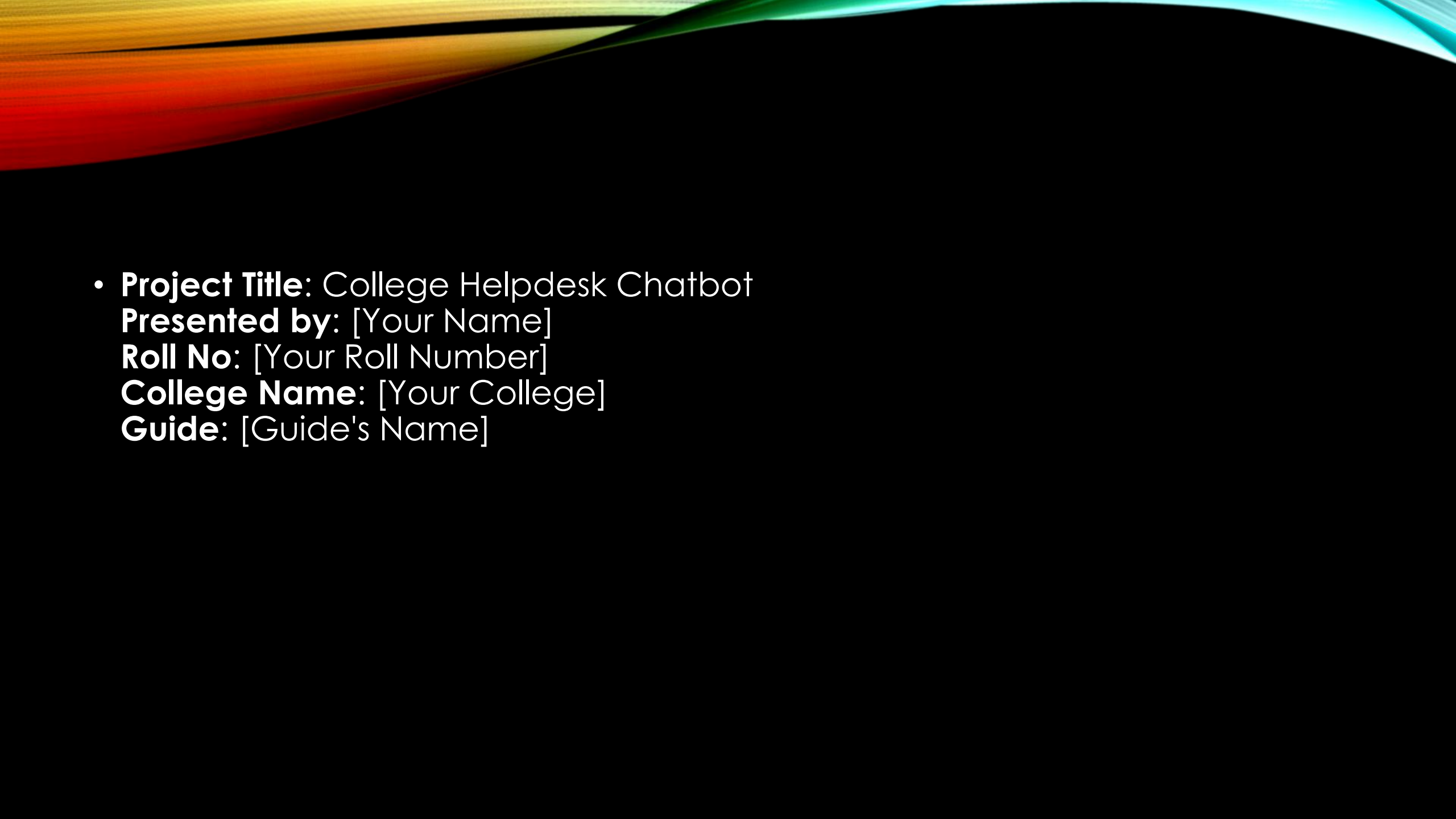




BCA FINAL YEAR PROJECT

College Helpdesk Chatbot

- 
- **Project Title:** College Helpdesk Chatbot
Presented by: [Your Name]
Roll No: [Your Roll Number]
College Name: [Your College]
Guide: [Guide's Name]



Introduction

- A chatbot is an AI-based software that can simulate a conversation with users.
- The **College Helpdesk Chatbot** helps students get quick answers to common questions about the college.
- Saves time for admin staff and enhances user experience.



Problem Statement

- Students often have similar questions about:
 - Admissions
 - Courses
 - Facilities
 - Events



Objective

- To build a chatbot that:
 - Understands natural language input
 - Provides instant and accurate responses
 - Is accessible via a simple web interface



Scope of the Project

- Students can:
 - Ask questions anytime
 - Get quick responses on college-related topics
- Admins can update the chatbot with new FAQs
- Can be expanded to mobile apps or voice interfaces



System Architecture

- **User Interface (UI):** Web page for input/output
- **Backend (Flask App):** Handles requests and integrates the chatbot
- **Chatbot Logic (NLP & ML):** Matches queries with appropriate answers
- **Data (intents.json):** Stores FAQs and responses



Technology Stack

- **Frontend:** HTML, CSS, JavaScript
- **Backend:** Python, Flask
- **NLP:** NLTK, SpaCy
- **Data Storage:** JSON file
- **Tools:** Visual Studio Code, Git, Browser



Modules Overview

1. **User Interface** – Simple chat input/output
2. **Preprocessing** – Tokenization, stopword removal
3. **Intent Matching** – Using cosine similarity
4. **Response Generation** – Based on highest intent match
5. **Flask App** – Connects UI to chatbot logic



emo Screenshots

- Show screenshots of:
 - Chat UI
 - Chatbot answering admission or course queries
 - Backend console/logs (optional)



Sample Interaction

User: What courses do you offer?

Bot: We offer undergraduate and postgraduate programs in IT, Management, and more.

- **User:** How can I apply for admission?

Bot: You can apply online through our admission portal on the website.



Advantages

- 24/7 availability
- Reduces workload on helpdesk staff
- Easy to use and modify
- Can be integrated with college website or app



Limitations & Future Scope

Limitations:

- Cannot answer complex or unknown queries
- Only answers predefined intents

Future Scope:

- Use AI/ML to learn from new queries
- Add voice recognition and multilingual support
- Store conversation logs for analytics



Conclusion

- The College Helpdesk Chatbot is an efficient tool to automate responses to common queries.
- Improves student engagement and reduces manual workload.
- Can be extended into a fully AI-powered virtual assistant.



Thank You

- **Thank you for your attention!**
Contact: [Your email / LinkedIn if needed]