

Chatbot of ANITS

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Anil Neerukonda Institute of Technology and Sciences

Abstract - Most of the time, we spend our time chatting with numerous chatterboxes on the internet, which are largely created to serve these functions or simply to provide us with amusement. They are equipped with integrated data that allows them to recognize the user's inquiry and respond with the appropriate information. Using algorithms to read user questions and analyze user communications is the purpose of the college inquiry chatbot project, which will be completed this year. User inquiries and messages are analyzed and interpreted by algorithms, which are used to create the college inquiry chatbot project. Using an online application to offer answers to the student's inquiries might be one approach to achieving this goal. Students would prefer to contact the bot just to ask inquiries rather than to engage in conversation. The computer analyses the user's request and reacts appropriately to the question as if it were being posed by an actual person. The machine responds to the inquiries of the students through the application of algorithms. Several components of the system will include a web board that can read text alerts and PDF documents that are linked to other websites. Making changes to the relevant notifications will be simpler for the user as a result of this. The user will not have to spend a significant amount of time searching for relevant messages.

I. INTRODUCTION

A chatbot is a computer program that can converse with humans in the same way that humans do daily. It can attempt to substitute for a person's actions, capacity to talk or work for a variety of duties, including answering various sorts of questions. A chatbot is a software program that communicates with users by using their natural language. It was created in an attempt to deceive people or to converse and respond in the same way that humans do. This indicates that you can know you're speaking with a genuine person when you hear their voice. Numerous chatbot applications, such as Customer Service and contact centers, connect with their users with the use of artificial intelligence (AI). Chatbots have a variety of goals, one of which is to respond to queries in the manner of an intelligent human using its knowledge base. Because their application has grown significantly, it can be difficult for the person receiving the answers in the conversation to understand the importance of working with various architectures and capabilities. Even though these chatbots have been shown to deceive users into believing they are speaking with a human, they are currently limited in their ability to improve their knowledge domain on their own at runtime and they typically have a limited ability to keep track of all conversational data. Message sequences, which are similar to autoresponder sequences, are created by marketers using this tool. User opt-in or the usage of keywords in user interactions can start these sequences. Following the occurrence of a trigger, a series of messages is sent out until the next expected user reaction. Each user answer is utilized in the decision tree to assist the chatbot in navigating response sequences and delivering the appropriate response message.

II. MOTIVATION

As students, we require a variety of information regarding our school and university throughout our studies. It is possible that obtaining this information will be time-consuming and inconvenient. To obtain information about our pricing structure or any outstanding fees, you must first complete a time-consuming questionnaire. After arriving at the administration building and finding the relevant window, we must fill a no dues form with precise information and hand it to the appropriate person who will then notify us of the balance of our outstanding fees. Every step of this process is excessively drawn out, furious, and inconvenient. We live in an era dominated by computer science, in which automation and fundamental operations are quite simple to put into practice. Our aim as computer science students is to solve issues in the real world by applying the technology that we study and figuring out how to utilize it in a way that is easy to understand. We contemplated deploying an intelligent voice bot to provide this information at this time, but ultimately decided against it. Consider a situation in which all you need to do is ask for assistance. For example, if you want to know how much a student costs, simply ask the voice bot whether the price structure is clear, and it will respond. A time-consuming and unpleasant therapy isn't necessary for this situation. He or she may choose to enquire about the tuition structures and admission procedures of several different universities. Given the current state of affairs, it may be a time-consuming process. Visiting multiple college websites and then double-checking the information would be required. Then all you have to do is ask our voice box to perform the task for you, which will take only a few seconds. Isn't it straightforward and practical?

III. EXISTING SYSTEM

Parents and students would have spent a significant amount of time traveling to the school in the past to inquire about facts and other information about the college, making it a time-consuming and tedious procedure for everyone involved. There have been significant shifts in the educational system in recent years, mostly as a result of technological advances. When using the internet, everything happens without incident. We had to travel to that place even to submit a little application at the time, but as time goes on, that is slowly becoming less and less necessary. Manually gathering applications is a time-consuming

operation that necessitates the participation of several persons. Many techniques or procedures are being developed daily to lessen the need for personnel and other related difficulties.

