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(57) Abstract :

The present invention is a chat assistant system (100) for online transactions that includes a processor (108) configured to enable communication to a plurality of users through a messaging platform (104) and allows them to order and pay for items directly from the messaging platform. The system also stores product information in a product database and assists in selecting the best option for the plurality of users. Additionally, the system provides a list of potential inquiries and operations to the users by a query and operation database, wherein the processor responds to user-initiated actions by providing relevant responses or performing requested actions. The system stores information regarding frequently asked questions (FAQ) and corresponding responses in a knowledge database, and the processor utilizes the knowledge database to provide FAQ responses. Furthermore, the system also constantly updates the knowledge database with new FAQs and corresponding responses to ensure accurate and up-to-date information.

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