PROJECT - Building an Azure Chatbot

PROJECT TITLE: College Enquiry Chat Bot using Azure Services

INDUSTRY NAME: Ed-Tech

PROBLEM STATEMENT/OPPORTUNITY: It is difficult for a person to take care of all the queries, complaints, Q & As of the students regarding a college manually. As the number of students increase year to year, it becomes a hectic task for the college team to manage their interactions with the students which delays the response time.
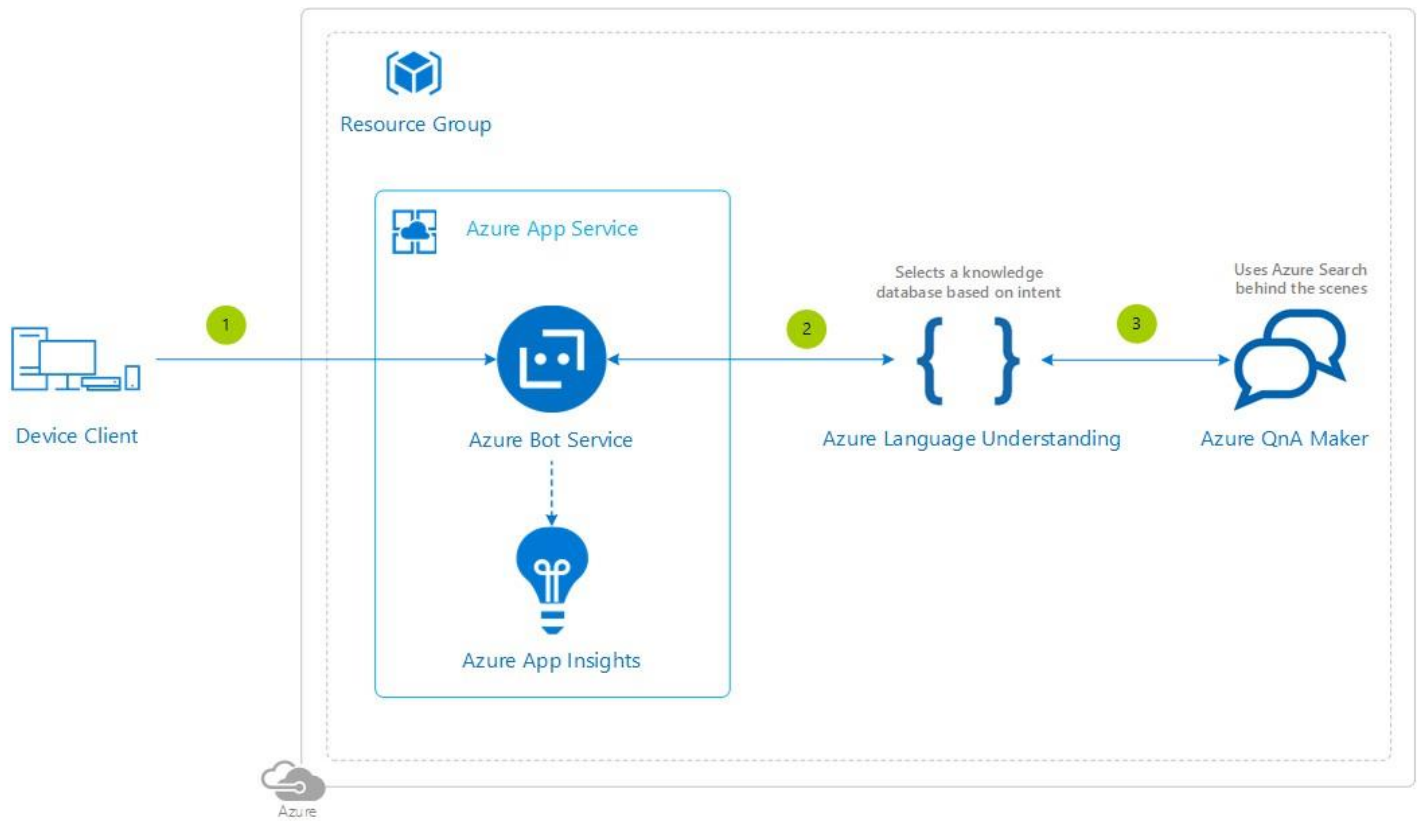
In this project, I have considered XYZ College as an example which provides bachelor's degree in various fields to the students. Here, to answer the most repeated questions and some basic information about the college, asked by large number of students repeatedly several times a day is impossible for a person. So, to handle such questions efficiently and quickly, an azure chatbot is developed in this project.

PROJECT DESCRIPTION: In this project, I have created a chatbot to be used by students to get their queries solved regarding the courses, degrees, fee details and other facilities provided by the college. A chatbot is a program which can do real conversations with textual and/or auditory methods. When a human can handle only two or three operations at a time, chatbots can operate without an upper limit which scales up the operations. Having a chatbot on the college website takes off the load and it can be available 24/7 unlike humans.

In this project, QnA maker and Azure bot service are used. Initially, I have created a QnA service and linked it to custom created knowledge base, which contains set of questions and answers related to the college. After that, I have created a web app bot attaching to the knowledge base and then, created a google website and deployed the azure bot in it. Hence, the students can directly chat to the bot via that site and get their queries solved.

PRIMARY AZURE TECHNOLOGY: QnA Maker, Azure Bot Service

OTHER AZURE TECHNOLOGIES: App Service, Azure Monitor

Working of Azure services to create a chatbot