

# **CHAT BOT FOR BCA BLOG –FATIMA COLLEGE**

## **PROJECT REPORT**

A Project to work submitted Madurai Kamaraj University in partial

fulfilment of the requirements for the award of degree of

## **BACHELOR OF COMPUTER APPLICATIONS**

2022-2023

Submitted by

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**FATIMA COLLEGE (AUTONOMOUS)**

**Re-Accredited with 'A++' Grade by NAAC (4<sup>th</sup> Cycle)**

**Mary Land, Madurai – 625018, Tamil Nadu.**

**APRIL – 2023**

**DEPARTMENT OF COMPUTER APPLICATIONS**

**FATIMA COLLEGE (AUTONOMOUS)**

**MADURAI -625018**



**BONAFIDE CERTIFICATE**

This is to certify that the project entitled “ **CHAT BOT FOR BCA BLOG – FATIMA COLLEGE** ” is a BONAFIDE record work done by **S.SAMRITHA (Reg.No.2020BC29)** in partial fulfillment of the requirement for the award of the Degree of B.C.A. (Bachelor of Computer Applications), Fatima College during the academic year 2022-2023.

**INTERNAL EXAMINER**

**HEAD OF THE DEPARTMENT**

Submitted for the Viva-Voice Examination held on \_\_\_\_\_

**EXTERNAL EXAMINER**

## **DECLARATION**

I hereby declare that the project work entitled “**CHAT BOT FOR BCA BLOG- Fatima college**” is a project report of the original work done by myself. This project work is submitted to Fatima College (Affiliated to Madurai kamaraj University) in partial fulfillment of the Degree of Bachelor of Computer Applications during the academic year 2022 -2023.

I declare that this project documentation or any part thereof has not been submitted for getting any degree or diploma from any university or college.

Place: MADURAI

Date:

S.Samritha

Signature

## ACKNOWLEDGEMENT

I thank GOD for his substantial blessings and mercy at all stages of the completion of this project.

I thank my parents for their blessings and also my friends for their sacrifices in supporting me. I feel honoured to place warm salutation to the management of **FATIMA COLLEGE, MADURAI** who gave me the opportunity to have the strong base in computer and technical knowledge. I express my sincere thanks to **Dr. Sr. G. CELINE SAHAYA MARY**, Principal, Fatima College, Madurai for giving me a comfortable environment to complete this project. I express my sincere thanks to **Dr. Sr. G. JENITA RANI** and **Dr. S .L. KUMARI**, Vice Principals, Fatima College, Madurai for their extensive support rendered to carry out this project successfully. I express my sincere thanks to **Mrs. S. SELVARANI**, Head, Department of Computer Applications for her valuable guidance and encouragement.. I owe my deep gratitude to my project guide **Mrs. K.P.MAHESWARI** who took keen interest and guided me all along till the completion of my project. I would like to thank all the staff members of BCA Department, Fatima College, for their valuable suggestions at different stages of this project work. I am grateful to express my thanks to the people whose constant inspiration, guidance and blessings made this project a successful one

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# 1.INTRODUCTION

## **1.1 . Introduction to CHATBOTS**

CHATBOT is not a recent development. They are simulations that can understand human language, process it, and interact back with humans while performing specific tasks. For example, a CHATBOT can be employed as a helpdesk executive. JOSEPH WEIZENBUM created the first CHATBOT in 1966, named Eliza. It all started when Alan Turing published an article named “Computer Machinery and Intelligence” and raised an intriguing question, “Can machines think?” ever since, we have seen multiple CHATBOT surpassing their predecessors to be more naturally conversant and technologically advanced. These advancements have led us to an era where conversations with CHATBOT have become as normal and natural as with another human. Today, almost all companies have CHATBOT to engage their users and serve customers by catering to their queries. We practically will have CHATBOT everywhere, but this doesn’t necessarily mean that all will be well-functioning. The challenge here is not to develop a CHATBOT but to develop a well-functioning one

## **1.2. ABSTRACT:**

A CHATBOT is a computer Program that uses ARTIFICIAL INTELLIGENCE (AI) and NATURAL LANGUAGE PROCESSING (NLP) to understand the customer question and automatically responses to them it design to stimulate conversation with Human users especially over the internet. This CHATBOT Help the students to know about the admission process of college or a specific information from The department from anywhere with internet connection and receive fast replies. It also reduce the workload and provides easy and faster way of communication .

## **2.System Requirements**



CHATBOT help improve customer experiences by providing support or advising buyers during crucial decisions. Most importantly, CHATBOT holds numerous automation options that can be significantly accelerate service. However, not all CHATBOT software solutions are equal. There are specific requirements that have a substantial impact on saving potentials and customer benefits.

## **2.1. The most important requirements of chatbot software:**

### **1. No Complex design:**

In addition to understanding and interacting within conversations, an outstanding chatbot software has **NLP functions (Natural Language Processing)** to analyze the context of a conversation.

