**FINAL YEAR PROJECT IDEA**

**ADMISSION CHATBOT**

**DESCRIPTION:** A chatbot is a program that is used to participate in conversations with humans. It uses an appropriate interface for input and output and with the use of AI techniques it can provide realistic answers so the user will think that the communication taking place is with another human. The implementation of such systems varies from using keyword matching, string similarity or complex natural language processing techniques. Chatbots attend to customers at all times of the day and week and are not limited by time or a physical location.

**OVERVIEW:** The role of the system is to provide a chatbot that will be able to answer questions related to the admission procedure. It will provide a web interface for the users to interact with the system and an administration interface.

A user is anyone who would like to visit the website and engage in a conversation. A user should also be able to write a review using the feedback form.

The administrator of the system shall be able to log in using a user name and a password. The responsibility of the administrator will be to maintain the system by adding questions and answers to the database and by updating current information sets when necessary. Furthermore he should be able to view the user ranking, feedback messages and logs. The system shall provide its users with spell checking suggestions on screen, when they make such errors. Moreover the parsing of sentences will avoid sending to the system words that do not form a sentence.

**PROJECT SCOPE:** A chatbot is an AI chatbot that receives questions from users, tries to understand the question, and provides appropriate answers. It does this by converting an English sentence into a machine-friendly query, then going through relevant data to find the necessary information, and finally returning the answer in a natural language sentence.  The User can query any college related activities through the system. The user does not have to personally go to the college for enquiry. The System analyses the question and then answers to the user. The system answers to the query as if it is answered by the person. With the help of artificial intelligence, the system answers the query asked by the students. The system replies using an effective Graphical user interface which implies that as if a real person is talking to the user.

**ADVANTAGES OF CHATBOT SYSTEM:**

*“Humans have a limit to the number of clients they can handle at once. However, with chatbots, there is no such constraint and they can handle as many queries as required at once.”*

* **REDUCED COST:** chatbots eliminate the requirement of any manpower during online interaction and are hence seen as a big advantage by admission department of university, school and college receiving multiple queries at once.
* **24-7 AVAILABILITY:** Unlike humans, chatbots once installed can attend queries at any time of the day. Thus, the student doesn’t have to wait for the attending of call by admission chatbot .The student get all information about his/her semester, schedule and fees .
* **LEARNING AND UPDATING:**  AI-based chatbots are capable of learning from interactions and updating themselves on their own. This is a big benefit when it comes to investing time in educating the executives about the same. Due to machine learning and algorithms capable of updating themselves, the need for same is eliminated while using a Chatbot.
* **MULTIPLE CUSTOMER HANDLING:** Humans have a limit to the number of clients OR request they can handle at once. However, with chatbots, there is no such constraint and they can handle as many queries as required at once. This is a major benefit of using chatbots as no students stays un attended and everyone’s problem is being resolved.

**DISADVANTAGES OF CHATBOT SYSTEM:**

* **COMPLEX INTERFACE:** Chatbots are often seen to be complicated and require a lot of time to understand user’s requirement. It is also the poor processing which is not able to filter results in time that can annoy people.
* **INABILITY TO UNDERSTAND**: Due to fixed programs, chatbots can be stuck if an unsaved query is presented in front of them. This can lead to customer dissatisfaction and result in loss.
* **INTERNET CONNECTION:** This system requires Internet Connection. without internet connection the user will not able to get information or chat with chatbot.