**AI Based FAQ Chatbot with Voice Assistance**

**Abstract**

FAQ section answers the frequently asked questions of the user. Generally, these are answered by humans but not a chat bot. Hence, this paper proposes a new chat bot which can also answer Frequently asked questions. In addition to answering textual queries, it also has the capability of answering the queries by observing images provided by the user. If user is not satisfied with the answers given by chat bot, then the control is given to agent and agent replies to the query and adds it to the database.

**Existing system**

In existing system, using organizational unit within the Ministry of Finance with the task of providing an information system related to budgeting performance. The dynamics of policy changes that have occurred recently have resulted in changes to the information system that has been developed. The dynamics of policy has socialized the existing business processes and systems, but many users still ask questions through the customer service channel which can only respond during business hours.

**Disadvantages:**

1. Less Accuracy
2. More time taking process

**Proposed system**

In proposed system, developing Voice based Chatbot which will utilize AI power to match and predict best answer for user given question. This project consist of following modules

1. Admin: admin can login to system using username and password as ‘admin’ and then can add FAQ new questions and answers and once new question added then AI model automatically get trained to accommodate new question data. Admin can view all registered users
2. User: user can sign up and login to system and then can start Voice based Chatbot and then record and send his question and then AI will analyse question to predict best answer and reply to user with recommended questions.
3. Extension Concept: in this project as extension we are making Chatbot to save all recorded voices which user can play and download and this feature is not exists in any existing voice based Chatbot.

**Advantages:**

1. High Accuracy
2. Takes less time

**HARDWARE & SOFTWARE REQUIREMENTS:**

**HARDWARE REQUIRMENTS:**

* processor :   intel i3(min)
* Hard Disk  :   40 GB.
* Floppy Drive :   1.44 Mb.

**SOFTWARE REQUIRMENTS:**

* Operating system : Windows 10 (min)
* Coding Language  : python