It can identify the intent of a question to provide an accurate answer and suggest options to confirm or resolve the iissue

The best chatbots have advanced conversation features and can proactively search for information and ask clarifying questions even if the conversation is not linear.

## **2. Flexible data connections :**

By using Knowledge Graphs, data can be structured and modeled, which in turn helps to generate new knowledge.

Moreover, the integration of company data or external data sources extends the functions of chatbot software enormously.

The chatbot can capture, read and process large amounts of data to gain insights from relevant data and to quickly solve customer problems.

## **3. Multi-channel capability :**

A great chatbot communicates seamlessly across multiple channels such as websites, apps, messenger, phone systems or voice assistants such as Google Assistant or Amazon Alexa.

For a seamless experience, it is also useful if data and context can be stored over several channels. If a customer shares his order, email address or other information with the bot, it can use this input for further actions on other channels.

Moreover, it should be possible to pass on all to a live agent if necessary.

#### **4. Ongoing Optimization:**

Every single customer interaction represents a way of learning for artificial intelligence (AI). The more often a chatbot is used, the better it gets because it can access more and more data with continuous use.

Therefore, a chatbot software should continuously expand its own knowledge base by analyzing conversations.

At Onlim we are constantly expanding our chatbot software with new functions and by using our Knowledge Graph technology the knowledge base of the chatbots is constantly growing.

#### **5. Easy handling:**

It has to be possible to edit corporate identity settings, change and add content quickly, send notifications to employees and have a clear and structured overview of conversations.

In addition, the chatbot software has to be able to handle the huge amount of data without any problems and GDPR settings have to be taken into account.

Being able to manage and handle a chatbot and its content easily can make all the difference!

## **2.2 SOFTWARE USED :**

### **WORDPRESS:**

WordPress is an open-source content management system licensed under GPLv2, which means that anyone can use or modify the WordPress software for free.

A content management system is basically a tool that makes it easy to manage important aspects of your website – like content – without needing to know anything about programming.

The end result is that WordPress makes building a website accessible to anyone – even people who aren't developers.

In this project WORDPRESS Is a part which used to create website to post the CHAT BOT in it.

## **3.System design**

### **3.1. Modules :**

**a) HOME**

**b) FACULTY**

**c) ABOUT US**

**d) ACTIVITIES**

**e) WIDGETS**

**f) LOGO**

**g) SCRIPT**

### **3.2. Module description :**

## **HOME :**

Home pages are located in the root directory of the website. Many home pages act as a virtual directory for a site — they provide top-level menus where visitors can go deeper into various areas of the site.

In this website, home page describe about Department of BCA and the Courses Available in there.

## **FACULTY:**

This page tells about the faculties of BCA

## **ABOUT US :**

In the about page it tells about the vision and mission of the department and the programs and courses offered .

## **ACTIVITIES:.**

There are reports of club inauguration are posted in this page. Activities of the department can be view through this module.

## **WIDGETS:**

A chat widget is a small pop-up window on the site where a visitor can start a chat interaction with an agent. The user can choose which pages on the site want a chat widget to display, adding to the overall flexibility of the tool. The widget become the interface between the agent and the customer

## **LOGO:**

Logo of the college And Give name to that avatar

### **SCRIPT:**

To start conversation,

Message : HI IM SAM

Questions :

- 1.What is your name : (User reply)
- 2.Which year you are?: ( Multiple choice)
- 3.What can I do for you ?:

## **4. Implementation**



## **4.1. SCREENSHOTS :**

[Home](#)[FACULTY](#)[ABOUT US](#)[ACTIVITIES](#)[TAKE ACTION](#)

# FATIMA COLLEGE

(Autonomous)



HOW CAN I HELP YOU?



DEPARTMENT OF  
**COMPUTER**

## FACULTIES :

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Assistant Professor
4. **Ms. P. Renganayagi, MCA, MPhil.**  
Assistant Professor



HOW CAN I HELP YOU?