IV. PROPOSED SYSTEMS

The Flask programming language is used to construct the Anits chatbot project, which analyses user inquiries and interprets user messages. The suggested system might be an online application that replies to queries provided by either the scholar or the end-user, for example. Users will simply interact with the chatbot that is currently in use to ask questions and receive answers. Students are free to converse in any manner they like; there is no need that them to follow a specific structure. Each of the replies is pertinent to the query posed by the user. As a result of receiving faulty or unavailable results, the queries are saved in the unrequited table, which is essentially created by the administrator on their behalf. If a query needs to be updated later, the administrator can do so; however, in the event of an emergency, we shall send a message noting that "our staff will contact you as soon as possible." It is possible to provide this to the user when the relevant information has been obtained. Through the login system, the administrator will be able to read invalid replies through the portal, which will allow the administrator to remove the incorrect answers as well as amend the acceptable answer for the user's inquiry. Using the system, the User will be able to report any faculty-related action that has occurred. It is not necessary for the user to physically visit the faculty to enquire. The question is evaluated by the system, and a response is returned to the user by the system. If the algorithm receives a question, it reacts as if it were being responded to by a human. It appears as though a real person is interrogating the user because of the well-designed graphical interface that the computer uses to communicate with the user. In this online tool, users may ask questions concerning faculty-related activities on the internet and receive answers from faculty members in return. This technique enables the student to keep up to speed on college-related news and events.

V. IMPLEMENTATION

The data for the application is provided by the college cause the chatbot is used for college purposes. The data is retrieved from the college website and represented using a small window on the college website. This application is created using the flask framework which works when we open the college website. The chatbot starts with a message asking the person whether the user is a student, lecturer, parent, or others. So the user can directly enter the index number of the choice to get into the next step and can get the data by entering the choices easily. The students can get the details of the lecturers, sessional marks get into Moodle, and so on. The lecturers can get the details of sessional marks and get into their details section and can get a link to directly login to their Moodle accounts and update the assignments. Other users find it difficult to see into the website so this chatbot helps the user to get the data easily and direct to the links of the website with any search the website.

VI. ADVANTAGES

- Toto obtains information about college-related events, there is no obligation for the User to personally visit the institution. However, his technique does keep students updated about college-related activities.
- The creation of this system was motivated by the need to save time for students, parents, and faculty members at the school.
- Eliminate time-consuming chores from your daily routine.
- Keep face-to-face encounters with consumers to a minimum.
- Enhance client satisfaction by providing a more personalized experience.

VII. DISADVANTAGES

- For somewhat different issues, the response may be the same. Because chatbots are unable to respond to all inquiries, they may be perceived as lacking in personalization.
- If too many people try to use the chatbot at the same time, the answer will be delayed.
- An ongoing Internet connection is required for this application.
- Some chatbots have limited data availability and require some time to self-update. As a result of this procedure, reaction times are slower and solutions are more expensive.
- Unlike humans, various chatbots require distinct installation methods, which raises the initial installation cost.
- Unlike humans, chatbots struggle to make decisions.

VIII. RESULTS AND DISCUSSION

The proposed system was put to the test and was found to be both effective and feasible. For each person, it essentially lowers paperwork, manpower, and time. In this work, we designed a system that interacts with users by lowering the amount of time they spend visiting the institution to inquire about certain features or information. Any format of chatbot can be used by the user. A chatbot facilitates communication between the user/student and the admin. The administrator will update any queries that the chatbot does not answer. As a result, the following will be shown.

IX. FUTURE SCOPE

In future updates to our project, we will be able to incorporate speech-based inquiries and replies, as well as online fee payment, among other features. All that is required is for users to provide voice-based input, and the resulting bot will offer a text-based output in addition to delivering voice-based output. We could significantly increase the usefulness of our project by just incorporating speech-to-text and text-to-speech features.

X. ACKNOWLEDGMENT

We would like to convey our heartfelt thanks to our mentor, Professor Dr. K. Sharada, for her ideas and assistance at every stage of this project. Finally, we would like to express our gratitude to all of the staff members in the information technology department for providing fully equipped labs with uninterrupted internet connectivity.

XI. CONCLUSION

The project's major goals were to create an algorithm that would be able to recognize answers to questions supplied by users. To create a database in which all of the associated data will be saved, as well as an online interface. The web interface was divided into two sections, one for simple users and the other for administrators. A background investigation was conducted, which included a synopsis of the discussion protocol as well as any pertinent chatbots that were available. The information about questions, answers, keywords, logs, and feedback messages was stored in a database system.

REFERENCES

- [1] Stephen Roller, Emily Dinan, "Recipes for building an open-domain chatbot" 30 Apr 2020.
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- [3] Raj Sandu, Adoption of AI-Chatbots to Enhance Student Learning Experience in Higher Education on 2020.

The image shows a screenshot of the ANIL NEERUKONDA INSTITUTE OF TECHNOLOGY & SCIENCES (ANITS) website and its chatbot interface. The website header includes the ANITS logo, name, and contact information. The main content area features a navigation menu, a banner for the 2021-2022 Batch Total Placements, and a section for the National Conference on Applications of IoT and Deep Learning. The chatbot interface on the right side of the screen displays a welcome message and a list of user groups for selection.

