Implementation of Chatbot in Students Portal Pages

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Abstract— *Our project is making a Chatbot. We got this idea from our official college website i.e www.mmbgit.org which includes information such as Admission desk, Central Library, Facilities, Departments etc. any information regarding our college will be easily gained through this platform. Even if not being familiar to the college official website, the user can ask their queries to the bot and receive desired answers. Our main motto is to create an interaction with the users in an attractive way. Chatbot will be similar to our college website but in an interactive format.*

Example:- Google Assistant It is a facility provided by Google through which our queries can be solved or we can gain information quickly. Our Chatbot will similar to Google Assistant.

1. Introduction

Chatbot is a computer program which will help the user to solve his queries in a form of a chat. It has fast access to cloud. The queries of the user will be answered instantly in the form of chat by the Chatbot. It is very similar to a messaging application. There are already many existing chatbots present in the technology world which have made the systems easy to interact with.

Chatbot will help us knowing the query based on the pre-planned database stored in the Google drive/cloud. All the information related to the college will be present in the cloud such as Admission desk, information related to events and activities, subject wise notes, courses offered etc. a person having least knowledge about the official website can use the chatbot and gain specific knowledge in fraction of seconds.
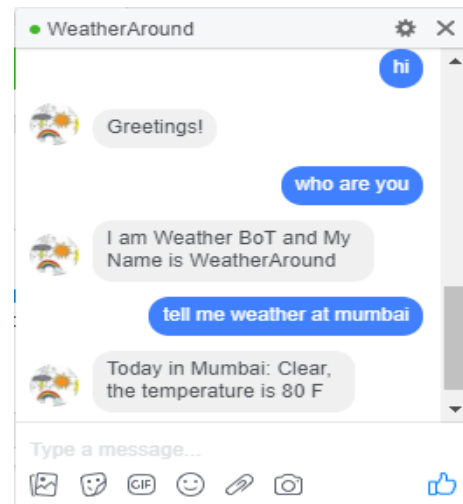
We can have customised application for any field. Instead of visiting the official sites and searching for your queries from big portal, we can just message our query and seek the answer within seconds. It is a fast and easy communication platform with a form of a chat. No prior installation of and limitations about platform is required. A Chatbot can be formed on any platform and can be accessed from Facebook, Whatsapp, etc.

2 Systems

2.1 EXISTING SYSTEM

Detailed Chatbots such as weatherbot, cricketbot, etc are already available on the internet. An example of a weather bot taken from Facebook where as per our question about the weather in Mumbai is answered by the chat bot. Below is shown a glance of the existing weather bot on facebook. Our project will look very much similar to this Bot. [9]

2.1 Need for the new system

Scale up Operations-Where live agents can handle only 2 to 3 conversations at a time, chatbots can operate without an upper limit. Interactive system-User can directly ask his/her query on the bot and the bot will give reply within few seconds. This saves time of the user.
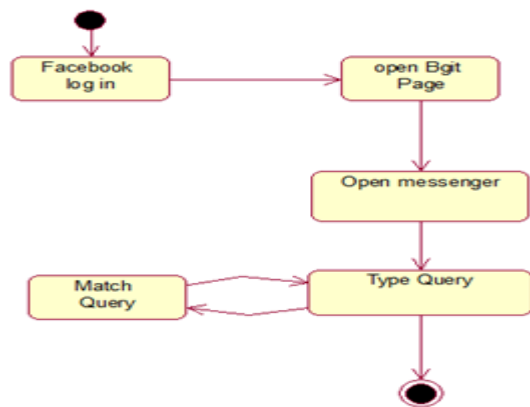
Handles lot of customer queries-If your business receives a lot of inquiries; Chatbot can take the load off your customer support team Marketing content through online channels-For online communication channels Chatbots can be useful is simplifying certain tasks. For interactive Marketing Platform-You can use Chatbots for a highly interactive marketing campaign.

3. Analysis

3.1 Project Plan

The Development for the same we have created a Gantt chart which will give us the planning of the whole process. The basic components like Communication, Planning, Modeling, Construction, and Deployment are divided into required time span where the project could be completed in the given period. This detailed thinking helps ensure that the schedule is workable and the right people are assigned to each task. Some tasks will need to be completed before you can start the next one, and others will not be able to end until the preceding task has ended.

3.2 System Flow

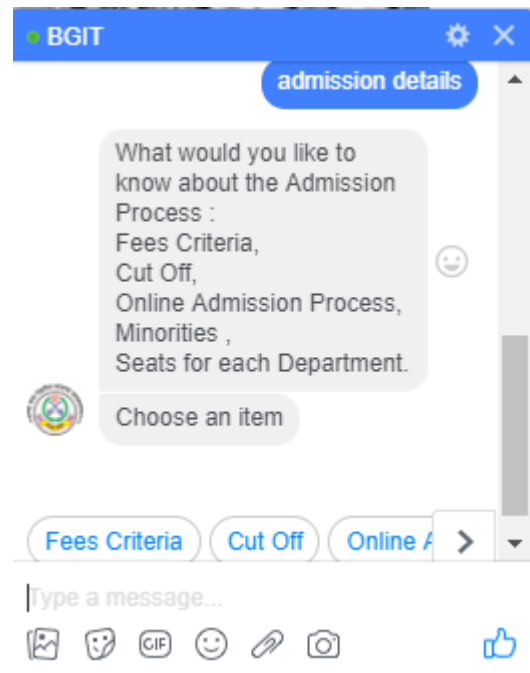
4. SENTIMENT DATA COLLECTION

4.1 Sentiment Form

The above form circulated among people of Mumbai city to analyze the type of sentiment arrives in people thinking. The data under "query" section will be helpful in populating the sentiment dictionary in database.

4.2 Sample Sentiment Collected

Sr No.	Name	Category	Query
1	Mrs. Alpa Rathod	Parent	Where is the college
2	Mrs. Alpa Rathod	Parent	How are the Class rooms of the college
3	Mr. Umesh Rathod	Parent	What are the Fees for particular year
4	Mr. Umesh Rathod	Parent	scholarships
5	Mr. Kailesh Maldika	Parent	quota availabilities
6	Mr. Sunil	Parent	Teachers qualifications
	Raikar		and experience
7	Mrs. Padmini Raikar	Parent	Facilities provided to the students
8	Sanyam Sanghvi	Ex-Student	infrastructure of the college
9	Aesha Kotadia	Non BGIT Student	What are the Fees for particular year
10	Devanshi Thakker	Non BGIT Student	Teachers qualifications and experience

5. IMPLEMENTATION AT USER END

The above respond was made against the query namely "Admission details". Where we can see future guidance was replied where you can throw new query for the same respective topic

6. LIMITATION AND SCOPE

Limitation

- Chat bot is supporting to only "English" language. It is not available in other language.

- There is limitation to no. of users to request chat bot.

- At a time if multiple no. of users are trying to request Chat bot , then it will cost more.

- So, cost will vary as per the no. of user accessing chat bot.

Future Scope

- Our project's future scope is to make an offline ChatBot which can work on SMS.

- It doesn't require Internet without internet connection also we can access the ChatBot.

- In future, our ChatBot will support multiple languages other than English.

- We will enhance the version by adding new features and overcome the limitation.

6. CONCLUSION

The Expression Extraction Algorithm system extracts the expression Search in database and respond on same making it convient to get reply for almost all queries generated with respect to any student's portal. It becomes helpful in absence of any human assistance. Generating more values and revenues.

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