro and JCB cards.</p> <p>What are the payment methods available?</p> <p>We accept Visa, MasterCard, American Express, Maestro and JCB cards.</p> <p>Do you accept Visa?</p> <p>We accept Visa, MasterCard, American Express, Maestro and JCB cards.</p> <p>Type a message ...</p>
---	---	--	---	--

3.3 Language Detection

The NET-A-PORTER website currently supports 4 languages: English, German, French and Mandarin. The chatbot service detects German/French/Mandarin and provides a link for users to go to the website of the detected language.

