



Chatbot For College

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Abstract: Chatbot (and voibot) applications are increasingly adopted in e-commerce or customer services as a direct communication channel between companies and end-users. A bot is a software application that performs automated, repetitive and pre-defined tasks. As for humans, it is practically impossible to reply every single query asked by the client. The idea of using the concept of bot is that it removes the enormous efforts of manually replying to the needs of the client, as a bot completely automates the process. Chatbot uses the concept of artificial intelligence for messaging the people. It contains security options like activating the accounts who are sending unwanted messages. In this paper we introduce bot framework. Bot is a runtime engine that automatically deploys the chatbot application and manages with security. Bot is open source and fully available online.

Keywords. Bot, Queries, Artificial Intelligence, Software Application.

I. INTRODUCTION

Discord is a real-time messaging platform for misreferred to as an all-in-one voice and also provides chat platform for students. Once the people join the server they can make use of all the features of the bots such as voice chat, chat, queries, etc. Servers are a collection of permanent chatrooms and queries channels. Its interface is easy to use and its extensible features, discord has become popular among people. The interesting feature of discord is to support programmable bots that can help integrate discord outside world. Bots are widespread on discord and they can provide various services such as chat, audio, video, payment processing etc. Instant messaging is growing fast and it has been introduced into corporate world as well. Due to increasing messages, the volume of messages and simultaneous messaging or chatbot session will increase. Chatbots are useful in various contexts to automate tasks and improve the user experience such as education, queries clarification, e-commerce, social media. It provides built-in support for chatbot applications which are automated conversational agents for interacting with users on the platform. Chatbots are real so used to facilitate reengineering activities such as automating deployment tasks, assigning software bugs and issues, repairing build failures, scheduling tasks like sending reminders, integrating communication channels. Students are rapidly turning to social media to request and receive management services. Chatbot applications are increasingly adopted in various domains such as e-commerce or management services as a direct communication channel between students and end-users. A chatbot or chatter box is a software application used to conduct an on-line chat conversation via text or text-speech. The chatbots for college are used for answering the questions of the students, providing administrative services, etc. The system replies using an effective Graphical User Interface (GUI) which implies that as if a real person is talking to the user. The user can follow any format and there is no specific format that the user should follow. This concept allows the user does not go to the college personally for any enquiry. The user can enquire about the college-related activities through online with the help of this web application.

II. EVERY COLLEGE NEEDS A CHATBOT. HERE'S WHY!

Every college needs a campus guide. At the start of every academic year, newly enrolled students ask a lot of queries such as "what is the college timing?", "what is the bus route?". The staff and faculty employees are slow down with the increased queries asked by the new students and answering the same series of questions at every educational year. College and universities all over the world have created college chatbots for their websites. Bots are much more straightforward than human representatives because they don't need to be supervised by faculties. All students need to open the university website and ask their queries to the chatbot.

III. COLLEGE ENQUIRY CHATBOTS GUIDE STUDENTS TO THE CORRECT INFORMATION SOURCES.

Colleges usually have a large amount of students, all lining earth administration office to get various information (queries). Each student comes with a different query, regarding to course, class timings, fees, etc. Every time the faculty has to type out the student name or register number to find the necessary information and then pass it to the student. This must be a time-consuming process that happens on the regular at colleges, that could be much easier with automation by the bot.

Example 1:

Chatbot- "Hey, Welcome to our college portal chatbot. How can I help you?"

Student- "I want to join in IEEE events?"
 Chatbot- "please contact your mentor."
 Student- "Thank you sir."
 Chatbot- "can I help with anything else?"
 Student- "No sir."

Example2:

Chatbot- "Hey, Welcome to our college portal chatbot. Please choose any one to access the required information like Enrolments, FeesPayment,Campus, Exams,Time tables,AboutUs."

Student- "I want to know the schedule of my exams"

Chatbot- "Here's your time table."

