**SCHOOL OF COMPUTER SCIENCE AND ENGINEERING DEPARTMENT OF INTELLIGENT SYSTEM**

**LOVELY PROFESSIONAL UNIVERSITY, JALANDHAR**

COLLEGE ENQUIRY CHATBOT

END TERM REPORT

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**08-04-2020**

**Student Declaration**

This is to declare that this report has been written by A. Hari Vishal Reddy, Aneesh Pavan Prodduturu, Y. Paul Priyatham Reddy, M.D.J Kalyan And No part of the report is copied from other sources. All information included from other sources have been duly acknowledged. I/We aver that if any part of the report is found to be copied, I/we are shall take full responsibility for it.

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**INTRODUCTION**

This project helps the users to make good decisions regarding buying or selling of valuable property. Prior to this online system this process involved a lot of travelling costs and searching time. Due to this system the user now does not have to travel much and can look for the property it is searching for, online according to its requirements. It is focusing on creating a chatbot to be used by students to get their queries responded easily from the college website. The College Enquiry Chatbot has the capacity to make friendly conversations; respond the course and faculty details; give the link for the academic calendar; answer the frequently asked questions; calculate the fees based on the student's input; and give the timings, address, contacts, and events information of the departments like Union, Library.

We used NLTK (Natural language Toolkit) and imported chat and reflections from it. NLTK is a leading platform for building Python programs to work with human language data. Basically, nltk is easy to use, best of all, NLTK is a free, open source, community-driven project.

We imported class chat, so it will chat with the user. And we can have a conversation between chatbot and user.

Then we imported class reflections, so here it is like a dictionary and when the value matches with the dictionary it will output the value in the response.

**OBJECTIVES**

Usually, new students try and look for a faculty member for information, or work up the courage to ask a senior. What this means is that at the beginning of every academic year, the university’s faculty and staff members are burdened with the additional responsibility of showing new students the ropes and answering the same bunch of questions.

This is precisely why universities need campus guides. And College enquiry chatbot development has created the perfect solution.

Over the past few years, leading colleges and universities around the world have been building College enquiry chatbots for their websites. These chatbots are able to function as round-the-clock campus guides, and at a fraction of the cost of hiring multiple human employees. They’re also way more accessible than human guides, because students don’t need to track them down. All they need to do is open the university website, and type their query into the live chat window.

The college enquiry chatbot gives them an instant – and accurate – response. So when the student wants to know if the computer lab is open on weekends, they don’t get vague answers like, “Yeah, I think so, but you should check with them.”

The whole process can be repeated over and over again, and it’ll always be just as effective as the first time.

**DESCRIPTION OF THE PROJECT**

The questions we illustrate were fairly straightforward. In the absence of an online chatbot, students would be able to get them answered by anyone who’s been on campus for a while – a senior student, the dorm’s resident advisor, or a faculty member. But a lot of the time, they need help with very specific issues and don’t know who to ask. And those are the situations where college enquiry chatbots become all the more important.

Universities that create a chatbot to respond to student queries, automatically create a more streamlined information exchange system. Students – both new and existing ones – don’t have to spend time figuring out who to direct their custom queries to. The College enquiry chatbot can take their questions and point them in the right direction.

Example 1:

Student: “I want to register for the summer internship program at [Institute] next year. How do I make sure I qualify?”

Chatbot: “Have you read the eligibility criteria for [Institute]’s summer internship program? You can read them on this link. Prof. J. Wilson ([Department]) handles applications for the program. You can get in touch with him for detailed information. Here are his contact details.”

Example 2:

Student: “I have opted for the annual fee payment option. I’d like to find out if I can convert that into monthly instalments for the next 6 months.”

Chatbot: “You can send an email to our Finance department on [email ID]. You can also meet them in person at [Building], between 9:00hrs and 16:00hrs Monday through Friday.”

**CODE**

from nltk.chat.util import Chat, reflections

conversations= [

[

r"Am (.\*)",

['Hey %1 ! How may I help you today!!'],

],

[

r"hi|hey|hello",

["Hello!, I am LPU chatbot","This is LPU chat bot, How can I help you"]

],

[

r"(.\*) college accredited|college accredited(.\*)|college accredited",

["Yes,this is an accredited college"]

],

[

r"(.\*) college fees|college fees|college fees(.\*)",

["It is 90000 per semester but we provide scholarship ","Per semester it costs around 90000 but you can get scholarship by writing LPUNEST"]

],

[

r"(.\*) scholarship|scholarship|scholarship (.\*)",

["It depends on the marks obtained in LPUNEST or Jeemains score or board exams ","Scholarship can be availed through LPUNEST or board exam marks"]

