

# CHATBOT SYSTEM FOR COLLEGE MANAGEMENT

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**Abstract:** ChatBot can be described as software that can chat with people using artificial intelligence. These software are used to perform tasks such as quickly responding to users, informing them, helping to purchase products and providing better service to customers. In this paper, we present the general working principle and the basic concepts of artificial intelligence based chatbots and related concepts as well as their applications in various sectors such as telecommunication, banking, health, customer call centers and e-commerce. Additionally, the results of an example Chatbot for donation service developed for telecommunication service

Provider are presented using the proposed architecture. We are using it for educational purpose to solve the queries of users. Chatbots are programs that mimic human conversation using Artificial Intelligence (AI). It is designed to be the ultimate virtual assistant, entertainment purpose,

Helping one to complete tasks ranging from answering questions, getting driving directions, turning up the thermostat in smart home, to playing one's favorite tunes etc.

**Keywords:** Text to Speech, Chat bot, FAQ, AI.

## 1. INTRODUCTION

A chatbot needs a purpose, and if we consider that if this purpose is to be helpful, it also needs to gain trust from the users. There is no need to ask a chatbot for help if you don't trust the information it gives you. With this in mind we consider the first question to be a bit too ambiguous and large for us to investigate in this course. We have therefore used this question as a guideline for what we can actually manage to explore in this course and what we can find on the existing literature in this field. Trust is an important factor for reliance on and implementation of technology (Lee & See, 2004). In relationships trust means being reliable, having confidence in the other person both physically and emotionally (Lewicki & Bunker, 1995). So one can say that trust will also play a role in the interplay between human and machine. The problem with systems taking control is that it's often hard for people to rely upon it appropriately.

This is the way that our chatting bot supports discussions. We have experimented with the chatting bot in discussions in a chat tool. Experimental results showed that questions posted by the chatting bot were understandable and reasonable. The number of topics also became higher because discussion participants answered the questions. We verified that the chatting bot supported the discussions to be activated. The current chatting bot has some drawbacks in its questioning method. Some of the questions were not answered carefully though the discussion participants answered the questions. Why did the discussion participants answer the questions carefully? Because chatting bot posted only questions. Therefore, the chatting bot was not recognized as a member of a discussion. Discussion participants may not like a person who only ask something. Generally, in discussions, discussion participants ask something, answer something, give topics, and listen to others'. If there is a person who only ask something, the person may be avoided from discussions. It means that the person are not recognized as a member of a discussion. We need a method for the chatting bot to be recognized as a member of a discussion.

## 2. METHODOLOGIES OF PROBLEM SOLVING

- Problem Solving Methods are concerned with efficient realization of functionality. This is an important characteristics of Problem Solving Methods and should be deal with it explicitly.
- Problem Solving Methods achieve this efficiency by making assumptions about resources provided by their context (such as domain knowledge) and by assumptions about the precise definition of the task. It is important to make these assumptions explicit as it give the reason about Problem Solving Methods.
- The process of constructing Problem Solving Methods is assumption based. During this process assumptions are added that facilitate efficient operationalization of the desired functionality.

## 3. LITERATURE SURVEY

1. Dhineshkumar Ramasubbu ; Krishnamoorthy Baskaran; Grynberg Yann [1], Only 44 percent of computers, 32 percent of monitors, and 25 percent of printers were turned off at night, with energy efficient appliances employed in office environments, occupant's energy-conscious behavior plays a vital role in monitoring plug load. In an attempt to involve the occupants to building's energy management suite, a natural language-based plug management system is proposed. This article aims to develop a rule-based chatbot that helps users manage (schedule) their plugged-in appliances through smart plugs in an office environment. Considering the nature of the application and the accuracy of the intended operation, a rule-based chatbot is developed to schedule the smart plugs. It is developed using Python to be integrated with instant messaging application Slack.

