



BSEF19M034 - Proposal of Chatbot

Software Engineering (University of Sargodha)



Scan to open on Studocu

Chat Bot

(Project Proposal)

Project Code

CB#343827

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1. Abstract

Chat bots for students produce a more streamlined process of exchange of information. With the evolving technology, chatbots are increasingly gaining popularity. Our university website doesn't have a chatbot. Student face issues during admissions. They have multiple questions in their head and they don't know how to get the answer. The objective is to create a text-chatbot that will respond to student queries, answer frequently asked questions, provide admission guidance and answer course details. The chatbot developed will help the faculty and provide 24/7 service to students. Most of the queries will be resolved without response from admin office. The chatbot can later be extended to include more advance features like text-to-speech.

2. Background and Justification

Candidates visit the websites of their preferred universities during the application season to learn every last information about admissions. They are filled with questions and uncertainties about specifics courses, accommodation, campus environment, scholarships, etc. Universities can create a clear and efficient method for resolving applicants' questions in order to calm their concerns and turn them into enrolled students. Singapore's Nanyang Technological University deployed chatbots to enhance the experience for incoming students. They claim that you can make your chatbot as intelligent as you like. This enables the pupils to quickly find solutions to the majority of their queries. Additionally, the assistance reduces the workload of the student service employees. NTU gave first-year students access to information about the campus, classes, services, housing, and many other topics through their chatbot. A reputable university, California State University San Bernardino offers a variety of courses in many subject areas. Chabot assists students with finding out about financial aid, centers for career guidance, facilities, courses, etc. Additionally, CSUSB employed chatbots to give teachers and staff on-campus parking help as well as quick access to technical support. The simplest approach to connect students with digital material is through chatbots.[1]

Our work's importance will be: Quick responses from the chatbot are essential for enrolling new applications. Candidates flood in with their inquiries at the beginning of each new academic year. They will receive prompt responses from the chatbot so that the admin office may focus on the crucial admissions process. Most students would have certain frequently asked questions, and university help is required to answer them. We'll respond to these frequently asked queries via our chatbot, including:

- What undergraduate degrees do you offer?
- How do I start my application?
- How do I apply for post graduate program?

As a result, the support team has more time on their hands and will only have to address questions that are genuine.24/7 questions can be answered by the chatbot. The chatbot will enable availability to student's day and night. Students can contact the chatbot at any moment that is convenient for them. The chatbot will cut down on unclear questions and slow responses. The students will get better experience. The chatbot will assist the administrative office in reducing employees needed to respond to student inquiries. The workforce might be directed to work on other projects.[2]

3. Project Methodology

We will use the retrieval-based model. In order to inform potential applicants about our university, programs, and courses, we are developing a chat-bot. We will be gathering the information about admissions processes, forthcoming events, scholarships, hostel amenities, or course modules and registration deadlines for applicants. We can promote open houses or university events with the chat-bot's assistance. It enables applicants to submit their applications directly in the chat window. Additionally, the chat-bot enables candidates to leave a message or call our department directly from the chat window if they want more information about our educational offers. Nearly everything will be updated for the students, in addition we will provide the prompt to take action.

4. Project Scope

Our system will provide information about the University, the programs offered by university. Through this system the registration of students increases, announcements, Exams dates, surveys, enrollment for Scholarship, hostel facilities, and answering questions for 24/7. Our system limitation is that it doesn't have speech recognition.

5. References

1. MOUSUMI. (2021, August 25). *kommunicate*. Retrieved from [kommunicatte.io](https://kommunicate.io): How Chatbots in Universities Improve Student Experience (kommunicate.io)
2. Hanaoka, P. (2017). *full fabric*. Retrieved from [fullfabric.com](https://www.fullfabric.com): <https://www.fullfabric.com/articles/how-universities-are-using-chatbots-to-improve-the-student-admissions-process>