**CHATBOT FOR PROLEARN**

**Functions of the chatbot**

* If the user asks information about any courses or learning materials the chatbot must answer it.
* If the user has any doubts regarding the courses’ content, the chatbot should provide with explanations to the doubts.
* If the user needs a time plan to complete the course the chatbot can produce a detailed timetable for the user to complete the course.
* If the user asks the chatbot to help him/her to access the website’s contents then the chatbot must provide with steps to address the queries.
* The questions asked by the users should be stored in memory and in case of frequently asked questions standard pre-defined responses must be provided.

**Beginning of a conversation**

* When the user clicks on the chatbot icon the chatbot window should open with a greeting message such as ‘Hi, how can I help you’ message.
* When the user sends a query, the chatbot gives a response to the query, if the chatbot doesn’t understand the query, it must ask additional queries like ‘Can you provide more information on what you need’ or ‘Can you elaborate more on your need’ etc.

**Learning a course**

* When a user asks the chatbot to provide a list of all available courses, the chatbot must provide all the available courses.
* Another feature can also be included such as when the chatbot asks the users to provide their interests and the chatbot must provide a list of courses based on the interests provided by the user.
* When the user asks about how to join or enroll in the course the chatbot must provide the steps to join the course.

**Website Navigation**

* The chatbot must provide the users with information to navigate through the sections of the website such as Calendar, Contact pages etc
* If required the chatbot may respond with links guiding the user to another webpage for reference.

**Reminders**

* The chatbot can send reminders about course deadlines, upcoming courses etc
* The chatbot can help the user to set manual reminders.

**Feedback**

* The Chatbot can receive feedbacks from the users to improve performance of the chatbot.

**Human Intervention**

* If certain queries involve human intervention, the chatbot should provide the contact details of the necessary human staff to the user.

**Mode**

* The chatbot can be used to set dark mode to the browser window.
* The Chatbot can be used to turn on/off edit mode**.**
* The Chatbot can be used to open block drawer.

**Grades**

* The chatbot can be used to find the grades of a particular student in a particular course.

**Login & Accessing Courses**

**How do I log in to EduVate?**

* Enter the username and password provided to you and click on the "Login" button.

**Where can I find the courses I have enrolled in?**

* If you are using a PC or mobile, you will see an icon on the top left corner. Click on it, then select "My Courses" to view your enrolled courses.

**How do I access my course content?**

* Click on the course under "My Courses," and you will be redirected to your course page.

**Course Content & Materials**

**What will be available on my course page?**

Your course page includes:

* Syllabus
* Question Bank
* Session Content
* Course Roadmap
* Agenda
* Assignments
* Quizzes
* Videos

**Can I download the course materials?**

* Yes, click on the respective activity, and you will find an option to download the document.

**Are videos available in the course?**

* Yes, course-related videos are provided for better understanding and learning.

**Assignments & Submission**

**How do I submit an assignment?**

* Click on the assignment activity. You will be directed to the submission page. Click "Add Submission" and upload your file.

**What file formats are accepted for assignment submission?**

* Accepted file formats may include PDF, Word documents, and other specified formats by the instructor.

**Can I edit my assignment submission?**

* Yes, if your instructor allows it, you will see an "Edit Submission" option before the deadline.

**How do I check if my assignment is submitted successfully?**

* Once you upload the file, you will see a confirmation message or a status update on the assignment page.

**Quizzes & Exams**

**How do I attend a quiz?**

* Click on the quiz activity and then select "Attempt Quiz" to begin.

**What should I do after completing the quiz?**

* Click "Finish Attempt" to review your answers, then submit your attempt.

**Can I retake a quiz?**

* This depends on the instructor’s settings. Some quizzes allow multiple attempts, while others do not.

**How do I check my quiz results?**

* After submission, you can see your score immediately (if auto-graded) or check under the quiz activity once the instructor releases results.

**Technical & General Queries**

**I forgot my password. How can I reset it?**

* Click on "Forgot Password" on the login page and follow the instructions to reset it via email.

**Why can’t I see my enrolled course?**

* Ensure that you are logged in with the correct credentials. If the issue persists, contact your administrator.

**How do I contact support for technical issues?**

* Use the "Help" or "Support" section on EduVate or contact your instructor for assistance.

**Can I access EduVate on my mobile?**

* Yes, EduVate is accessible via mobile browsers, and in some cases, a mobile app might be available.

**What should I do if my uploaded file is not appearing?**

* Refresh the page and check again. If the issue continues, try re-uploading the file or contacting support.

**How do I log out of EduVate?**

* Click on your profile icon in the top right corner and select "Logout".