AI CHATBOT TO ANSWER FAQS FOR VISA RELATED ENQUIRIES

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INTRODUCTION

With the advent of computer everyone's life getting easier. Today's generation computer have cognitive technologies, they too provide automation which ultimately saves time. A FAQ chatbot is a program which answers common questions. Dialogflow translates end-user text or audio during a conversation to structured data that your apps and services can understand. You design and build a Dialogflow agent to handle the types of conversations required for your system. A Dialogflow agent is like a human call center agent.

OBJECTIVE

Our objective is to design and prototype a smart FAQ chatbot which can respond to all support related enquiries 27x7 based on FAQ database effectively for visa applicants and travel guides. The main goal is to design a website which uses Dialogflow to answer all questions and stores the new questions in database.

EXPECTED OUTCOME

The designed FAQ chatbot is very simple and easy to use and is user-friendly. It is not very complicated like other chatbots. The working of the Chatbot is straightforward and can be easily understood. This FAQ Chatbot uses simple pattern matching to represent the input and output whereas other Chatbots uses input rules, keyword patterns and output rules to generate a response.

CONCLUSION

Chatbot are programs that mimic human conversation. It is designed to be the ultimate virtual assistant. Chatbot and specifically FAQ Chatbot has become more popular in business groups right now as they can reduce customer service cost and handles multiple users at a time. In this paper we provide the design of a FAQ chatbot, which provides an efficient and accurate answer for any query based on the dataset of FAQs. We looked into the best approach to develop a simple Chatbot.

REFERENCES

Arthur R. T. de Lacerda, Carla S. R. Aguiar, "FLOSS FAQ chatbot project reuse – how to allow nonexperts to develop a chatbot".

Farhana Sethi, "FAQ Chatbot for Conversation".

Tarun Lalwani, Shashank Bhalotia, Ashish Pal, Shreya Bisen, Vasundhara Rathod, "Implementation of a chatbot System using AI and NLP"

METHODOLOGY

- ❖ Create an agent
- ❖ Open Dialogflow console and then sign in to your account.
- ❖ In the console, from the left pane, click Create new agent.
- ❖ Type the name of the new agent. Under the Google Project section, associate an existing Google project to the Dialogflow agent. If you leave the Google Project field empty, Dialogflow V2 automatically create a Google project.
- ❖ Click Create to create the Dialogflow V2 agent. Import the Dialogflow agent
- ❖ In the Dialogflow console, click the Settings icon and then click Export and Import.
- ❖ Click Import from Zip to import your bot to the Dialogflow console.
- ❖ Click the downloaded NLP bot. The Upload agent dialog box opens. Type Import in the specified field, and then click Import.
- ❖ Click Done to complete the importing process.
- ❖ To verify whether the bot has been successfully imported, go to the left pane, and click the Intents tab. Check whether the required sample intents have been added to the agent. Create a Google service account and private key
- ❖ In the Dialogflow console, open the Settings menu and click the Service Account link associated with the Dialogflow agent. The Google Cloud Platform console appears.
- ❖ In the console, from the left pane, click Service Accounts and then click Create Service Account to create a new service account.
- ❖ Under the Service Account Details, add a name and description for the created service account..Click Create to create the service account.
- ❖ After service account has been created, you must grant the service account access to your project. Under the Service Accounts Permissions section, click the select a role drop-down list box and then select the Dialogflow API Admin option.Click Continue
- ❖ Under the Create key section, click + Create Key to create a new private key. This private key enables you to access the Dialogflow agent from the chatbot framework.
- ❖ Select JSON as the key type, and then click Create to download and save the private key to your computer. A dialog box shows up confirming that the private key has been downloaded, click Close.
- ❖ Click Done save the service account changes in your console. The download file contains information about the service account and private key.