FUNCTIONAL REQUIREMENTS OF COLLEGE ENQUIRY CHATBOT

Objective:

The main objective of "College Enquiry Chatbot" is to minimize the time required to solve the queries of an user , reduce the work load on the college's office staff , save the time and strength of an user of visiting and contacting the administration office often , keep the user fully updated about the ongoing and upcoming events of college. College Enquiry Chatbot uses machine learning concepts to have conversations with humans. The purpose of developing this project is based on an intellectual chat-bot system which will deal with the academic activities like admission enquiry, fees structure, scholarship details, time-table of every department, details of the documents required to attach etc. With this chat-bot system it will be easy for the student to directly clear their queries in lesser time. Chat bots typically provide a text-based user interface, allowing the user to type commands and receive text in order to resolve the query. The Chatbot has information stored in its dataset to identify the sentences and making a decision itself as response to answer a given question. The program analyses the user's query then the bot responds to the query.

Manage User :

When User wants to query about College Information the Chatbot will answer questions and enquiries and also User can book appointment. The user details are Viewed by the Admin.

Features supported in application
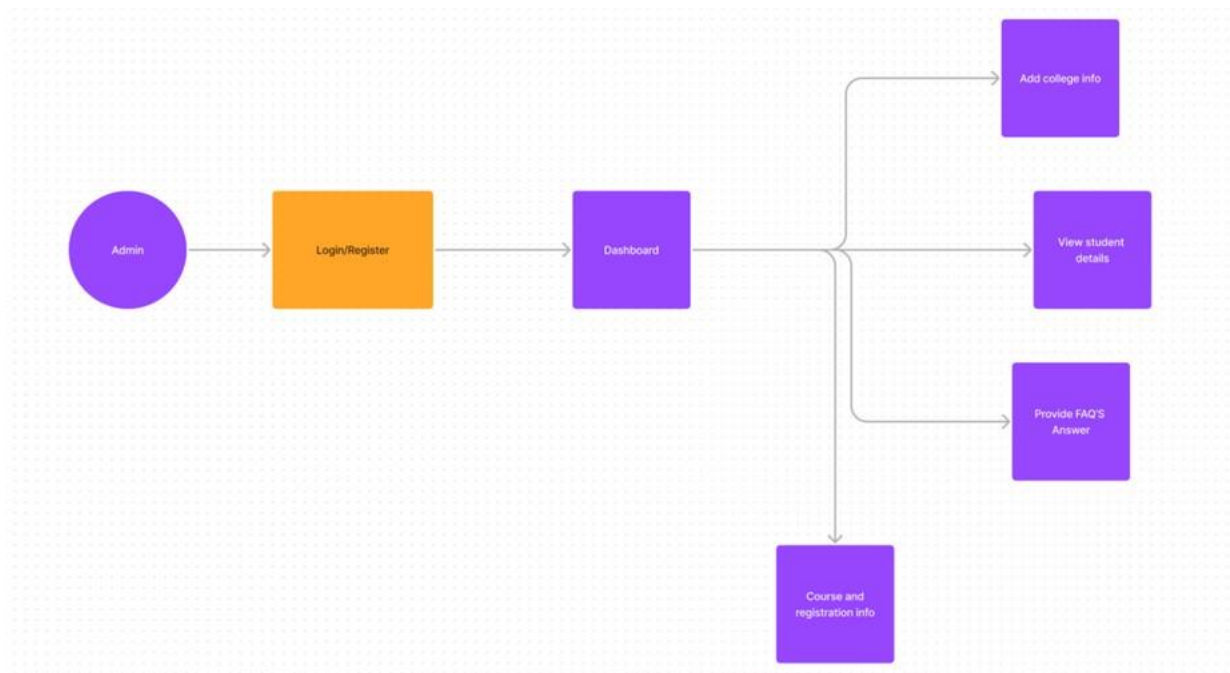
Functions available for user are as follows:

1. Registration.
2. Live Chat
3. Book appointments.
4. Give Feedback

Functions available for Admin are as follows:

1. Add Messages
2. View User Details
3. View Feedback

DASHBOARD OF COLLEGE ENQUIRY CHATBOT

A) Admin dashboard

Features for Admin:

Login > Dashboard > View User Details   OR

Login > Dashboard > Add College Information

Login > Dashboard >Provide FAQ's Answer

Login > Dashboard >View Feedback

On the User summary interface, a summary of all Users maintained by the logged in user is displayed.

