
[Bhavani Prasad]

Assignment : Creating a Enhanced Conversational AI for LiaPlus Nursing Admissions

1. Executive Summary

Hello everyone! This is my approach for **LiaPlus AI assignment**.

Our goal is to create a welcoming and effective chatbot for B.Sc Nursing students, ultimately leading to a higher number of qualified applications.

I propose a **Hybrid Conversational Model** that has freeform of input and menu based design. The design is mobile-first, bilingual (English & Hindi), and provides a clear, always-available option for students to **connect with a real person** at the college. Lia Plus AI will serve as a friendly 24/7 resource that not only informs but also actively supports the admissions journey.

2. Design Philosophy

Our approach mainly based on creating a positive and empowering user experience. This philosophy has four key principles:

- **A User-First Approach (Mobile& Bilingual):** Our design prioritizes clear, tappable buttons and offers an immediate choice of language to make every student feel welcome and understood.
 - **The Hybrid Model: Guidance with Freedom:** We believe in providing options that suit every user's preference. The guided menus offer a simple path for exploration, while the ability to type questions ensures no one ever feels stuck and image like emoji's well translate to the visual appeal.
 - **A Focus on Encouragement & Action:** LiaPlus AI is designed to be more than just an information source; it's a helpful guide. We use encouraging language and strategic calls-to-action (Apply Now, Talk to a Counselor) to support students in taking their next steps.
 - **An Open Door to Human Support:** I recognized that some questions require a human touch. A clear and persistent option to **Talk to a Counselor** is available throughout the flow, ensuring students can easily reach a member of our team whenever they need to.
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3. Main Chatbot Conversation Flow

Here is a detailed walkthrough of the conversational flow.

Phase 1: A Warm Welcome & Eligibility Check

 Bot: Hello! 🙌 I'm your friendly Admission Assistant from LiaPlus AI.

नमस्ते! मैं LiaPlus AI से आपका प्रवेश सहायक हूँ।

 I can help in either English or Hindi. Please select your preferred language to get started:

कृपया अपनी पसंदीदा भाषा चुनें:

{buttons} **English, हिंदी** {/buttons}

The conversation continues in the user's chosen language.

 **Bot:** Wonderful! I can help you with information about our **B.Sc Nursing** program at the Delhi college. Is that what you're interested in today?

{buttons} **Yes, that's right!, No, something else.** {/buttons}

If User selects Yes, that's right!:

 **Bot:** Awesome! I'm happy to help with that. 🎉 First, let's do a quick check to see if you're eligible...

*Did you study **Biology** in your 12th grade?*

{buttons} **Yes, I did, No, I didn't** {/buttons}

If User selects No, I didn't:

 **Bot:** Thank you for letting me know. For the B.Sc Nursing program, **Biology is a mandatory requirement.**

"B.Sc Nursing mein admission ke liye Biology avashyak hai."

Please feel free to ask anything else. I'd be happy to help in any way I can!

If User selects Yes, I did:

 **Bot:** That's great! To make sure you have all the information, the other two eligibility criteria are:

- Passing the **PNT entrance exam** >
- Being between **17 and 35 years** of age

Do you meet these criteria as well?

{buttons} **Yes, I do, No, not yet** {/buttons}

If User selects No, not yet:

 **Bot:** I appreciate your honesty. These are important requirements for the nursing program. Should you have questions about preparing for them or wish to explore other options, please let me know!

After the user is confirmed eligible:

 **Bot:** Fantastic! It sounds like you are eligible to apply. That's wonderful news! 

I have all the details you might need. What would you like to know first?

{buttons}  Program Details,  Location,  Fee Structure,  Hostel Facilities,  Clinical Training,  Recognition,  Scholarships,  Talk to a Counselor,  Apply Now{/buttons}

The Complete Info Hub

This section contains the responses to **every single button** on the Main Menu.

Program Details Flow

User taps  Program Details

 **Bot:** The **B.Sc Nursing** program is a **4-year, full-time** course designed to prepare you for a professional career in healthcare. The structure combines rigorous classroom learning with extensive, hands-on clinical training to ensure you are confident and skilled.