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ANITS BOT Home About Us Suggestion box


ANITS BOT
 Hi there, Welcome to ANITS! 🌟 If you need any assistance, I'm always here.

ANITS BOT
 Which of the following user groups do you belong to?

1. Student's Section Enquiry.
2. Faculty Section Enquiry.
3. Parent's Section Enquiry.
4. Visitor's Section Enquiry.

Enter your enquiry number... **Send**

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Hi there, Welcome to ANITS! 🌟 If you need any assistance, I'm always here.

ANITS BOT

Which of the following user groups do you belong to?

1. Student's Section Enquiry.
2. Faculty Section Enquiry.
3. Parent's Section Enquiry.
4. Visitor's Section Enquiry.

You 13:17

1

ANITS Bot 13:17


STUDENT

The following are frequently searched terms related to student . Please select one:

- 1 Curriculars
- 2 Marks
- 3 Examination
- 4 Placements
- 5 Faculty Details

Enter your enquiry number...

Send



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YOU 13:17

1

ANITS Bot 13:17

STUDENT

The following are frequently searched terms related to student . Please select one:

- 1 Curriculars
- 2 Marks
- 3 Examination
- 4 Placements
- 5 Faculty Details

You 13:17

1

ANITS Bot 13:17

CURRICULAR

These are the top results:

- 1 Moodle
- 2 Academic Calendar
- 3 Syllabus

Enter your enquiry number...

Send



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ANITS BOT Home About Us Suggestion box

YOU 13:18

back

ANITS Bot 13:18

STUDENT

The following are frequently searched terms related to student . Please select one:

- 1 Curriculars
- 2 Marks
- 3 Examination
- 4 Placements
- 5 Faculty Details

You 13:18

2

ANITS Bot 13:18

Marks

These are the top results:

- 1 2018-2022
- 2 2019-2023
- 3 2020-2024

Enter your enquiry number...

Send

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ANITS BOT Home About Us Suggestion box

YOU 13:19

back

ANITS Bot 13:19

STUDENT

The following are frequently searched terms related to student . Please select one:

- 1 Curriculars
- 2 Marks
- 3 Examination
- 4 Placements
- 5 Faculty Details

You 13:19

5

ANITS Bot 13:19

Faculty Dept:

- 1 CSE
- 2 IT
- 3 ECE
- 4 Mech
- 5 EEE
- 6 Civil
- 7 Chemical

Enter your enquiry number...

Send

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You 13:18
2

ANITS Bot 13:18
Marks
These are the top results:

1 2018-2022
2 2019-2023
3 2020-2024

You 13:18
1

ANITS Bot 13:18

1 2018-2022 I/IV Sem-1
2 2018-2022 I/IV Sem-2
3 2018-2022 II/IV Sem-1
4 2018-2022 II/IV Sem-2
5 2018-2022 III/IV Sem-1
6 2018-2022 III/IV Sem-2
7 2018-2022 IV/IV Sem-1
8 2018-2022 IV/IV Sem-2

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1 2018-2022
2 2019-2023
3 2020-2024

You 13:18
1

ANITS Bot 13:18

1 2018-2022 I/IV Sem-1
2 2018-2022 I/IV Sem-2
3 2018-2022 II/IV Sem-1
4 2018-2022 II/IV Sem-2
5 2018-2022 III/IV Sem-1
6 2018-2022 III/IV Sem-2
7 2018-2022 IV/IV Sem-1
8 2018-2022 IV/IV Sem-2

You 13:19
3

ANITS Bot 13:19
2018-2022 II/IV Sem-1
To view marks Click Here

Enter your enquiry number... Send

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ANITS Bot 13:41
 Faculty Dept:
 1 CSE
 2 IT
 3 ECE
 4 Mech
 5 EEE
 6 Civil
 7 Chemical

You 13:41
 2

ANITS Bot 13:41
 IT Staff:
 1.Dr. Poosapati Padmaja
 2.Dr.K.Sharada
 3.Dr Mantripragada Rekha Sundari
 4.M.V.Kishore
 5.Dr.P.Satish Kumar

Enter your enquiry number... Send

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 Faculty Dept:
 1 CSE
 2 IT
 3 ECE
 4 Mech
 5 EEE
 6 Civil
 7 Chemical

You 13:41
 2

ANITS Bot 13:41
 IT Staff:
 1.Dr. Poosapati Padmaja
 2.Dr.K.Sharada
 3.Dr Mantripragada Rekha Sundari
 4.M.V.Kishore
 5.Dr.P.Satish Kumar

You 13:42
 5

ANITS Bot 13:42
 Dr.P.Satish Kumar Click Here

Enter your enquiry number... Send

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