IV. CHATBOTS UPDATES AND REMAINDERS THROUGH OUT THE SEMESTER

Chatbots are not limited to assisting students at the start of the every academic year.College and universities can use chatbot through out the semester to update students on university exams, internal exams, sports, community activities, results and events. Students can create a booking with their request, and somebody from the department concerned with the university can update than within two days. Students can request queries from the chatbot by asking questions such as"when is the semester exam?" "when is my paper presentation due date?"Likewise, it is possible to include necessary reminders and updates in the initial response of the chatbot itself.

V. ICONIC REPRESENTATION

Iconic representation of the Chatbot is displayed below as shown in **Figure 1**.

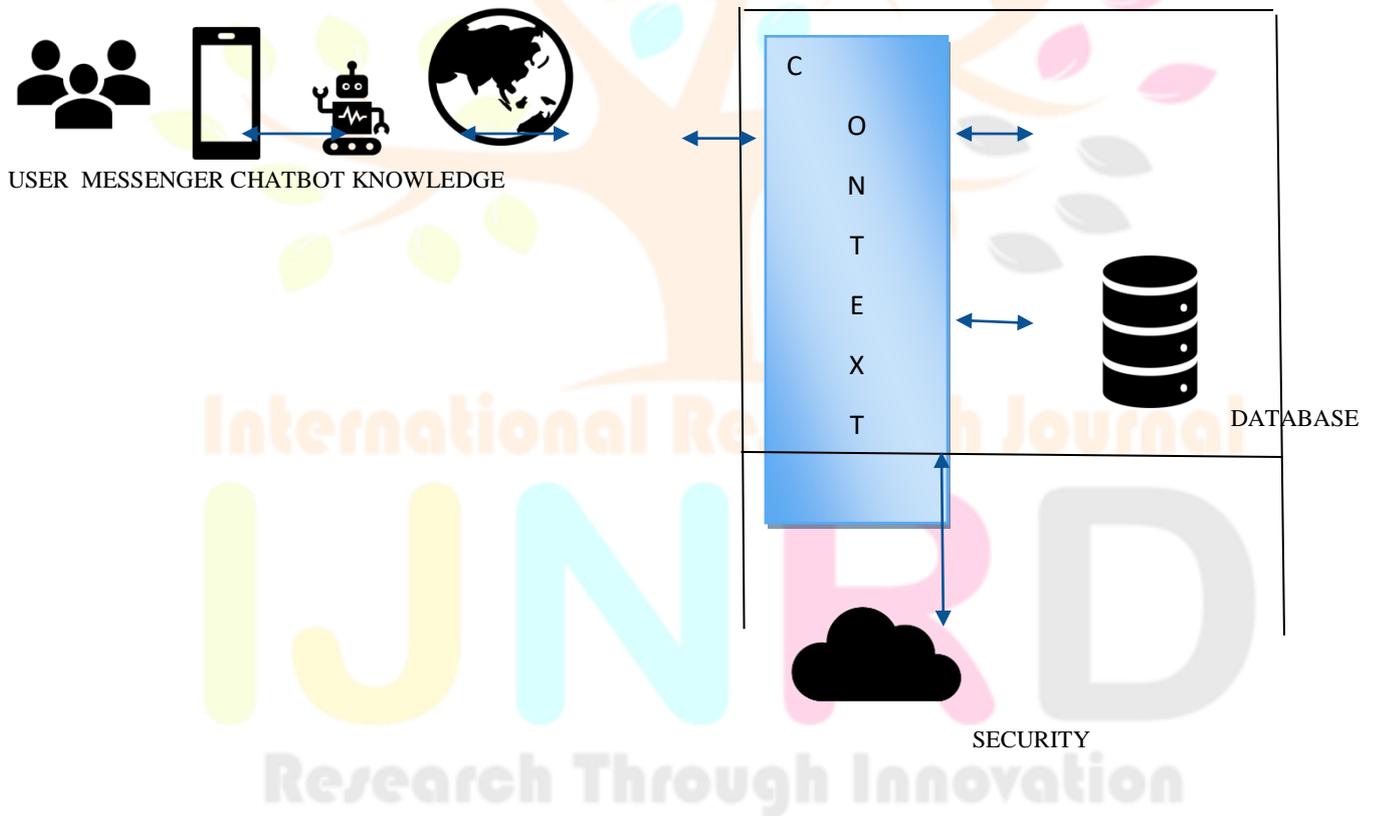


FIGURE 1. Architecture of proposed system

VI. LITERATURE SURVEY:**TABLE 1.** Various papers were studied and analysed for Chatbot.

TITLE & AUTHOR	YEAR	TECHNIQUE	FINDINGS
A multi mode low-code chatbot development framework. Gwendal Daniel, Jordi Cabotr, Laurent Deruelle, Mustapha Derras.	2017	Xatkit runtime Application.	Chatbot building domain.
Discord Platform as an online learning environment. Vladyslav Kruglyk, Dmitriy Bukreiev, Pavlo Chronyi, Evgeniy Kupchak, Andreysender.	2020	Online learning environment.	Uses online Platform to study.
College enquiry chat-bot. Harshala Gawade, Vedika Patil, Prachi Vishe, Sonali Kolpe.	2020	Using artificial Intelligence to Solve queries.	Chat-bot system deals with queries.
A comprehensive Review on bot-discord bot. Anirudh Verma, Shashikant Tyagi, Gauri Mathur	2021	Discord application, Virtual Room environment	Its functions posting text, Images and videos from various subreddits on reddit. Actively read the message from the discord text channel

VII. PROPOSED SYSTEM.

This system mainly comprises so chatbot with an built-in bots in it and a web service based application. The purpose of the bot is to automatically reply to the students who are asking for queries with highly security chatbot environment. Bots play a vital role between management and students.

