

DIU ChatBoT

Introduction:

A chatbot is a computer program that uses artificial intelligence (AI) and natural language processing (NLP) to understand customer questions and automate responses to them, simulating human conversation.

Diu Chatbot is an assistant that will help students, parents, and other people to get information about Daffodil International University (admission, faculty, location, etc.), which will support them 24/7 to know about DIU.

Project Timeline for DIU ChatBoT:

Title	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Topic Selection						
Data Collection						
Basic Google -Colab Implementation						

Methodology:

- (i) Data Collection
- (ii) Data preparation
- (iii) Feature Engineering
- (iv) Model Building
- (v) Model Evaluation
- (vi) Model Productionizing
- (vii) Model Deployment
- (viii)Model Monitoring
- (ix) Show answer to user

Advantages of using Chatbots:

(I) 24*7 Availability:

Organizations, including universities, are operating 24/7 to assist students, but delays in responding to inquiries can lead to dissatisfaction. To address this, universities are considering using chatbots, automated programs designed to answer student questions, to improve responsiveness and prevent employee burnout.

(II) Reduce Errors:

Chatbots are advantageous in reducing errors when compared to human support representatives. They achieve this by utilizing pre-written information, intelligent algorithms, and programming to ensure accurate data output.

(III) Reduces Operational Costs:

Substituting humans with chatbots in universities reduces operational costs, as chatbots can handle multiple interactions simultaneously. They are cost-effective and adaptable across various applications, providing efficient service while saving money.

(VI) Increases Engagement:

Student engagement is vital for organizational growth, and chatbots used for branding can enhance it, leading to more conversions and increased interest in the university. Chatbots are adaptable and easily integrated into various platforms, promoting greater student interaction.

(V) Lead Generation:

Chatbots excel at lead generation by guiding customers, asking relevant questions, and persuading effectively, resulting in highly targeted and qualified leads with high conversion potential.

Disadvantage of using Chatbots:

(I) Needs Analyzing:

Regular updates to the chatbot are crucial to align it with evolving user and business goals, ensuring accurate information delivery to students.

(II) Less Understanding of Natural Language:

Chatbots often struggle with human language nuances like slang, misspellings, and sarcasm, making them less suitable for casual, friendly discussions.

(III) Higher Misunderstanding:

Chatbots struggle when faced with questions not in their database, possibly causing confusion or looping in responses. They aim to understand and provide answers to avoid leaving users without a response.

(IV) Not Satisfied Angry Customer:

Incorrect commands from students can lead to chatbots providing inaccurate responses, causing frustration and risking the loss of clients for the university's services.

DIU chatbot Special Features:

1. First ever ChatBot of DIU .
2. Always get updated informations .
3. It gets faster as more people uses it .