What would you like to know more about?

{buttons}  Clinical Training,  Fee Structure,  Back to Menu,  Apply Now{/buttons}

Location Flow

User taps  Location

 **Bot:** Our college is conveniently located in **Delhi**, close to major public transport hubs and several of our partner hospitals. This central location makes commuting easy for our day-scholar students and provides excellent connectivity for those staying in the hostel.

Would you like to know about our hostel facilities or perhaps plan a visit?

{buttons}  Hostel Facilities,  Schedule a Visit,  Back to Menu,  Talk to a Counselor{/buttons}

Fee Structure Flow

User taps  Fee Structure

 Bot: Of course. Here is the complete fee breakdown:

- **Tuition Fee:** ₹60,000
- **Bus Fee:** ₹10,000
- **Total Annual Fees:** ₹70,000

We also offer a convenient installment plan:

- 1 ₹30,000 – At admission
- 2 ₹20,000 – After 1st semester
- 3 ₹20,000 – After 2nd semester

To help with your planning, please note that **only 60 seats** are available! 

What would you like to explore next?

{buttons}  Scholarships,  Talk to a Counselor,  Back to Menu,  Apply Now {/buttons}

Hostel Facilities Flow

User taps  Hostel Facilities

 Bot: Our student hostel is designed to be a safe and comfortable home away from home. Facilities include:

- 24/7 Water & Electricity
- CCTV Security Surveillance
- An On-Site Warden
- Clean and comfortable rooms

What would you like to learn about next?

{buttons}  Location,  Fee Structure,  Back to Menu,  Apply Now {/buttons}

Clinical Training Flow

User taps  Clinical Training

 **Bot:** Our hands-on clinical training is a core part of the program and takes place at several respected institutions, including:

- District Hospital (Backundpur)
- Regional Hospital (Chartha)
- Ranchi Neurosurgery & Allied Sciences
- Various Community Health Centers

This diverse experience ensures you are well-prepared for your career. What's next on your mind?

{buttons}  Recognition,  Program Details,  Back to Menu,  Apply Now {/buttons}

Recognition Flow

User taps  Recognition

 **Bot:** The college is proudly recognized by the **Indian Nursing Council (INC)**, Delhi. This is very important because INC recognition means your degree is **valid across India** and qualifies you for professional practice as a registered nurse.

Would you like to ask about anything else?

{buttons}  Program Details,  Scholarships,  Back to Menu {/buttons}

Scholarships Flow

User taps  Scholarships

 **Bot:** We offer several scholarships to support our students:

- **Post-Matric Scholarship:** ₹18k – ₹23k (Govt)
- **Labour Ministry Scholarship:** ₹40k – ₹48k

Understanding your eligibility can sometimes be tricky. Would you like to discuss this with our admissions team?

{buttons}  Talk to a Counselor,  Fee Structure,  Back to Menu,  Apply Now {/buttons}

Talk to a Counselor Flow

User taps  Talk to a Counselor

 **Bot:** Of course. Our admissions team would be delighted to speak with you! You can ask them any questions you have.

You can call or send a WhatsApp message to us at:

 +91 9667XXXXX1

Our team is available **24X7**. We look forward to connecting with you!

What would you like to do in the meantime?

{buttons}  Back to Menu,  Apply Now {/buttons}

Apply Now Flow

User taps  Apply Now

 **Bot:** That's exciting! Let's get your application started. 

You can apply directly using this link:

 [<https://liaplus.com/>]

Please let me know if you'd like any help with the form or prefer to speak with a counselor.

{buttons}  Talk to a Counselor,  Back to Menu {/buttons}

Schedule a Visit Flow

User taps  Schedule a Visit (from the Location menu)

 **Bot:** We would love to show you our campus! To arrange a visit on a day that works for you, please connect with our admissions team who will be happy to schedule it.

You can reach them by calling or sending a WhatsApp message to:

 +91 9667XXXXX1

Just let them know you'd like to schedule a visit!