Field Name	Description
Add Messages	Allows the admin to add college information
User Details	Displays the user Details

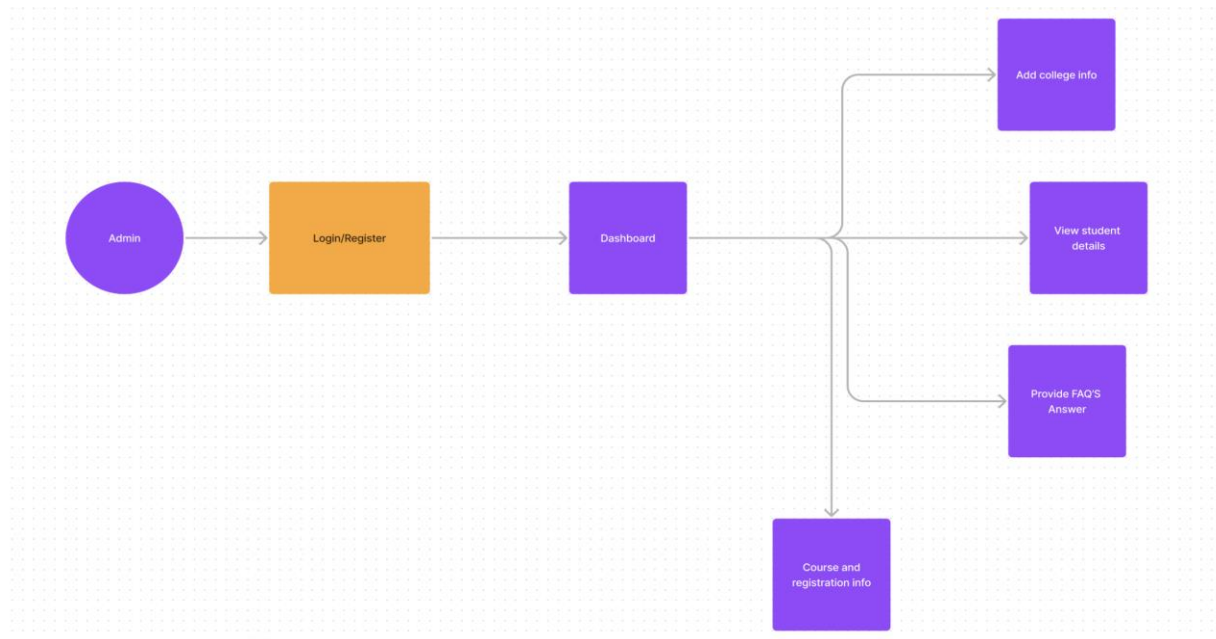1)In the **Add Message field**, Admin can add relevant information about college .

 OR

 Delete or Update the information .

2) From the **user details**, view the users who have registered and enquired about the college and view who have booked appointment.

3) Admin can **view feedback** and respond .

Click ***Back to Dashboard*** to navigate back to the dashboard.

B) User Dashboard

Features for User:

Register/Login > Home >Live Chat >college information OR

Register/Login > Home >Live Chat >Book Appointment OR

Register/Login >Home > Give Feedback .

When the user logs in to the application, page will be redirected to home page. User can find options to be chosen. user can navigate through app and get the details.

field	description
Live Chat	Ask question about college and book appointment.
Give Feedback	Provide feedback to the admin

1) In the **Live chat field** User can query about college related information and get most suited answers from the chatbot.
2) From the **Live chat**, User can also **book appointment** with the professor.
3) In the **Give feedback field**, User can provide feedback .

Click ***Back to Dashboard*** to navigate back to the dashboard.