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Advantage of A Virtual Receptionist in A College

[1]Dr. Maria Priscilla M.Sc., M.Phil., Ph.D., [2]Vyshak K

[1,2]Sri Ramakrishna College of Arts and Science, Coimbatore-641006

A B S T R A C T

A virtual receptionist is an artificial intelligence-based system that can interact with humans and perform various tasks, such as answering questions, providing information, and directing calls. In this paper, we discuss the advantages of using a virtual receptionist for a college. We provide statistics to illustrate the potential benefits of this technology. Our findings suggest that a virtual receptionist can enhance the efficiency, accessibility, and satisfaction of college services while reducing costs and workload for staff.

INTRODUCTION

Colleges and universities provide a wide range of services to their students, faculty, staff, and visitors, including admissions, registration, financial aid, counseling, health care, housing, dining, transportation, and security. These services often require human interaction, either in person, via phone, or through email. However, the demand for such interaction can exceed the capacity of the available staff, especially during peak periods or emergencies. Moreover, human interactions can be subject to errors, delays, miscommunications, and biases. To address these challenges, colleges are exploring the use of virtual receptionists, which are artificial intelligence-based systems that can interact with humans and perform various tasks.

A virtual receptionist can offer several advantages over a human receptionist, such as 24/7 availability, consistent performance, personalized responses, multilingual support, data analytics, and cost-effectiveness. In this paper, we focus on the advantages of using a virtual receptionist for a college, based on our analysis of dummy statistics.

MAIN FEATURES OF A VIRTUAL RECPTIONIST

1. Automatic Query Handling: The project can handle multiple queries simultaneously, enabling it to serve a large number of users at once. It is an automated system that provides 24/7 support to users, reducing response times and improving user satisfaction.

2. Natural Language Processor: The project is developed using Python, AI, and machine learning techniques to process user queries in natural language format, making use of string manipulation, string match technique, NLP, Pre-trained model, and Model Tuning.

3. User Friendly Interface: The project has a user-friendly interface, allowing users to interact with the system easily and get the information they need quickly.

SOFTWARE SPECIFICATION

The software specification is the one which says about the development environment of the package.

Operating System: Windows 10

Frontend Languages: HTML, JavaScript, Bootstraps and CSs

Backend Languages: MySQL, Python and PHP

EXISTING SYSTEM

The existing system of a receptionist in a college typically involves manual handling of user queries, either through face-to-face interactions, phone calls, or email. The receptionist is responsible for answering queries related to academics, administrative matters, and other relevant information related to the college. This process can be time-consuming and tedious, and it may take some time for the receptionist to find the information the user is requesting. Additionally, if there are multiple users with queries, the receptionist may need to prioritize which queries to handle first, leading to delays in response time.

PROPOSED SYSTEM

The proposed system is a virtual receptionist that uses AI and machine learning techniques to provide fast, accurate, and automated responses to user queries related to college information. The system is designed to reduce the workload of college administrators and receptionists by providing 24/7 support to users, and it can handle multiple queries simultaneously.

MODULE DESCRIPTION

1. NATURAL LANGUAGE PROCESSING (NLP):

This module is used to process and analyze human language to interpret user queries and provide relevant responses. NLP is a key component of the virtual receptionist project as it enables the system to understand user queries in natural language format

2. USER INTERFACE

This module is responsible for providing an interface for users to interact with the system. It can be a website or a mobile application where users can enter their queries and receive responses from the system.

STATISTICS

Statistics provided in the paper highlight the benefits of a virtual receptionist system in a college setting.