{buttons}  Back to Menu {/buttons}

Back to Menu Flow

User taps  Back to Menu (from any screen)

 **Bot:** Of course. What would you like to know next?

{buttons} 🏠 Program Details,📍 Location,💰 Fee Structure,🏡 Hostel Facilities,💻 Clinical Training,✅ Recognition,🎁 Scholarships,📞 Talk to a Counselor,👉 Apply Now{/buttons}

4: The Advanced Hybrid Model (Manual Input)

The bot is always ready for typed questions. Here's how it would handle them:

User types: "What is the last date to apply?"

🤖 Bot: The application deadline for the upcoming session is [12-12-2025]. I recommend applying early as seats are limited. You can start your application here:

{buttons}👉 Apply Now,⬅️ Back to Menu{/buttons}

User types: "Is there a library on campus?"

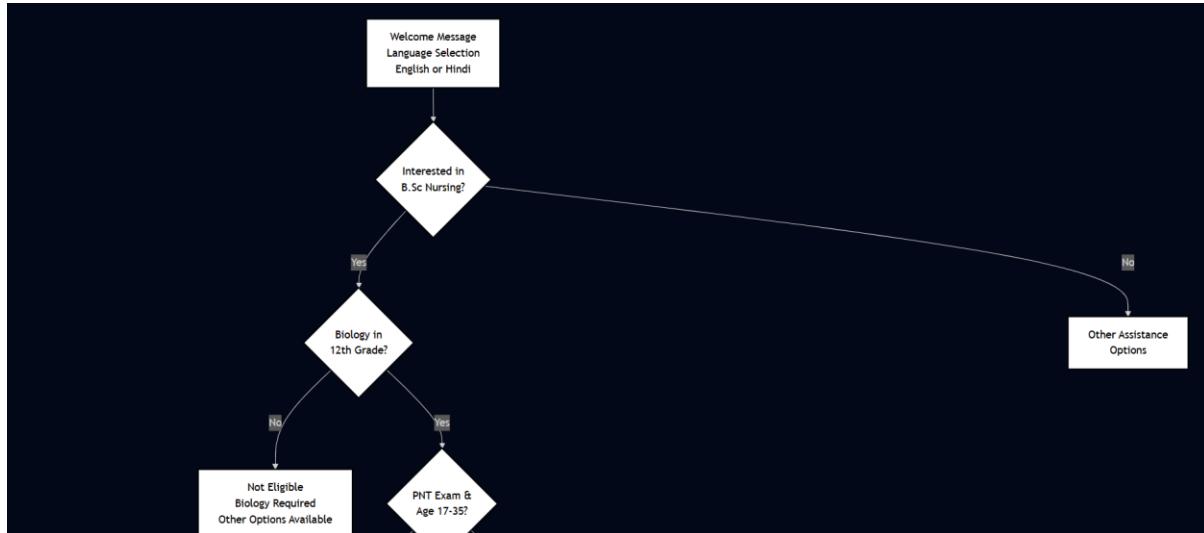
🤖 Bot: Yes, we have a fully-equipped library with a wide range of medical books, journals, and digital resources to support your studies.