- **Online enquiry:**

The world has been moved beyond the pen and paper to the online environment. It helps to improve the gap between the teachers and students with the help of chatbot for communication, productivity and vagueness from interaction. Bot makes easy human like interaction with the user. This platform provides robust administrative features, scalability, portability and with great security. The chatbot used in the system is to ask queries to the management. Bots is the key of the concept used by these chatbot to reply for the students. Students can ask questions to the bot related to placement details. Students can enquire about facilities and query related to exams, academics, fee structure, bonafide, etc. the management can also add questions and related answers to the bot.

- **Online chatbot:**

Chatbot eliminates complexity and helps you to build the best experience for the students. The result or reply can be showed in the form of card format or text format. The queries will be answered on the basis of questions asked by the student and also response media created. Students can enquire about the college at the time of admission or any competition held in the college can query to the chat-box. It also block the account when students are asking unwanted questions to the management. Here the user will login through his/her login ID into the college web portal. Then, they can start asking questions related to college information by using the chatbot. The chatbot database is already filled with certain college related information/queries by the college administration. When the user request the query to the chatbot, if the information is already present in the chatbot database the answer for that query is displayed on the screen. If the information is not present in the chatbot database the query will be processed next to the admin database. The administrator will now answer for that query stored in the admin database so that when the student request the same query another time the answer for that query will be displayed on the screen.

VIII. FLOWCHART

The flowchart for the proposed system is displayed below (Figure 2).

