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.
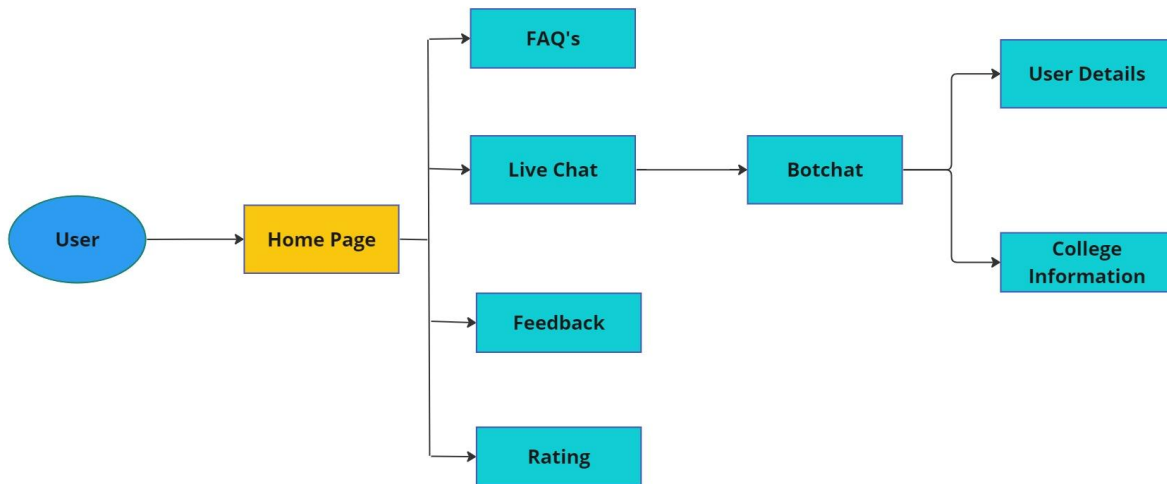
Features supported in application

Functions available for user are as follows:

1. Live Chat
2. Give Feedback
3. FAQ's
4. Give Rating

DASHBOARD OF COLLEGE ENQUIRY CHATBOT

A) User dashboard

Features for User:

Home >Live Chat >Bot chat >User Details OR

Home >Live Chat >Bot chat >College Information OR

Home > Give Feedback.

Home >FAQ's

Home >Rating

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
Give Feedback	Provide feedback to the admin
FAQ's Rating	View frequently asked questions
Rating	Provide rating

1) In the **Live chat field**. User can query about college related information and get most suited answers from the chatbot.
2) By clicking on **Feedback**, user can give feedback.
3) By using **Rating**, user can rate his experience of using the chatbot.
4) User can also see **FAQ (Frequently asked Questions)** about the college.

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