2. Naz Albayrak ; Aydeniz Özdemir ; Engin Zeydan [2], ChatBot can be described as software that can chat with people using artificial intelligence. These software are used to perform tasks such as quickly responding to users, informing them, helping to purchase products and providing better service to customers. In this paper, we present the general working principle and the basic

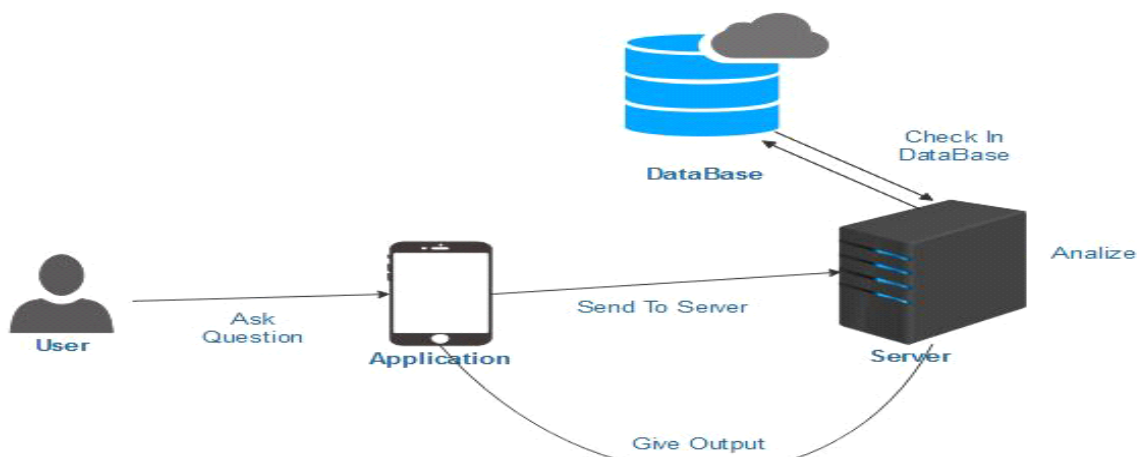
concepts of artificial intelligence based chatbots and related concepts as well as their applications in various sectors such as telecommunication, banking, health, customer call centers and e-commerce. Additionally, the results of an example chatbot for donation service developed for telecommunication service provider are presented using the proposed architecture.

3. R. V. Belfin ; A. J. Shobana ; Megha Manilal ; Ashly Ann Mathew ; Blessy Babu [3], World Health Organization (WHO) reports that, the second major cause of death is cancer. Life of people who have cancer is daunting. Their heart is open to all negative emotions like anger, fear, depression, guilt, helplessness, etc. People around them are also finding it difficult to cope with it. They require constant support to discuss their problems with and to provide them with factual information. This paper introduces a potential solution to provide them with what they are seeking for- a chatbot. The proposed chatbot is a cancer chatbot designed only for people dealing with cancer. People can ask about anything and everything about cancer-symptoms, treatments, survival and so on. The bot is trained by information collected from various cancer forums which have a wide range of information about cancer. Sentiment analysis is used to identify the mood of the users so that the bot can give a human-like behavior and comfort them.

#### 4. DRAWBACKS OF EXISTING SYSTEM

- **Less User Friendly:** The existing system is not user friendly because the retrieval of day-to-day activities data/records is very slow and records are not maintained efficiently and effectively.
- **Lengthy time:** Every work is done manually so we cannot generate report in the middle of the session or as per the requirement because it is very time consuming.

#### 5. SYSTEM ARCHITECTURE



We are making a smart system, in which two way communication will take place. Our system will be made with the help of Android, and AI technology. We are making an android application that allows user to ask FAQ about the campus and our system will answer automatically based on its knowledge. Database will be used by us for storing the data of user, we are using firebase /cloud as database for our system, and our system is innovation and will be beneficial for the particular organization, home or office.

#### 6. CONCLUSIONS

Hence our system is giving a new trend to the educational system, It will be very beneficial for the unknown guest/ user enter in the campus, he/she can ask FAQ to our smart system, and as we use AI in our system, Our system will automatically give specific answers to the user.

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