],

[

r"(.\*) lpunest|lpunest (.\*)|lpunest",

["It is an entrance exam exam conducted by LPU","Every year LPU conducts an enrance exam called LPUNEST"]

],

[

r"(.\*) installments|installments (.\*)|installments",

["yes,but permission of HOD is required","This require permissions from higher authorities","You need to state the purpose for paying the fees in installments"]

],

[

r"(.\*) college hours|college hours|college hours (.\*)",

["We are open 9 am - 5 pm Monday-saturday!","Monday - Saturday from 9 - 5 and sunday is a holiday"]

],

[

r"(.\*) subjects in 5th sem computer science|subjects in 5th sem computer science",

["subjects in 5th sem are:\nTheory of computation\nMicroprocessor and Interface\nprograming in java\nAnalysis and Design of Algorithm\nDatabase management system\nUnix and Shell Programing'"]

],

[

r"(.\*) paymentmode (.\*)|paymentmode|paymentmode (.\*)|(.\*) paymentmode",

["cheque,debit card,netbanking,credit card and cash are acceptable","we accept cheque,credit card, netbanking or cash"]

],

[

r"(.\*) hostel (.\*) available (.\*)|hostel available |(.\*) hostel available|hostel available|(.\*) hostel available (.\*)",

["yes, hostel facility is available ","Students can avail the hostel facility within the campus"]

],

[

r"(.\*) facilities available in hostel |facilities available in hostel(.\*)| facilities available in hostel",

["Telephone\nInternet access\nIndoor games\nFirst– Aid.\nReading materials\nTelevision\nDining Hall\nVehicle parking\nRound the-clock security, etc "]

],

[

r"(.\*) hostel fees (.\*)|(.\*) hostel fees| hostel fees (.\*)|hostel fees",

["It might be an average of Rs 57500/- ,This depend on the type of room you choose"]

],

[

r"(.\*) placements (.\*)|(.\*) placements|placements (.\*)|placements",

["Here at LPU we provide 100 % placement assistance","Every year LPU students get placed at top MNC's"]

],

[

r"(.\*) thanks|thanks|thanks (.\*)| thank you (.\*)|thank you",

["Welcome! is there any you need to know ?... Feel free to ask!"]

],

]

def chatbot():

print("Hey, I'm LOVELY PROFESSIONAL UNIVERSITY ENQUIRY CHATBOT!")

print("what's your name?")

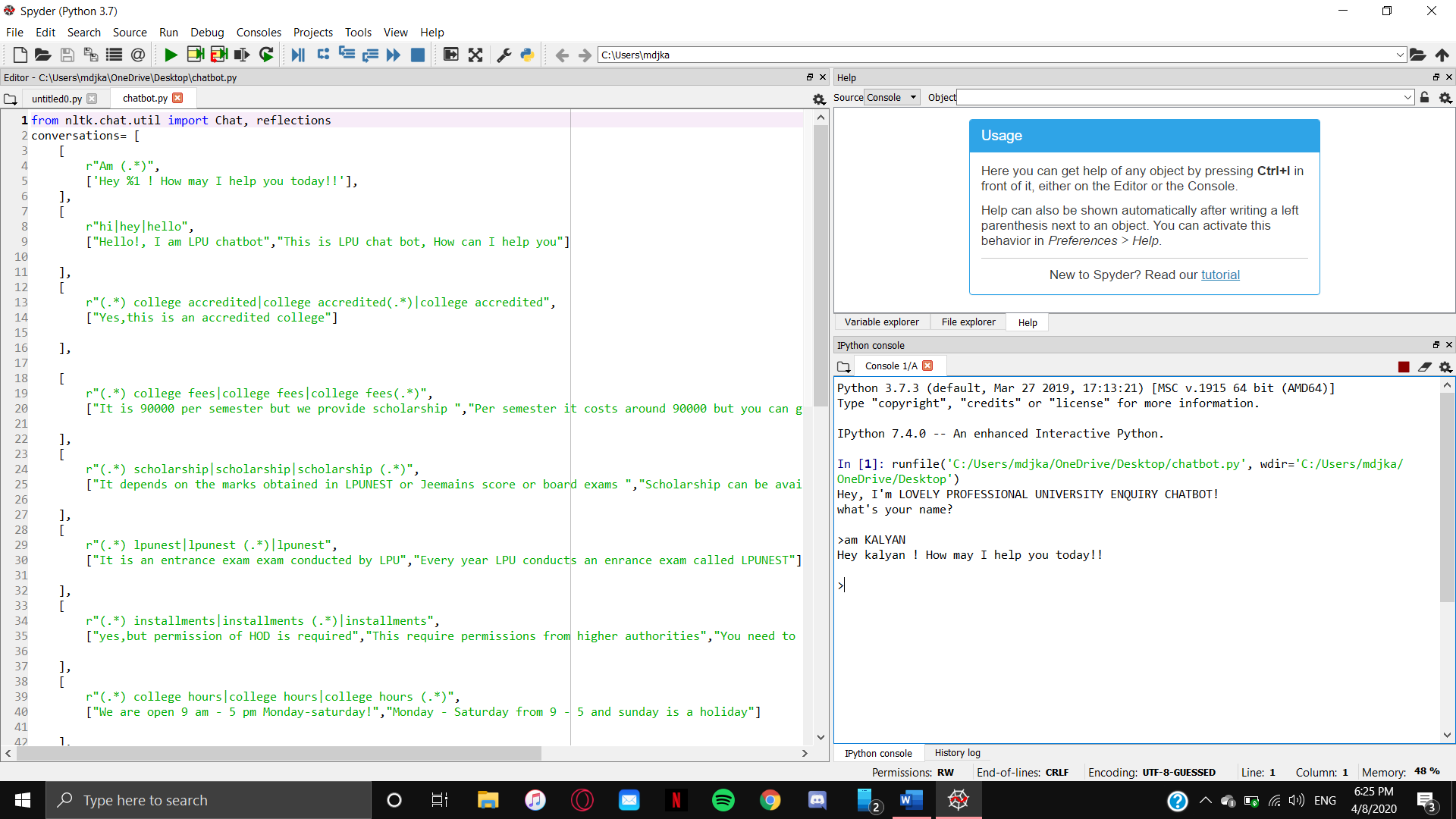
chat = Chat(conversations, reflections)

