Talkversity

Shreya Singh, Srishti Robin, Vaibhav Gupta, Salman Mushtaque
Student, IMS Engineering College, Ghaziabad, Uttar Pradesh

ABSTRACT

A chatbot is the most widely used application nowadays. It is one of the most helpful ways to get information from any organisation. The programs which respond in the same way as that of a human are known as chatbots. You can put forth any query of yours and you will get the appropriate answer to your question. Therefore, it can be said that a chatbot responds as intelligently as human. This research paper will describe a chatbot that will solve the queries of the students in a college or in a university.

1. INTRODUCTION

Chatting is the easiest to work in today's time. Using this chatting to get the information about any item is very helpful in today's time. This is done with the help of a chatbot. Nowadays people are having hectic schedules due to the increase in workload and hence not a single minute time can be wasted. Chatbot helps people to save their time and energy. With the help of chatbot, one can gain information by just sitting at the home. This project basically saves the time of the students studying in a university. It is very difficult for a student to get the information about the books in the library, stationary materials in a shop, eatables in the canteen and many more. One has to travel the entire campus to get the information from the shop. This particular project provides a platform where a student can directly communicate with the shopkeeper or the librarian and can get the details about the products in the shop. Even if the student is outside the college campus then he or she can get the information easily. In this way, the student need not go to the shop for buying a product or go to the library to either issue a book or enquire about it which might be unavailable at that moment. Thus, time and energy both will be saved. The main features of this project contain an inquiry system for the students, a system to give information about the shop, a section for admin and a section for the feedback of students. All of these features work together in order to complete this project "Talkversity".

2. LITERATURE REVIEW

According to the various surveys, it was found that the chatbots have proven to be very helpful in day-to-day life. The chatbots are the best tool of conversation. There are ten most innovative chatbots present today. Those chatbots work for a different purpose. Our chatbox is the one that is based on a university level.

3. METHODOLOGY

The methodology contains the following steps:

Step 1: Start.
Step 2: Get the user query as input.
Step 3: Fetch the keywords from the query.
Step 4: Match the fetched keywords with the keywords in the database (string tokenizer used).
Step 5: Frequency of matched words recorded.
Step 6: Return response to the query.
Step 7: End.

4. DESIGN OF TALKVERSITY

This project contains six panels; namely; Student panel, Admin panel, Library panel, Stationary panel, Canteen panel and student feedback panel. When the website is opened, then there will be a login page. There will be five options for login: admin, student, librarian, canteen and stationary. The user needs to select the category they belong and then login with the password. If the user is new then he or she has to sign up.

4.1 Student panel

When you login in the student panel, then you need to select which panel you want to contact: library, canteen or stationary. When you select one then you need to type the question or select a question from the given list. When the student types the

question, then with the help of string tokenizer the main keywords are fetched from the sentence and matched with the available questions in the database. The frequency of the matched keywords is recorded. The answer corresponding to the maximum number of keywords is displayed.

4.2 Admin panel
When logged in through admin panel, then you can check every panel's details.

4.3 Librarian, Canteen and Stationary panel
This panel is made for the library, canteen and stationary respectively. The librarian/canteen/stationary can add more questions in the database as per the requirements and update the answers for the questions in the database.

5. BENEFITS OF TALKVERSITY
Firstly, this project helps the students of the university to save their time and energy. They don't have to travel the entire campus to know about the availability of any product. Secondly, it helps the shopkeeper to increase their sales. The student will visit the shop only when their product is available and hence will not return empty-handed.
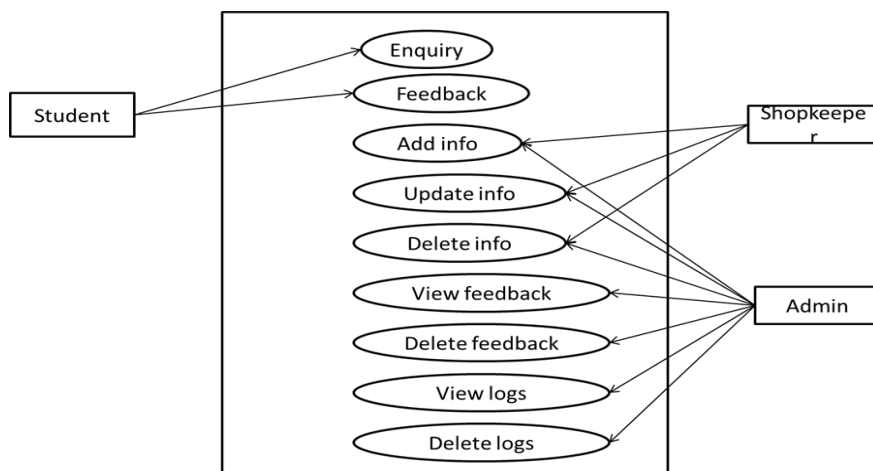
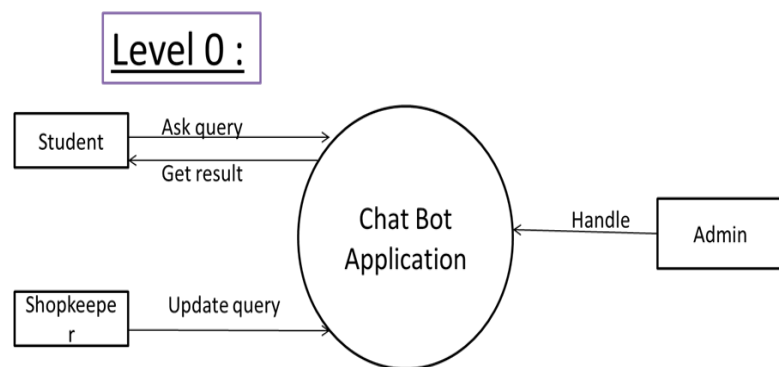**6. FIGURES AND TABLES**

