

chatbot can be divided into three categories according to the implementation principle: rules-based procedures, keyword-based recuperation processes and neural network-based approaches.

chatbot interface will be created using reactJs and implementing the backend using python and RASA Natural Language Understanding (NLU) is a tool for understanding what is being said in short pieces of text. Rasa NLU is primarily used to build chatbots and voice apps. code will be deployed on AWS.

### **Functionalities:**

- 1) chatbot will provide the all the college website links based on the question asked by the user mostly static content information from the college website like where to apply for admission, latest news and upcoming events and also provides the website link for the courage connect as well as moodle.
- 2) Can try to send a request for an appointment or book an appointment with the help of IT help desk.
- 3) Can view the list no of courses enrolled in current semester and class schedule for semester and also view the final grades.
- 4) and can also view and pay the tuition fee.
- 5) you can get a help from the CSU staff either by making a call OR text us option from the chat bot.
- 6) you can send a query using voice command.

The aim of this project is to have easy access to the college website and reduce the human effort

### **Objectives of this system:**

- Reduce management effort.
- Provide necessary details to student online.
- Provide information about college activities and schedule of current academic year.
- To get rid of manual efforts.
- To reach college administration easily.

- Reducing visit to college administration for every enquiry.
- 24x7 availability for all student queries.
- Students will get their queries resolved without any hassle to reach out the college administration.
- This application enables the students to be updated with college cultural activities.
- This application saves time for the student as well as teaching and non-teaching staffs.