

PROJECT - Building an Azure Chatbot

PROJECT TITLE: Higher Studies Consultant Bot using Azure Services

INDUSTRY NAME: Ed-Tech

PROBLEM STATEMENT/OPPORTUNITY: One of the biggest challenges of the customer support team is that they have to take care of all the queries, complaints, Q & As of the customers manually. And as the volume of customers grew larger and larger, it becomes a hectic task for the customer support team to manage their interactions with the customer which delayed the response time as well as customer experience.

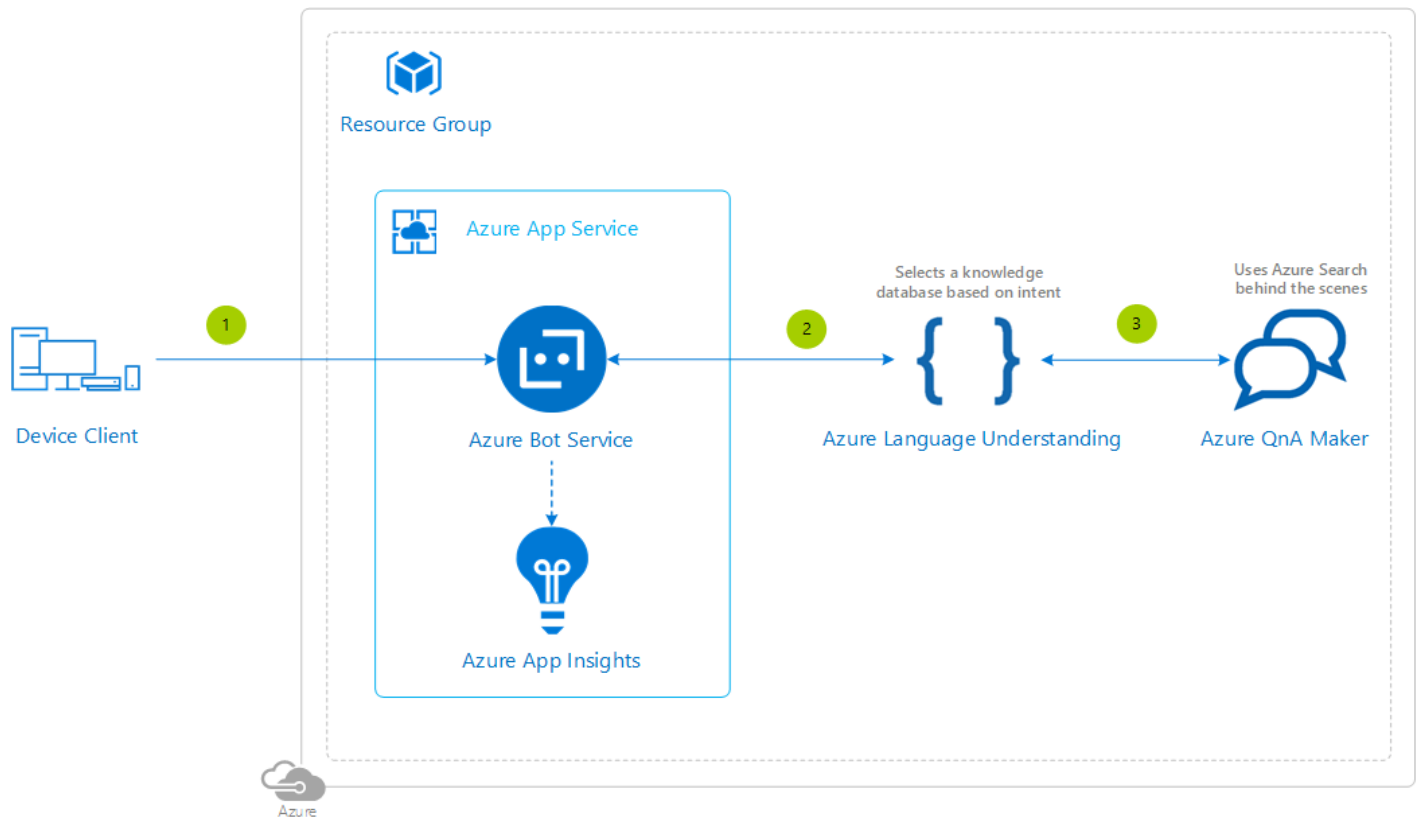
For example, in this project, we have considered a consultancy which provides information regarding higher studies in abroad to the students. Here, to answer the most repeated questions and some basic information asked by large number of students repeatedly numerous times a day is impossible for a human. So, to handle such questions asked by the students planning for higher studies abroad efficiently, responsively and quickly, azure chatbot is developed in this project.

PROJECT DESCRIPTION: In this project, we created a chatbot to be used by students to get their queries about abroad study responded easily from the consultancy via telegram. A chatbot is a program which can do real conversations with textual and/or auditory methods. When live agent can handle only two to three operations at a time, chatbots can operate without an upper limit which really scales up the operations. Since the consultancy receives lots of queries every day, having a chatbot on a website takes off the load from support team and it can be available 24/7 unlike humans.

QnA maker and Azure bot service are primarily used in this project. Initially, we have created a QnA service and linked it to custom created knowledge base, which contains set of questions and answers. Then, we created a web app bot and attached it to the knowledge base. Finally, we created a telegram channel and deployed our azure bot in it. Hence, the students can directly chat to the bot via telegram and get their queries solved.

PRIMARY AZURE TECHNOLOGY: QnA Maker, Azure Bot Service

OTHER AZURE TECHNOLOGIES: App Service, Azure Monitor



Working of Azure services to create a chatbot