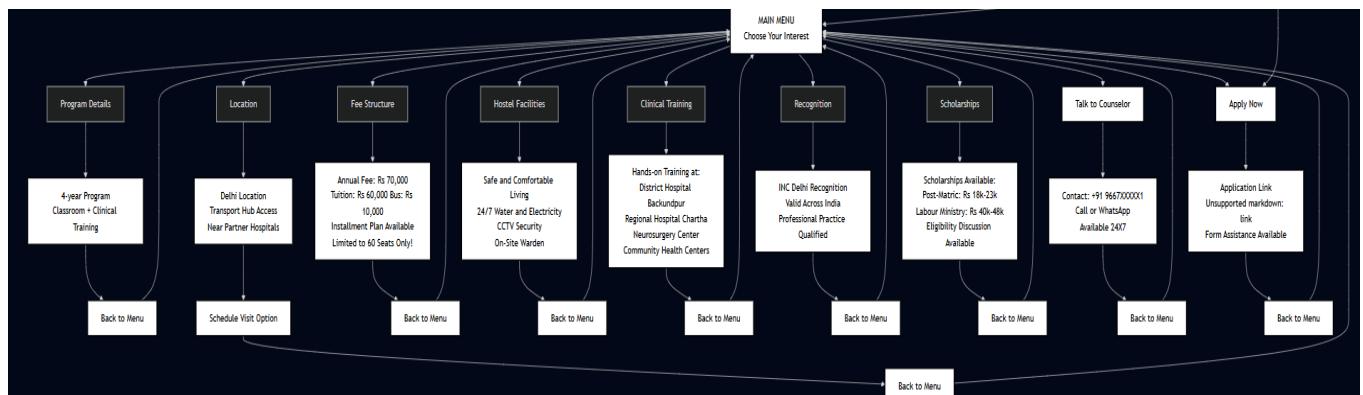
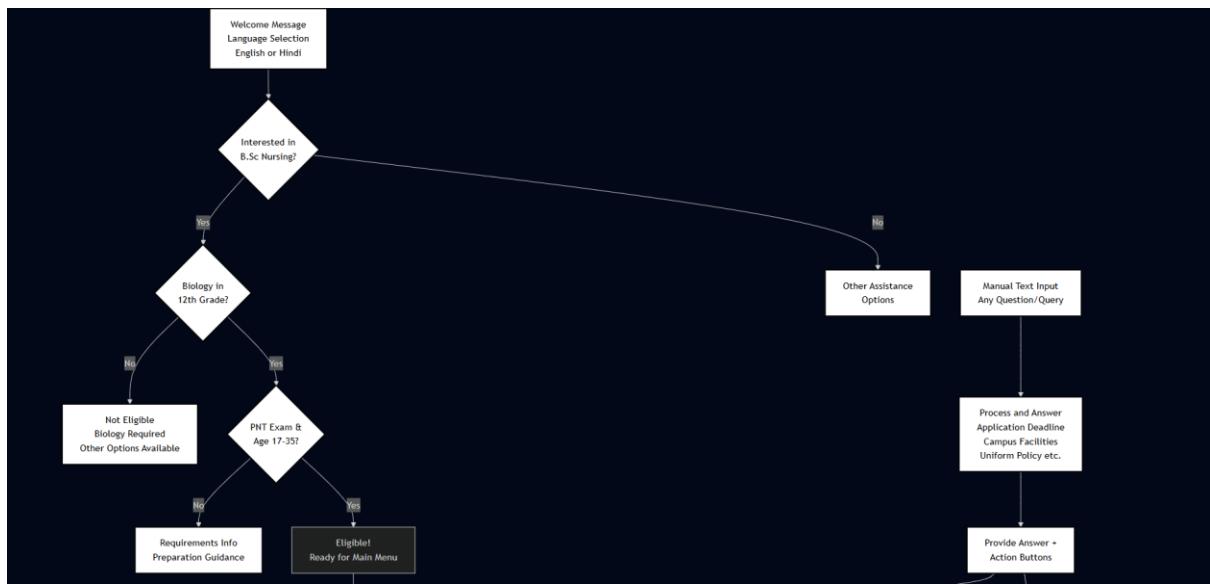
User types: "uniform ka kya scene hai?" (Hinglish Query)

🤖 Bot: Yes, the college has a mandatory uniform for all students during classes and clinical training. This helps maintain a professional environment. You'll receive detailed information about the uniform in your admission kit.

5. Flowcharts:

Here are the process flow charts of the chatbot:





Here is the link for the full view of the flowchart:

<https://urlzs.com/MWPNob>

6. Future prospects for this chatbot:

We can integrate this chatbot with popular ai models like ChatGPT , Gemini, Claude etc and tune they to our custom details and the miscellaneous ones

7. Conclusion

The LiaPlus AI assistant, will be a significant asset to admissions process. It creates an environment where students feel supported and well-informed, with the constant assurance that a **helpful member of our college staff is just a phone call away**. By blending automated efficiency with accessible human support, we are not just providing answers—we are building relationships and encouraging the next generation of nursing professionals to confidently take the first step in their journey with us.