

Domain Name:  
College Enquiry Chatbot

# EMPATHY Canvas

## Users:

- Security
- Faculty
- Students
- College Staff

## Stakeholders:

- Students
- Teachers
- College Staff
- Hostel Staff
- Librarian

## Activities:

- Academic life
- Extracurricular
- Personal life
- Scholarship
- Sports
- Health

## STORY Boarding:

**HAPPY:** Many of my college mates were facing difficulties in paying the fees, so by this chatbot we got the quick response of the procedure instantly. Chatbots are useful in giving quick response.

**HAPPY:** One of my friend was having the confusion regarding scholarship process but using this chatbot gives her instant details and the problem was solved in no time.

**SAD:** I was having difficulty in paying the fees of college as not knowing the exact procedure. When the deadline date was passed and then the penalty was also included with fees.

**SAD:** One of my friend was having the confusion in filling the form of scholarship and the deadline was passed thus, leaving her with no scholarship.