

i want to develop a cybersathi app for problem statement(Development of WhatsApp Chatbot for Cyber Crime Helpline (1930) Support )

1 Objective To design and develop a WhatsApp-based AI chatbot integrated with the Cybercrime Helpline (1930), allowing citizens to report cyber frauds, track complaints, and receive awareness guidance in a quick, user-friendly, and multilingual manner (English & Odia). This chatbot aims to make cybercrime reporting as simple as texting a friend – bridging the gap between victims and cyber authorities using accessible, secure, and intelligent technology.

2 Key Features & Functional Requirements

- A. Intelligent Chat Interface Chatbot operates via official WhatsApp Business API. Understands natural text in English and Odia using NLP (Natural Language Processing). Supports quick reply buttons (e.g., “Report Fraud”, “Track Case”, “Awareness Tips”).
- B. Complaint Registration Flow Guides users step-by-step to report incidents (type of fraud, date, amount, platform used, etc.). Auto-fills data fields for FIR or Cybercrime Portal submission. Generates unique complaint reference ID for tracking.
- C. Integration Connected to <https://cybercrime.gov.in/> for official reporting. Linked with Helpline 1930 call centre backend for real-time support. Optional integration with state cyber cell database for escalation.
- D. Case Tracking Users can check complaint status by entering reference ID. Fetches updates via API from cybercrime portal. Sends automated WhatsApp notifications (e.g., “Your case has been forwarded to the district cyber cell”).
- E. Awareness & Prevention Sends periodic scam alerts and cyber safety tips. Explains steps for digital hygiene: secure passwords, UPI safety, phishing awareness, etc. Can run interactive quizzes or campaigns for engagement.
- F. Security & Privacy End-to-end encryption via WhatsApp API. User data anonymized before backend processing. Implements Role-Based Access Control (RBAC) for officials.