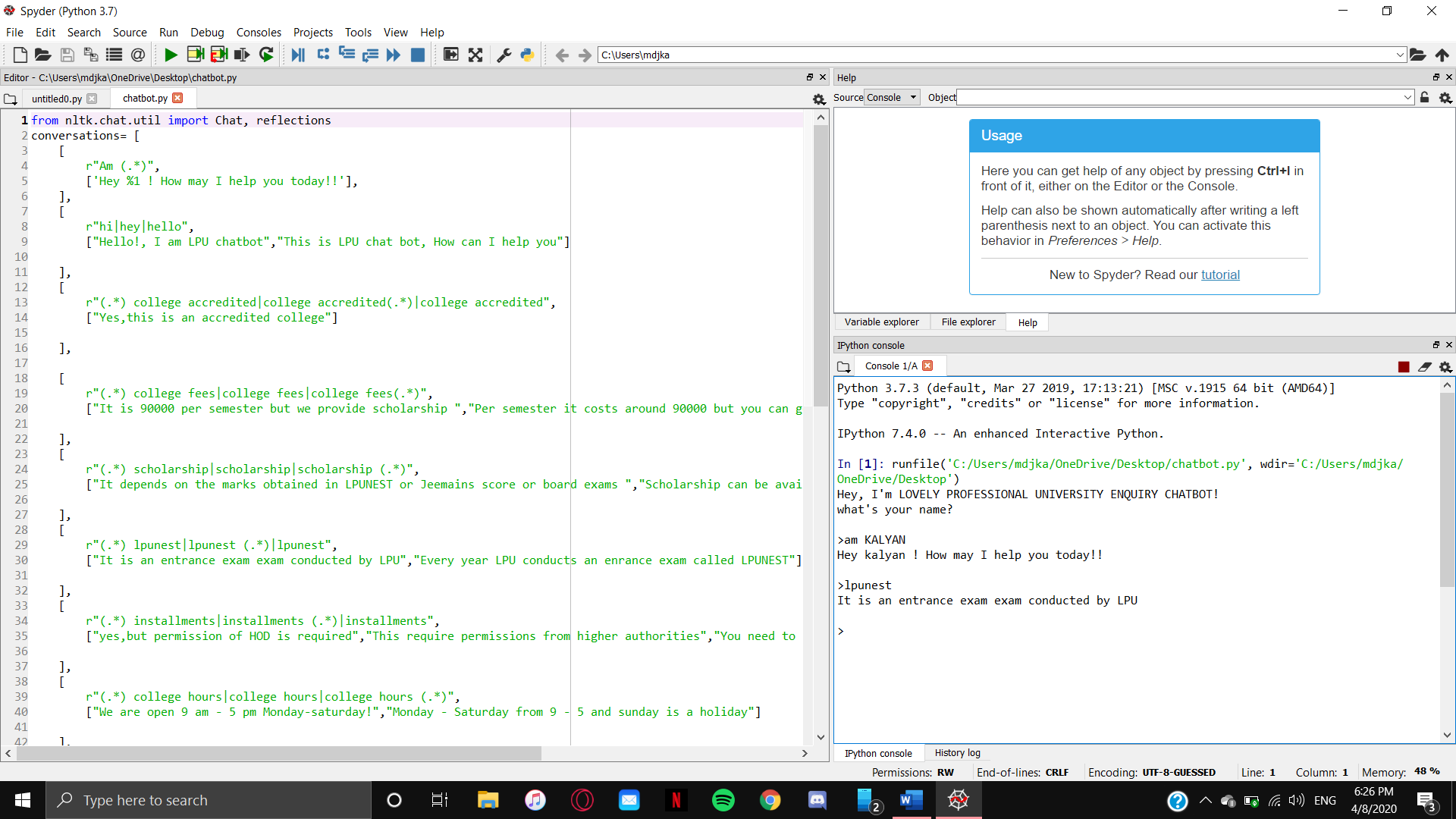
chat.converse()

