**ABSTRACT**

Nowadays, there is a boom in the usage of web and mobile applications as almost all kinds of services are brought online. One of the most difficult tasks is handling all the user queries manually. All India Council for Technical Education Portal (AICTE Portal) is one of the websites with trustworthy information and various other services provided by the government. Thus, we conducted an online survey for a wide range of AICTE users, from which we found majority of the users opting for Chatbot as an efficient solution. A Chatbot is an artificially created virtual entity that interacts with users using interactive text or speech. These are considered more effective at handling user enquiries in a short period of time. Thus, implementing this problem statement of Chatbot with a Machine Learning Framework of RASA that is used for developing AI powered industrial grade chatbots and assistant. We trained our model with all kinds of queries about AICTE by using the FAQs from the official sources.

From the insights of the survey, we inquired that, users are opting for various kinds of input options such as text, audio and pre buttons. As a result, we've taken into account all three, and our chatbot can respond in any of these ways. The buttons are also directly given based on most FAQs by the users. Similar to that of the inputs, we have also brought responses in the form of simple text, audio for people unable to read which can be muted or unmuted according to the user need. We included Hindi into our chatbot (Bilingual) to some users had difficulty speaking in English. To improve user experience and help consumers absorb the information, the chatbot's text responses include highlighted keywords, self-explanatory graphics, and descriptive videos in addition to the text. The input texts can also be inputted in our chatbot's built-in virtual keyboard.

Most of the users found it difficult for locating the desired information Thus we have responses having the direct clickable links that navigate to the respective web pages. there is an additional option of admin query form in case the response of the chatbot is not sufficient and needs admin’s help. The conversation is ended by asking the user feedback and storing the conversations or transcripts which can be accessed by the admin in order to collect client feedback for future requirement. In general, instead of refreshing the entire page, the user can use menu options such as clear dialogue, restart, and close chatbot to continue or begin the conversation later. As a result of all of the above capabilities, we have created a user-friendly chatbot environment that intelligently handles all types of requests and responses.