

Project Title: Student Support Chatbot (Rule-Based for EdTech Platform)

(Keerthana Gajari)

Objective:

The primary objective of this rule-based chatbot is to enhance the learning experience for students by providing timely and automated assistance with frequently asked questions and common problems encountered on the EdTech platform.

Goals:

- Deliver **instant support** to students 24/7.
- Help resolve **common student issues** like login failures, enrollment status, and assignment submission errors.
- Improve student experience by reducing **waiting times for help**.
- Reduce the number of support tickets for the student services team.

Non-Goals:

- The chatbot will not replace human support for complex or escalated issues.
- It will not process real-time transactions (e.g., payment processing).
- Initially, it will not include deep NLP or generative responses (LLM to be explored in later versions).

User Stories:

- I want to reset my password so I can log in to my account.
- I want to check my course enrollment status so I can attend classes on time.
- I want to know the schedule of my courses so I can plan my week.

Features and Functional Requirements

Feature	Description
Predefined intents	Covers key support topics: account access, course info, tech issues, and deadlines.
Decision tree logic	Rule-based flows guide students through troubleshooting steps.
Quick reply to buttons	Options like “Reset Password”, “View Schedule”, “Check Enrollment” to guide navigation.
Error handling	Catch unrecognized input and redirect to a relevant menu or retry.
Escalation to live agent	Trigger human support when chatbot cannot resolve the issue.
Fallback response	Example: “I didn’t understand that. Try asking about login, enrollment, or schedule.”

Feedback option	“Was this helpful?” button to rate responses.
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UI/UX - Wireframe Summary

Welcome screen: “Hi! I’m your student support bot. How can I help you today?”

- text input box to give questions
- answers based on the trained data set or if the question is out of the training set it uses OpenAI LLMs and answers the queries.

Tech Stack:

- Python
- Tkinter
- Open AI - Chat GPT
- Model - Sklearn, Tensorflow

Platform:

- Web App