Chatbot Project -- Business Requirement document

For

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MSS September 2021

Guided

by,

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For course,

Application Project

Semester III

MSS September 2021

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Documents history

Version	Date	Author	Description
1.0	20/11/2020	Aravindh JAWAHAR	Initial version

A. Project resources

Resources	Designation
Aravindh JAWAHAR	Developer and Project Manager
Saravana Kumar JAISHANKAR	Frontend Developer
Siddharth RAMESH	Developer and Tester

B. Abstract

The project is to build the chatbot for ESAIP website. The chatbot removes the person of receptionist where the machine is trained to answer the queries related to the related to college such as admission procedures, requirements for the course to join and the follow-up during the process which is needed for the candidate undergoing the admission process. These user requirements can be converted to user experience with the efficient way by making the system to learn the frequently asked questions and with the Natural language processing to make the model learn with the questions asked by the users to respond it relevant to the query. The knowledge base has been maintained in order to store the questions queried by the user of the chatbot and if the query has been initiated it should refer the knowledge to check whether the query has already been asked by any other user if so the knowledge base return the answer for the query. If the user needs to be contacted by the person from ESAIP then he can add the contact details in order to get contacted.

The model will be trained to answer with NLP API methods which implements machine learning methods to learn by itself and make updated the knowledge base. Each time the model will be updated with the new questions by the user. At the end, the expected result for the user will be reached whenever queried (24/7).

C. Service need of the project

The chatbot is build in order to replace the human intervention in place of support for assisting the students finding the information related to the college admission process.

D. Requirements:

I. User Requirements

- ➢ First the users can get the information from the chatbot like how to apply for the college, admission procedures and regarding its requirement qualification.

- ➢ Users can ask the chatbot what kind of courses are available for their qualifications.

- ➢ The course content regarding the specific course will be answered by the chatbot

- ➢ The user can ask for the exact location of college and is there any public transport available connecting the college.

- ➢ This chatbot will be working for 24/7 and users can get their information regarding the college.

- ➢ Tuition fee regarding the courses can be retrieved with the chatbot on request.

II. Technical Requirements

Front-End: HTML CSS JavaScript

Back-End: Python

Knowledge Base: MongoDB

III. Usability requirements

- ➢ Web browser for user to interact with chatbot for interaction

- ➢ Server for ESAIP to post the knowledge base server

- ➢ A code repository on the server to store the back end and front-end logic to make chatbot interaction