

UNIVERSITI TEKNOLOGI MARA

**IMPLEMENTING BASIC PHP ENQUIRY
CHATBOT**

MUHAMAD FAHMI BIN OMARDIN

**BACHELOR OF COMPUTER SCIENCE (Hons.) FACULTY OF
COMPUTER AND MATHEMATICAL SCIENCE**

FEBRUARY 2022

STUDENT DECLARATION

I certify that this report and the research to which it refers are the product of my own work and that any ideas or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline.

FAHMI

.....

MUHAMAD FAHMI BIN OMARDIN

2018801826

JANUARY 30, 2022

ABSTRACT

Programming is a subject that many beginning students find difficult. Tutor difficult to handle higher numbers of enquiries in the conversational interface such as WhatsApp. The project aimed to implement a web-based chatbot to assist users to interact with the chatbot using natural language input and to train the chatbot using appropriate methods so it will be able to generate an automatic response. In this context, Telegram will integrate with Python to implement the web-based chatbot. This project is a conversational agent to provide speedy and quick response to the basic PHP Programming enquiry with standard answers. It is hoped to minimize the response delay in getting answers enquiries due to the larger volume of enquiries. In addition, the recommended approach will benefit the users in more effective way of learning process and will improve the students' motivation and engagement. Functionality testing had been conducted to test the functionalities of this project once the development process has completed. The results showed that each function can run properly on Telegram Web in window and Telegram app in smartphone without any error occurred.

TABLE OF CONTENT

STUDENT DECLARATION	3
ACKNOWLEDGEMENT	4
ABSTRACT	5
1.0 Introduction.....	1
1.1 Background of Study	1
1.2 Problem Statement.....	2
1.3 Project Objective	3
1.4 Project Scope	3
1.5 Significance of Study.....	3
1.5 Conclusion	4
2.1 Introduction.....	5
2.2 Overview basic Php Programming	6
2.2.1 The Usage of Chatbot on messaging app.....	6
2.3 Overview about Natural Language Processing	7
2.3.1 Natural Language Processing.....	7
2.3.2 Implement chatbot on Telegram	8
2.3.3 Text Summarization on NLP	9
2.3.4 Text Summarization on Conversational Chatbot	10
2.4 Technique of NLP in conversational Chatbot	11
2.4.1 Indonesia Chatbot of University Admission Using a Question Answering System Based on Sequence-to-Sequence model.....	11

2.4.2	Named Entity Recognition (NER) on conversational chatbot	12
2.4.3	Measuring Service Encounter Satisfaction with Customer Service Chatbots using Sentiment Analysis	12
2.4.4	Comparison App	14
2.5	Common Features of Related Project.....	16
2.5.1	TWYLA chatbot.....	16
2.5.2	Digital Genius Chatbot.....	17
2.5.3	Rebot.me Chatbot.....	18
2.5.4	Justification	19
2.5.5	Table of Comparison App.....	20
2.6	Conclusion	21
3.1	Introduction.....	22
3.2	Project Methodology	22
3.2.1	Phases of Project Methodology.....	23
3.3	Project Methodology	27
3.3.1	Data Collection and Analysis.....	27
3.3.2	Data Preprocessing.....	28
3.3.3	Building Model	29
3.3.4	Training and Testing model	30
3.4	System Architecture	32
3.5	Hardware and Software	33
3.6	Conclusion	34
4.1	Introduction.....	35
4.2	Analysis Requirements of Project Design and Development	35