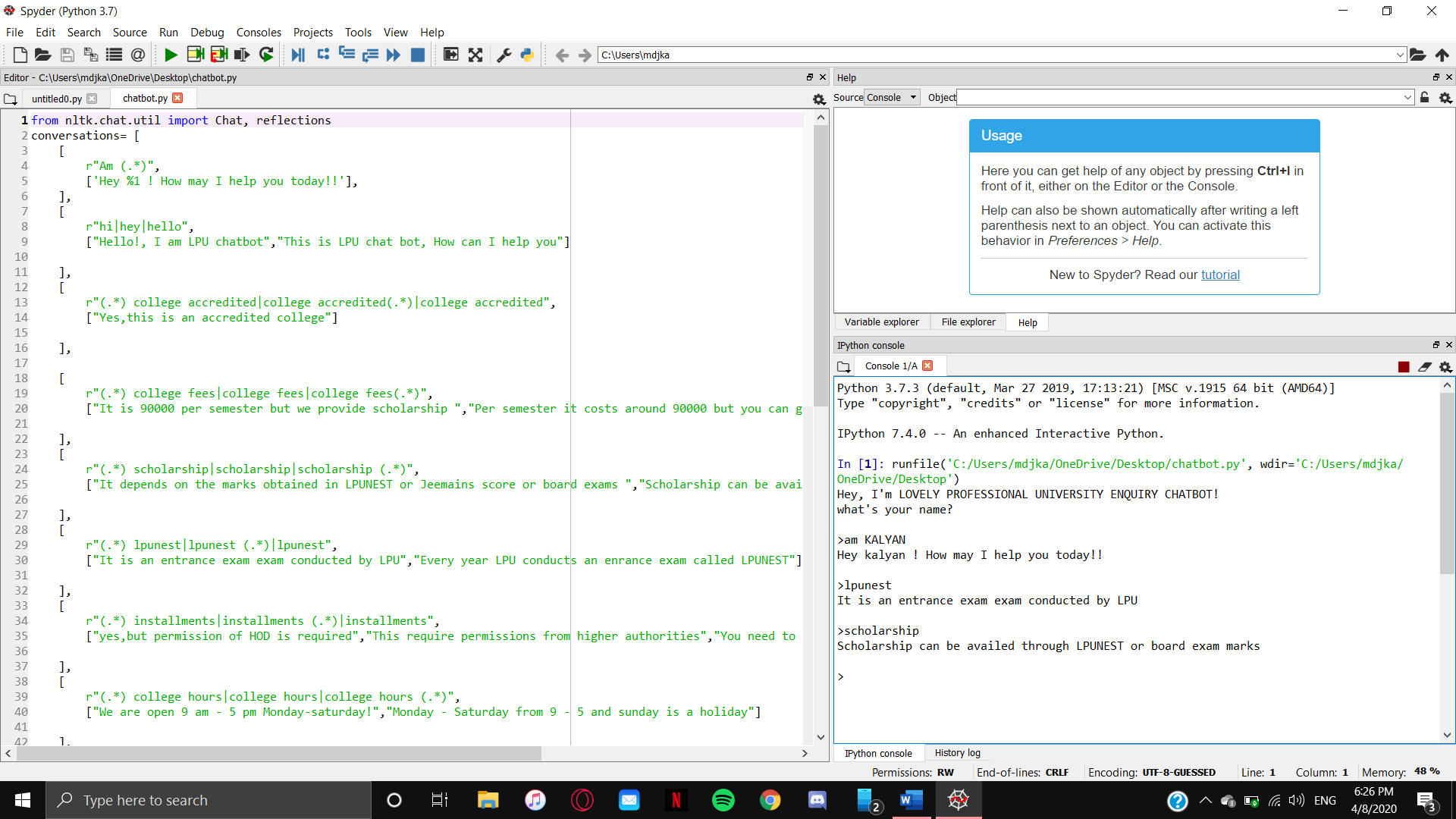
if \_\_name\_\_ == "\_\_main\_\_":

