NET-A-PORTER

Customer Service Chatbot

User Manual

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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).

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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
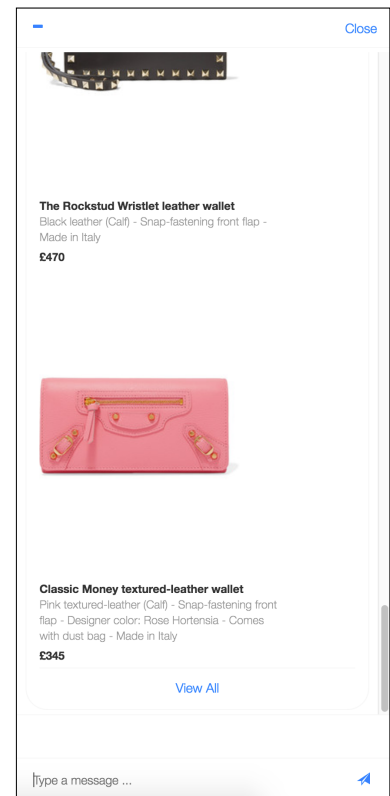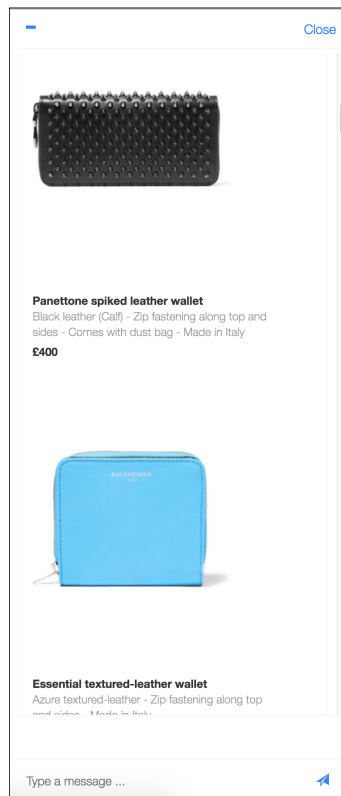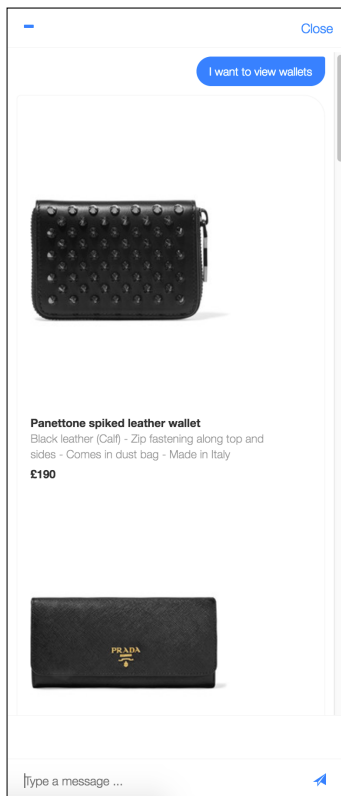
3.1.2 Brand
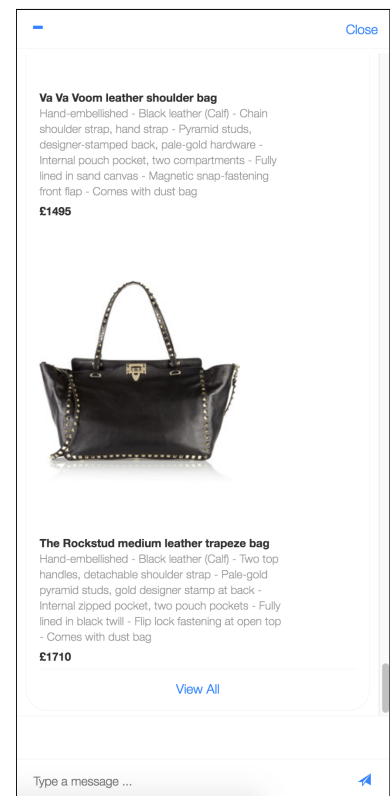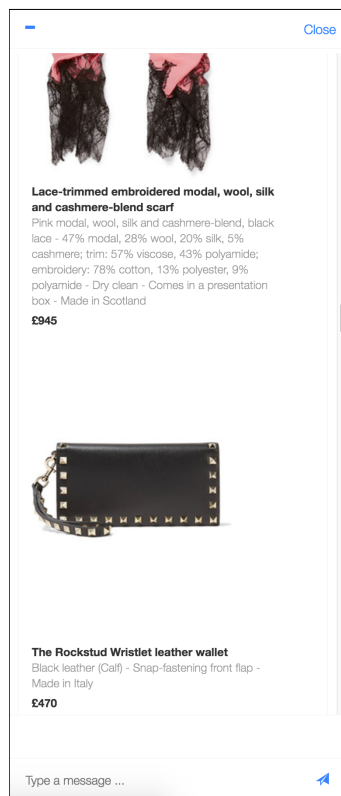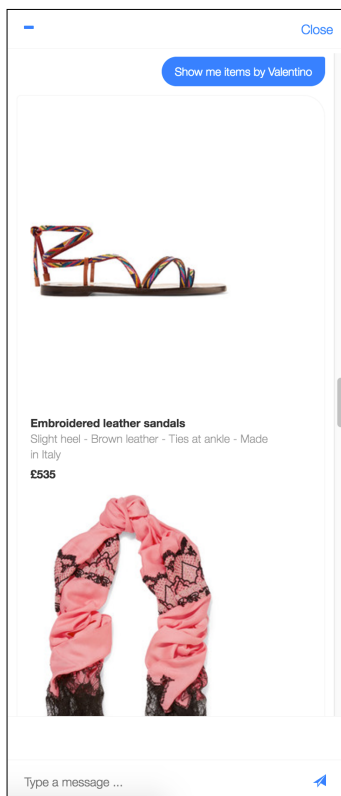
3.1.3 Colour

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 lace - 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

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.

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.