## ABOUT US :

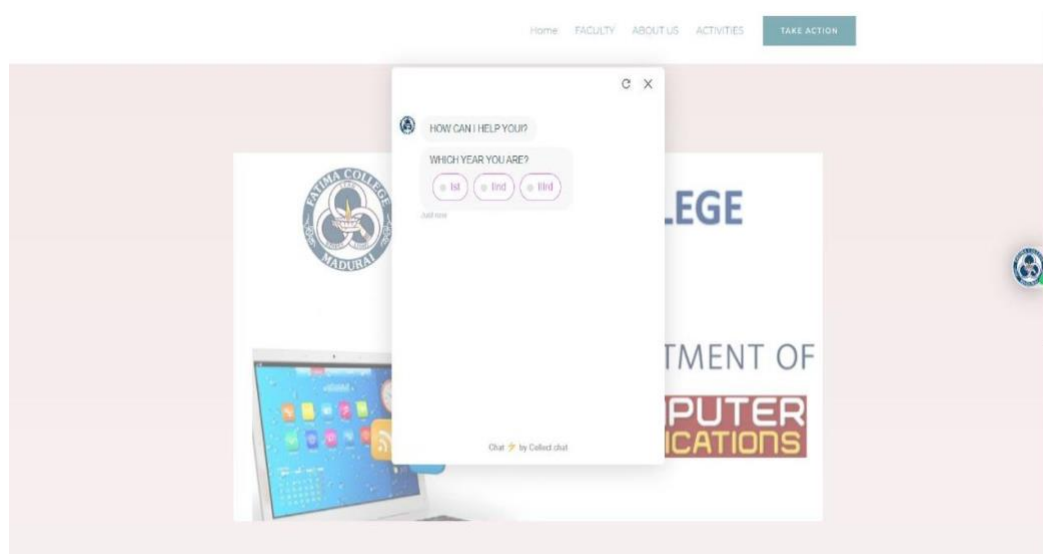
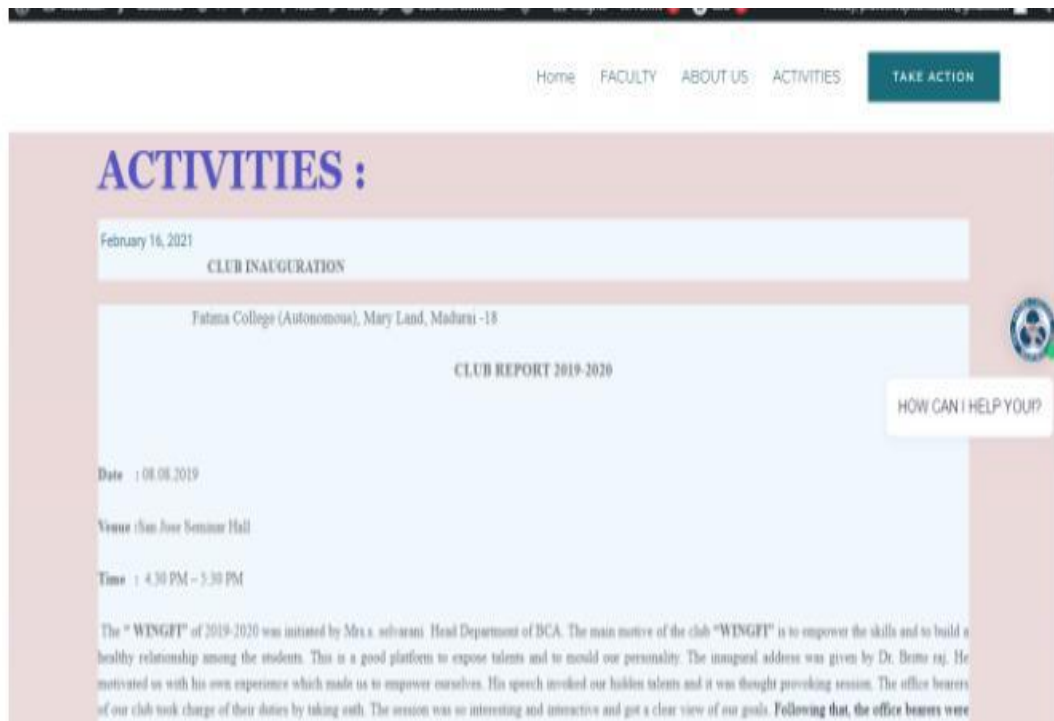


To **empower women** by bringing out their hidden potentials by providing **quality** computer **education** to meet **excellence** and adapt to the challenges of the society.

- To bring out the inherent talents of students & guide them to adapt to the dynamic IT world and make them responsible citizens.
- To be trained with cutting edge technologies in order to improve their personality in a supportive and caring



HOW CAN I HELP YOU?



## **5. CONCLUSION**

## **CONCLUSION:**

The Main Objective of the project is to develop and that will be used to identify answers related to users submitted questions. The need is to develop a database where all the related data will be stored and to develop a web interface. The Application developed will have two part one for simple user and one for the administrator. A background research took place, which included an overview of the conversation procedure and any relevant chat bot available. A database will be developed, which will store information about queries, keywords, logs, and feedback messages. Results have found that the application developed is able to correctly fulfil its purpose within a short time period. Our result show that the total time required to perform all the task, including visit to the college, standing in queue, and enquiry are reduced with the help of our system

## 6. Future Enhancement

## **6. FUTURE ENHANCEMENT :**

- a) This CHAT BOT is created for BCA blog but in future the chatbot should enhance to College website.
- b) The Bot should answer not only college admission oriented queries but also all types of queries.
- c) Not only build in response, with help of AI technology respond queries with various answers will be included.



## **7. Reference**

## **7. REFERENCE :**

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