Before the beginning of every academic year, prospective applicants of universities face difficulties in getting the information   needed about,  universities.

On the other side, universities also face challenges in improving the user experience and providing 7x24 support. Serving customers without delay is the key to provide a good service in any university.

The exhaustion felt by university’s Staff, as well as the time and money wasted contribute to the aggravation of this problem. Quick communication is critical for any university in order to transform prospective applicants into registered students.

Hence, there is a certain need for a system to automate service functions and ease the efforts to overcome this problem. So, An automated Frequently Asked Questions chatbot will be the best solution to    overcome this problem.

This project aims to implement an intelligent chatbot,  for answering university-related FAQs,  using Deep Learning.

UniBot will enable prospective applicants to have an ongoing conversation with UniBot at any time to get answers for most of their queries.

The architecture of UniBot consists of two main components: An NLP Layer which is the UniBot Server, and A G U I Layer which is the web application.

When the user writes his message and triggers the “Send” button, the app pass the date to the UniBot server. After that, the model classifies to which intent the query belongs to generate the corresponding response. Once the API receives the answer, it passes the answer to the app, which in turns display it in the chatbox to the user.

UniBot will have a significant impact on promoting universities for widening the range of prospects, and will help in reducing the workload, on the university’s staff. Not to mention, the main advantage of UniBot which is the 24/7 availability.

UniBot will also aid in minimizing the costs since it automates a significant amount of prospective applicants which reduces the number of staff members, ,  needed in a university.