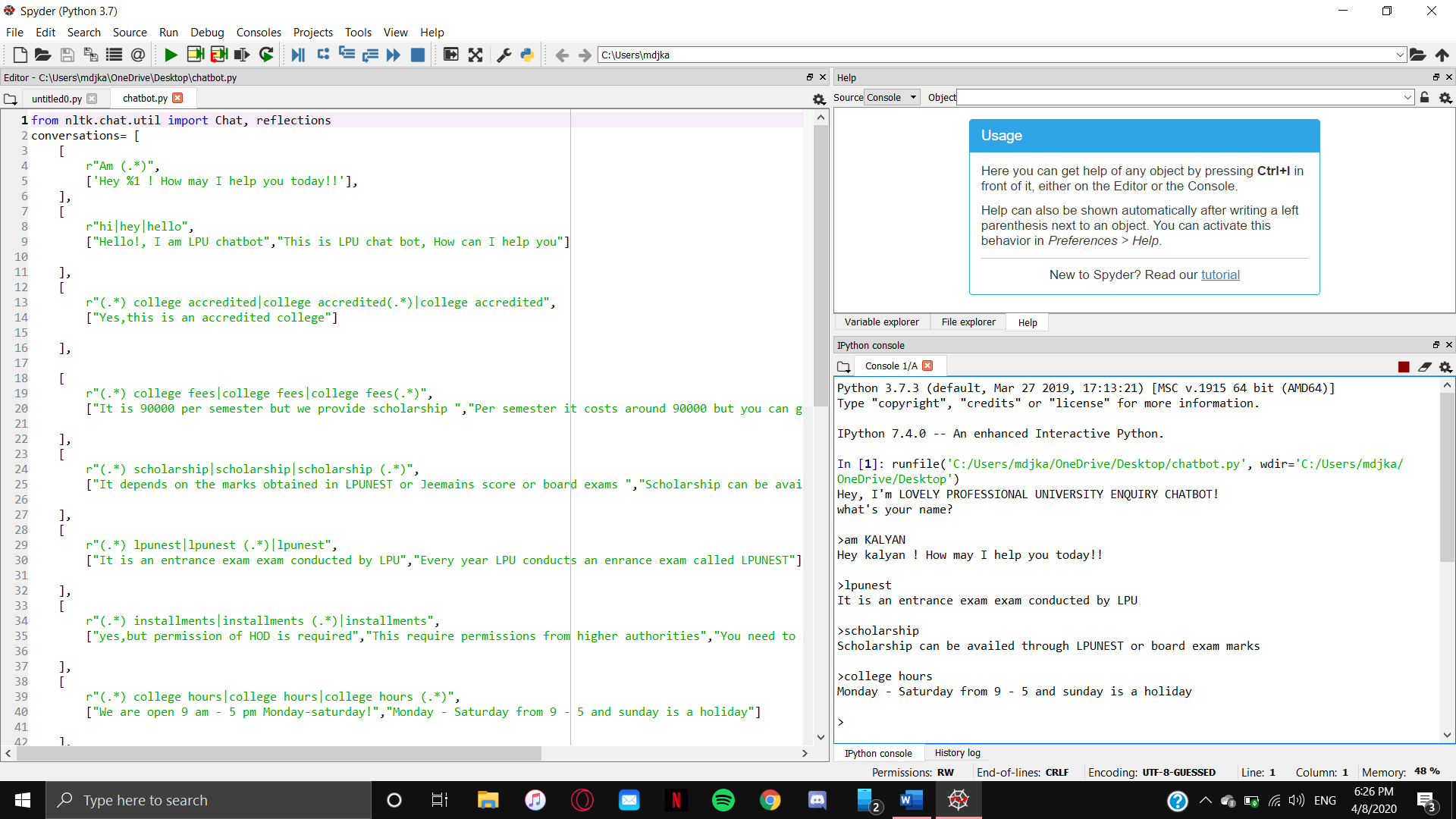
chatbot()

**OUTPUT SCREENSHOTS**

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**VIDEO DEMONSTRATION**

**Video Link: [https://youtu.be/hxaCGOXSy8I](https://drive.google.com/open?id=12MPJag1GehYM4nykZf0aLvfyqcwQ_P5f)**