

Milestone 4 Report: Admin Panel & Knowledge Management

Introduction

Milestone 4 focuses on administrative control, analytics, and system scalability.

Objectives

- Provide an admin dashboard for monitoring chatbot activity.
- Manage training data and FAQs.
- Analyze intent distribution and system performance.

Implementation

An Admin Dashboard was developed to display total queries, success rate, intents, and entity counts. Recent user queries and confidence scores are logged for analysis.

Analytics

Admins can monitor chatbot accuracy, track popular queries, and export logs for further improvement.

Outcome

The admin module ensures efficient monitoring, retraining, and continuous improvement of the chatbot system.