**Project Documentation**

**Patient Appointment Chatbot**

**BTech-IT**

**Prepared By:**

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**Year 2023**

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**CERTIFICATE**

This is to certify that the project carried out in the subject of System Design Practice, entitled “**Patient Appointment Chatbot**” and recorded in this report is a bonafide report of work of

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| --- | --- | --- | --- |
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of Department of Information Technology, semester VI. He/She/They was/were involved in Project work during academic year 2022 -2023.

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**Purpose**

This project is a NLU based chatbot application developed for managing patient appointments. It utilizes various technologies and frameworks to provide an efficient and user-friendly experience.

**Functionality**

The chatbot application provides the following functionality:

* **Book Appointment**: Users can schedule appointments through the chatbot interface.
* **Cancel Appointment**: Users can cancel their existing appointments.
* The chatbot utilizes API calls to store appointment data in MongoDB and fetch data from the database. It also includes functionality for generating OTPs (One-Time Passwords) for verification purposes and generating unique appointment IDs for each appointment booked.

**Technology Used**

**Frontend Development**

* React Js
* CSS

**Backend Development**

* Python
* Pymongo (python module)

**Frameworks**

* RASA

**Database**

* MongoDB

**Tools**

* GitHub
* Visual Studio Code
* MongoDB Atlas
* Postman API

**Project Set Up**

**RASA Framework**

Python version 3.9.X should be installed (pip is also installed)

Rasa framework version 3.X should be installed

**Steps:** (Run these all commands in your parent directory)

1. **Install the rasa framework**

pip install rasa

pip install rasa === 3.5.10 (To install specific version)

1. **Create a virtual environment1**

python -m venv ./venv

.\venv\Scripts\activate

1. **Install the spacy models**

pip install spacy===3.4.4

pip install en\_core\_web\_lg === 3.4.1

**ReactJs**

NodeJS version 18.13.0 should be installed.

**Steps:**

1. **Switch into the client folder (suppose you are in main folder)**

cd ./client

1. **Install all node package manage**

npm install

**Mail Set Up**

**Email:** [abzxy50312@gmail.com](mailto:abzxy50312@gmail.com)

**Password:** *dnbmivtzqiuqsmbf*

**YouTube link to change the configuration:** <https://youtu.be/iGPPhzhXBFg>

**Execute**

1. **Run Rasa Framework (**Terminal path: /chatbot (as per our folder structure )**)**
   1. **Train the model (In one terminal)**

rasa train

* 1. **Run the model (In one terminal)**

rasa run --cors "\*"

* 1. **To run action.py file (In another terminal)**

rasa run actions

1. **Run the React Js server (make sure your 3000 port should not be busy)**

**(**Terminal path: /client (as per our folder structure )**)**

npm start