**Student Support Chatbot System**

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**Introduction**

Chat bots or Virtual Assistants have been intent to demonstrate the interaction between computers and humans and have hit the market. A chat bot is a computer program that uses artificial intelligence (AI) that can simulate human conversation through voice commands or text chats or both. Chatbots are often instance to as one of the most rising and leading form of interaction between machines and humans. Although, from a technological perspective, a chatbot can only illustrate the evolution of a Question Answering system based on Natural Language Processing (NLP). Generating responses to user queries in human like natural language is one of the simplest examples of Natural Language Processing leveraging in various enterprises’ end-use applications. Chatbot applications slick interactions between services and people, improving student experience. Chatbot solutions have to completely meet both of the tasks for successful execution. Human support plays a part here: Impartial of the kind of attack and the platform, human intervention plays a vital role in training, optimizing and configuring the chatbot system. There are two particular duty which form the basis of a chatbot: 1. User Request Analysis 2. Return the response User request analysis: This is the main task that a chatbot performs. In this task, it studies the user’s request and describe the user intent in order to extract significant entities. This capability of identifying the user’s intent and extracting data and relevant entities present in the user’s demand is the first and basic accustom and the most crucial step at the core of a chatbot: If you miss to correctly acknowledge the user’s request, you will miss to provide the correct answer. Return the response: First the user’s committed is analyze and once that is done, the chatbot can provide the most appropriate feedback for the user’s query. The answer can be: • A predefined and generic text.

• A text recovered from a knowledge database containing different answers.

• A contextualized piece of information that is user data oriented.

• Data which is stored in enterprise systems.

• The terminate of an action that the chatbot has performed by connecting with backend applications. The main objective of tertiary education institution is to provide the best quality for learning and wide opportunities for the students to excel in their career. The student support services compose of associate of services and activities that are intended to make the learning atmosphere friendlier. The support services are classified into Administration, and Academic.

Administration

* Admission
* Office hours
* Campus Map
* Officers

Academic

* Course selection
* Study strategy improvement
* Tutoring
* Pre academic counseling – Academic plan
* Monitor academic progress
* Online searching