**Knowledge Base**

DataTable for storing all the questions and answers to train the bot. Also to store answers to frequently asked questions (FAQ’s)

Table – knowledgebase

|  |  |  |
| --- | --- | --- |
| **ID\*** | **Question** | **Answer** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

* Three Columns -> ID, QUESTION ANSWER
* Primary Key\* -> ID

**Database Tables**

|  |  |  |  |
| --- | --- | --- | --- |
| **opt\_id\*** | **dept\_name** | **dept\_email** | **dept\_phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

* 4 Columns -> opt\_id , dept\_name, dept\_email, dept\_phone
* Primary Key\* -> opt\_id

**Dept. Details**

DataTable for storing all the questions and answers to train the bot.

Table – department\_details