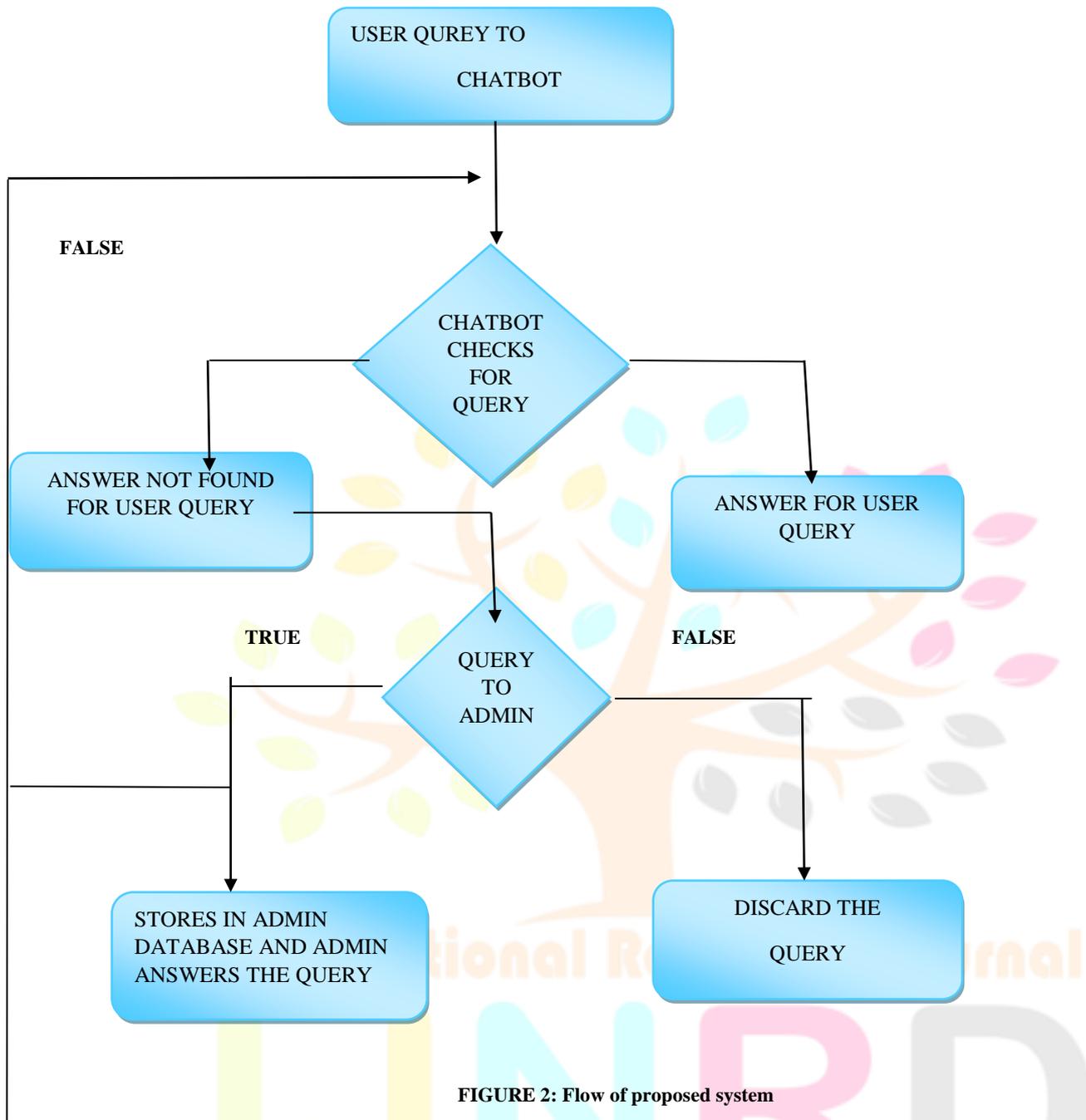


FIGURE 2: Flow of proposed system

STEPS:

1. User asking queries to the college website using chatbot.
2. The chatbot receives the queries and checks the question in the database, to find whether it is found in the database.
3. If the data is present in the database, the answer will be displayed in the chatbot to show for the user.
4. If the data is not present in the database, It will be displayed with the default message "answer not found".
5. It now ask the user whether the query need to be answered by the admin.
6. If true the query will be stored in the admin database and the administrator will answer the query and the answer will be returned to the chatbot database.
7. Otherwise the query will be discarded.

IX. CONCLUSION

The proposed system is reliable and cost effective since we have minimized the use of time efficiency, travel efficiency and man power. Through the chatbot we can convey the message to the management easily without costs and delay. This increases their usability of the chatbot and facilitates in redeployment when the needs of the management change. Moreover, the runtime component can be easily extended to support additional platform-specific actions and events beyond those already shipped with the current version of bots.

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