PCE College Enquiry Bot

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Abstract –*Existing systems such as websites for colleges has information about college (infrastructure, departments, faculties, placements etc) which needs to searchedby traversing through website which becomes time consuming.Our proposed system "College Enquiry Bot" which typically provide a text or voice-based user interface, allowing the user to type commands or queries and will get replies using an effective graphical interface, as if real person is talking to user.ThisChatbot is typically a kind of service which will be your agent providing you enquiry information about College.*

Keywords- Chatbot, text or voice-based, agent.

INTRODUCTION

People are using messaging applications now a days, it would be great to use a smart agent which would answer all queries. CHATBOT with its multiple usage over a large number of applications such as shopping, newsupdates, ticket reservations, customer service, entertainment, enquiry systems and much more. Chatbots are fast,easily accessible and easy to use.

Chat bots are virtual agents which will converse like humans are interacting. They will try to answer your questions or doubts through chatting medium as if human is interacting with you. This project deals with creation of a chatter bot which will answer College related queries quickly as possible .As a fresher or unaware person we need basic information to know about college ,this application will help in providing such enquiry information through chatting medium.

METHODOLOGY

A. UNITY 5.6.3p2 – for application building

Unity is basically a gaming platform which supports 2D as well as 3D gaming graphics. It is a cross platform and also used to build applications on android. Unity 5.6.3p2 is used to build this application. In making User interface unity proved to be a good application. All the designing, animation, pictures ,immersion, fontstyles, graphics buttons are built within this app.

A. Dialogflow (Api.ai)– for Database management

Api.ai is renamed as Dialogflow.The api.ai has SDKs which contain voice recognition, natural language understanding, and text-to-speech. Api.ai offers a web interface to build and test conversation scenarios. The platform is based on the natural language processing. Dialogflow also includes an analytics tool that can measure the engagement or session metrics like usage patterns, latency issues, etc.
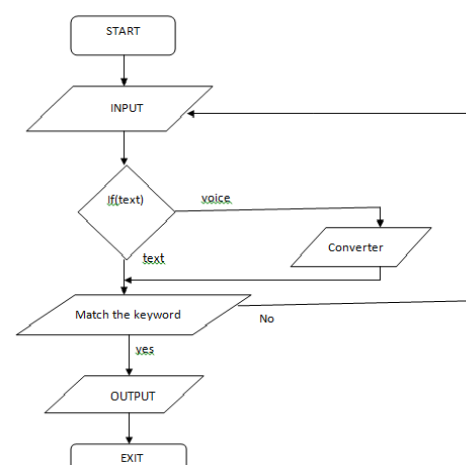
Our Approach:

Fig1 shows basic flowchart of enquiry chatbot.

Simple process flow can be easily understood from this diagram.

- This system helps the student to be updated about the college activities and for new students all information related to our college.
- User does not have to go personally to college office for the enquiry instead he has virtual agent our bot helping him through his queries.
- Hence it saves time and is time efficient system.
- In modern era , generation has keen interest in texting rather than using mails, engaging them through chat bots will be a good option for our proposed system.
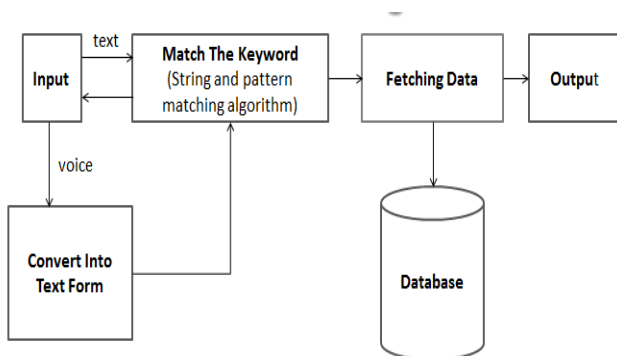
DESIGN

Fig2: Module design of Enquiry Bot

From fig.2 shows college enquiry chatterbot module design .

- User of the chatbot will input with queries i.e. will ask question to our virtual agent in form of text or voice.All user interaction is built in unity platform.
- Further this information depending on whether it is text or voice will be taken into consideration.If it is voice then first it will convert into text form and if it is text then directly Keywords of our questions will be matched using String and Pattern matching algorithms.
- The data from where matching of algorithm will take places comes from our database which is dialogflow here.It uses string matching and pattern matching algorithms. Dialogflow contains intents which are developer defined data initially fed into database.
- Final step involves fetching output on screen which is possible only after connectivity is established between Unity engine andDialogflow.Hence result will be displayed on screen

CONCLUSION

This paper provides with information on building an effective College enquiry bot.By using the information on use of database and application platform it becomes easier to built any application. It was a successful attempt in building a college enquiry bot which provided basic information about college.Chatbot has worked like a agent answering all question and making task easier.

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