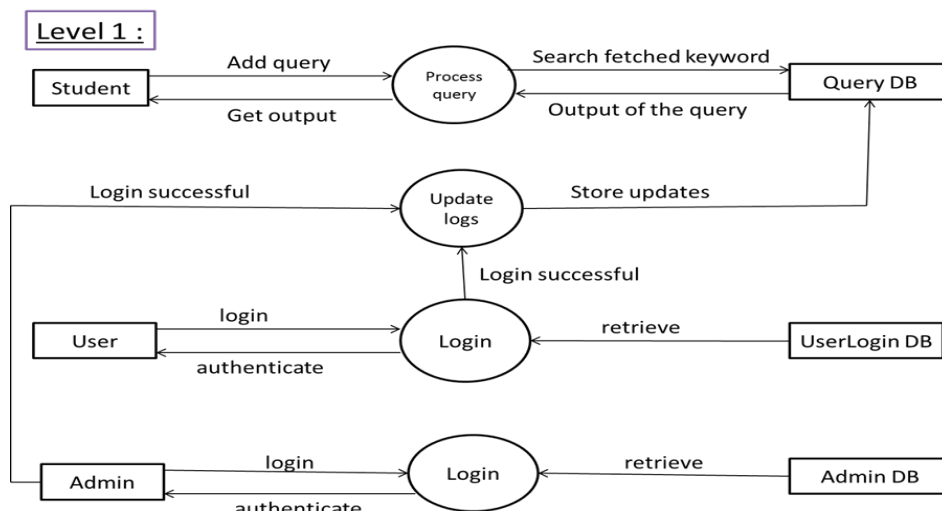**Fig. 1: Use case diagram**

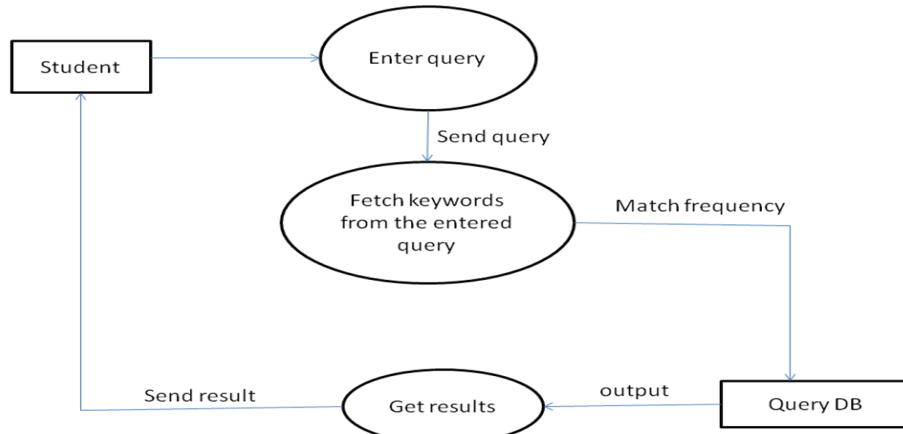**Fig. 2: Level 0**

Fig. 3: Level 1
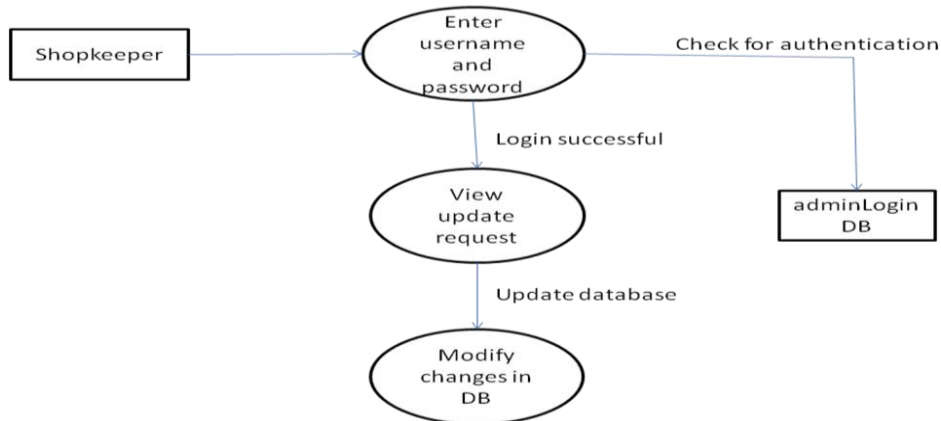
Fig. 4: Level 2.1

Fig. 5: Data flow diagram level 2.2

7. CONCLUSION

Chatbot helps to have a quick interaction with the user. It is one of the simplest tools to get the fastest response for any query. Chatbots can be used in various fields but this particular chatbot is the fastest tool to help the students. It helps in increasing the sales of the shopkeeper and also helps in saving time and energy of the students.

8. FUTURE SCOPE

The introduction of voice-based queries is the most important future scope of this project. Also, the introduction of more features like the information about every faculty and every department can be introduced in the future.

9. REFERENCES

[1] "10 of the most innovative chatbots on the web"- Last updated: February 29, 2019, https://www.wordstream.com
[2] "Chatbot: What is chatbot? Why are chatbots important?"https://www.expertsystem.com
[3] Menal Dahiya, "A tool of conversation: Chatbot", A project report
      https://www.researchgate.net/publication/321864990_A_Tool_Of_Conversation_Chatbot
[4] Maruti Techlabs, "How to make an intelligent chatbot?" https://www.marutitech.com/make-intelligent-chatbot/