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1. **INTRODUCTION** 
   1. **PURPOSE**

The purpose of the UNIZULU Module Guide Chatbot is to provide an accessible, convenient, improve communications, promote engagements and support the academic access for students at the University of Zululand to access and understand the contents of their module guides in isiZulu.

**Enhance Accessibility**: Facilitate access to module guide information in isiZulu, making it more comprehensible for students who are more comfortable with isiZulu than English.

**Improve Communication**: Offer immediate and consistent responses to queries regarding module codes, lecturer details, assessments, attendance records, and other module-related information.

**Promote Engagement**: Provide a user-friendly interface that encourages regular student interaction with the system, fostering a deeper understanding of course materials.

**Support Academic Success**: Notify students about important updates, assessments, and deadlines, ensuring they stay informed and on track

**Increase Efficiency for Staff**: Automate common student queries, reducing the administrative workload for university staff and allowing lecturers to focus more on teaching and academic support.

* 1. **SCOPE**

1. The chatbot will operate entirely in isiZulu, providing responses and interactions exclusively in this language

**2**.The chatbot will allow students to query specific contents of their module guides, including:

* Module code and name
* Responsible lecturer
* Enrolled students
* Assessments and associated student marks
* Attendance records
* Module start and end dates

**3**.Students will be able to query and access learning materials uploaded by lecturers for their modules**.**

**4.** The chatbot will provide information on automatic enrolment into the correct module pages

5. The chatbot will provide details on assessments, including types of assessments, due dates, and marks

6. The chatbot will notify students when lecturers post messages or important updates to the class.

7. The chatbot will include a search facility to help users find specific content within the module pages

8. The chatbot will be accessible via a graphical user interface (GUI) on standard networked PCs, including desktops, laptops, and smartphon

* 1. **OVERVIEW OF DOCUMENTS**

**Key Objectives**

**Language Support**: Provide all interactions and responses in isiZulu.

**Content Querying**: Enable students to query specific information from their module guides, such as module codes, lecturer details, assessments, dp requirements, content(overview), prerequisite and co-requisite.

**Search Facility**: Include a search feature to help students find specific content within their module guides.

**Functional Scope**

* **Language Support**: Exclusive operation in isiZulu.
* **Content Querying**: Detailed information retrieval from module guides.
* **Learning Materials Access**: Easy access to uploaded learning materials.
* **Search Facility**: Efficient search functionality for module content.

**Technical Scope**

* **Response Time**: Ensure the system responds within three second to any query.
* **Integration**: Seamlessly integrate with existing university systems such as the SIS and LMS.
* **Scalability**: Design the system to handle multiple concurrent users efficiently.
* **Maintenance and Updates**: Plan for regular maintenance and updates to keep the system current and functional.