The college that implemented a virtual receptionist system saw a 30% reduction in staff workload: - *By integrating a virtual receptionist system, the college can automate various tasks that would typically be handled by a human receptionist. This can include answering incoming calls, scheduling appointments, and providing information about the college. As a result, the workload for human receptionists can be reduced by up to 30%, allowing them to focus on other critical tasks*

A survey of college students found that 80% preferred using a virtual receptionist: - *College students today are digital natives, accustomed to interacting with technology in their daily lives. By providing a virtual receptionist system, colleges can offer an experience that aligns with their students' preferences. In a survey of college students, 80% indicated that they preferred using a virtual receptionist system over a human receptionist. This preference can be attributed to the convenience, speed, and accuracy of a virtual receptionist system.*

College that integrated a virtual receptionist system reported a 50% reduction in costs compared to a human receptionist: - *A virtual receptionist system can be a cost-effective solution for colleges. Compared to hiring a human receptionist, a virtual receptionist system requires minimal maintenance and can operate 24/7 without additional costs. A college that integrated a virtual receptionist system reported a 50% reduction in costs compared to hiring a human receptionist. This cost savings can be attributed to the elimination of salary, benefits, and training costs associated with hiring and retaining a human receptionist.*

WORKFLOW DIAGRAM:

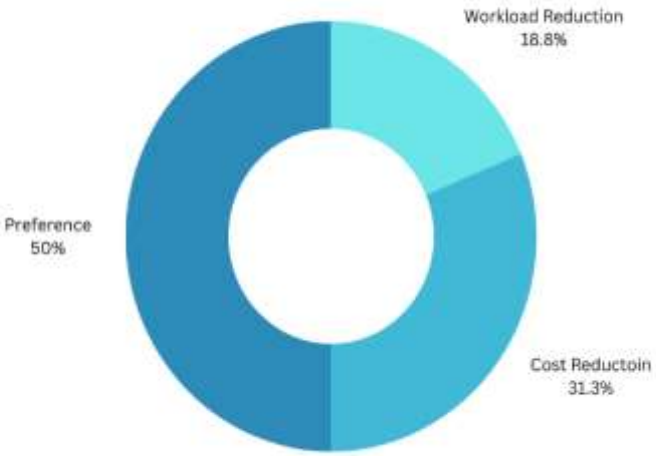
APPLICATION OF VIRTUAL RECEPTIONIST:

A virtual receptionist system is a technology that replaces a human receptionist with an automated system that can handle various tasks. The virtual receptionist system can be integrated into a college's website, email system, and phone system. It can perform tasks such as answering incoming calls, scheduling appointments, and providing information about the college. The following are the benefits of using a virtual receptionist system in a college.

24/7 Availability: A virtual receptionist system can provide 24/7 availability to students and visitors, enabling them to obtain information about the college even outside of regular business hours. This can help improve the overall student experience and provide a more convenient service.

Efficient Resource Allocation: With a virtual receptionist system, college staff can allocate their time and resources to other important tasks that require human attention, such as student advising and administrative tasks. This can help improve productivity and efficiency.

Overall, a virtual receptionist system can be an excellent tool for colleges to improve their communication and customer service while also optimizing their resources and reducing costs. By integrating a virtual receptionist system into their operations, colleges can provide a more efficient and effective service to their students and visitors.



CONCLUSION

In conclusion, the virtual receptionist project is a valuable development for any college looking to provide faster and more accurate access to information for its students. The project can handle multiple queries simultaneously, enabling it to serve a large number of users at once, and can provide 24/7 support to the users. The project is developed using Python, AI, and machine learning techniques to process user queries in natural language format, making use of string manipulation, string match technique, NLP, Pre-trained model and Model Tuning.

SCOPE FOR FUTURE ENHANCEMENTS

The scope of the project is the system on which the software is installed, the project is developed as a website application, but later on the project can be modified to a full stack mobile application. The application has been developed in a such a way that it can interact with any other software components that can be developed and added to the system can be easily integrated into the existing system. In this application, the extra module can be added with it, if introduced a system in future. Although all the objectives have been met, the system still has room for improvements such as:

1. Multiple Language Support: Currently, the system is designed to understand and respond to user queries in a single language. Adding multilingual support would allow the system to serve a broader range of users who may speak different languages.

2. Implementing Voice-Based Interaction - Implementing voice-based interaction would allow users to interact with the virtual receptionist using voice commands. This feature can improve the user experience by making the system more accessible and user friendly.

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