ChatBot

### Proposal of Chatbot

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## ABSTRACT

## Chat bots for users 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 users. 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.

## KEYWORDS

SU: Sargodha University, Chatbot, admission,

# Introduction

## Chat bots for users produce a more streamlined process of exchange of information. With the evolving technology, chatbots are increasingly gaining popularity.

## The main purpose of this chatbot is to make the SU website user friendly by helping the users to accomplish certain tasks. For example, the chatbot developed will help the faculty and provide 24/7 service to users. University chatbot allows the university ability to offer student support services without hiring more live agents. In fact, deploying a chatbot will free up time for human staff to focus on more complicated tasks and conversations that need their undivided attention.

## 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, enrolment for Scholarship, hostel facilities, and answering questions for 24/7. It will allow user and artificial intelligence to communicate naturally and understand complex requests.

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## 1.1.0 Flow chart diagram

## Purpose of Document

Document provides comprehensive details of project. It describes the problem, solution and scope of the project.

#### Knowledge and Skill Set

#### Python Libraries, NLP, Flask etc.

#### Audience

#### Students, Users, Visitors of Website etc.

# Overall Product Description

The chatbot is a robot that is an add-on to the SU-website. It will interact users of SU website through text chatting. The users will type in their questions and send them to chatbot which will reply if it has an answer otherwise, it will capture the users’ details from him/her and the questions and send them to the developers of website via email. This way users can easily and quickly get help.

# The Problem or Opportunity

Our university website doesn’t have a chatbot. Candidates visit the website 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.

# Solution

We will create a clear and efficient method for resolving applicants' questions in order to calm their concerns and turn them into enrolled students. It will reduce the traffic and answer many candidate’s queries at the same time.

# Resources and risks

# We need software and hardware resources to complete our project.

# Software:

# Visual studio

# Hardware:

# PC’s

# Risks:

# Some of the potential risks are:

# Cold exchange

# Lack of information

# Lack of communication

# Appropriate use of NLP and machine learning.

# Planning strategy may face difficulty.

#### REFERENCES

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