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ContXpert: AI-Based WhatsApp Chatbot for Smart Student Support System

Geetha Kiran A[1], Lekhana BS[2], Lakshmi SM[3], GowthamV[4], Jagruth BN[5]
Department of Computer Science and Engineering Malnad College of Engineering, Hassan, Karnataka

Abstract: ***ContXpert is an AI-based WhatsApp chatbot de-signed to improve student support services in educational in-stitutions. The system integrates conversational AI, WhatsApp Cloud API, and academic databases to provide real-time accesstoattendance,marks,feestatus,andnotifications.Itusesasecure one-time USN-based authentication system for seamless student access.Theproposedchatbotalsosupportsattendancealerts,CIE averagecalculator,andcertificaterequesttracking.Thisresearch focuses on the literature survey, research gap, methodology, and expected outcomes of the proposed system, which is currently under development.***

Index Terms—Artificial Intelligence, WhatsApp Chatbot, Stu-dent Support System, Conversational AI, Natural Language Processing (NLP), Smart Education, Academic Automation, WhatsApp Cloud API, Educational Chatbot, Student Assistance System.

I. INTRODUCTION

Educational institutions are increasingly adopting digital platforms to improve academic management and communi-cation. Students today expect quick access to information and support services through platforms that are already part oftheir daily routine. Among all communication applications, WhatsApp has become one of the most widely used platforms globally due to its accessibility, ease of use, and familiarity.

Traditional student support systems mainly depend on por-talsormanualadministrativeprocesses.Thesesystemsof-ten require repeated authentication, are not always mobile-friendly, and may delay access to critical information. Stu-dents frequently contact faculty or administration offices for repetitivequeriesregardingattendance,marks,andcertificates. This increases the workload on institutional staff and reduces operational efficiency.

ArtificialIntelligence(AI)andNaturalLanguageProcessing (NLP) technologies have introduced a new generation of conversational systems called chatbots. Educational chatbots can provide automated assistance, personalized responses,and 24/7 support. Recent advancements in Large Language Models(LLMs),Retrieval-AugmentedGeneration(RAG),and conversationalAIhavefurtherimprovedchatbotcapabilities.

The proposed project, ContXpert, aims to create an AI-powered WhatsApp chatbot for student support services. The system integrates WhatsApp Cloud API, backend processing, and institutional databases to create a unified conversational interface. Instead of navigating through multiple web pages, studentscandirectlycommunicatewiththechatbotandreceive accurate responses instantly.

II. LITERATURE SURVEY

Several researchers have explored AI-powered chatbot sys-tems in the field of education. The following studies form the foundation for the proposed system.

Several researchers have explored AI-powered chatbot sys-tems in the field of education. The following studies form the foundation for the proposed system.

Shewale and Upadhayay [1] explained how AI chatbots improve student support services by providing instant re-sponses and personalized academic assistance. Their study highlighted that chatbots reduce response time and improve communication between students and institutions.

Alwakidetal.[2]analyzedtheadoptionofAIchatbots in higher education institutions. Their research focused on usability, trust, student satisfaction, and acceptance of chatbot technologies in academic environments.

Kloker et al. [3] proposed a RAG-powered WhatsApp chat-botcapableofgeneratingcontextualresponsesusingRetrieval-Augmented Generation techniques.

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Eltigani et al. [4] discussed the deployment of a Large Language Model (LLM)-powered WhatsApp chatbot. The study focused on user engagement, scalability, and real-world implementation challenges of conversational AI systems.

Wangetal.[5]presentedaneducationalchatbotsystembuilt using ChatGPT and information retrieval techniques. Their work demonstrated how LLMs can provide intelligent and context-aware responses for educational support.

Xu et al. [6] studied the impact of AI chatbots on student learning outcomes and academic performance. The research showed that chatbot-assisted learning improves student en-gagement and accessibility.

IJRIAS Research [7] proposed an AI chatbot capable of providing 24/7 academic and administrative support for stu-dents.Thechatbotsignificantlyreducedmanualworkloadand improved communication efficiency.

Smith et al. [8] explained the use of NLP and machine learning techniques for automated student query handling. Their chatbot system reduced response delays and improved service quality.

Kumar and Patel [9] focused on integrating educational chatbotsystemswithWhatsAppAPI.Theauthorsemphasized that WhatsApp-based systems are user-friendly, accessible, and familiar to students.

Johnsonetal.[10]discussedcloudbasedAIvirtualassistantsdesignedforeducationalinstitutions.Theirsystemprovidedcontinuousstudents upportandimprovedscalability. Sharma and Rao [11] explained the use of NLP techniques suchas tokenization, intent recognition, and textprocessing in chatbot systems designed for academic query handling.Garciaetal.[12]highlightedtheimportanceofconversa-tionalAIinimprovingstudentinteraction,engagement,and
personalizededucationalsupport.

Singh et al. [13] proposed a hybrid chatbot model com-bining rule-based systems and machine learning approaches. Their chatbot reduced manual effort in handling repetitive student queries.

Hossain and Muhammad [14] proposed a cloud-integrated conversational AI system for educational applications. Their workemphasizedscalability,accessibility,andreal-timecom-munication.

SmutnyandSchreiberova[15]reviewedvarioseducational chatbot technologies and their integration with messaging applications. Their study provided insights into chatbot ap-plications in modern learning systems.

Abdul-Kader and Woods [16] surveyed chatbot design techniques used in conversational systems, including speech processing and dialogue management approaches.

Colace et al. [17] presented a chatbot designed for e-learning systems that supports academic guidance, automated query answering, and interactive learning assistance.

Ramesh and Ravishankar [18] proposed an NLP-based chatbot system capable of handling FAQs and providing per-sonalized responses for students.

Meta AI Documentation [19] explained the use of What-sApp Business API for automated messaging systems, notifi-cations, and chatbot communication services.

Dale [20] discussed the increasing popularity of chatbot systems across messaging platforms such as WhatsApp and Facebook Messenger.

Følstad and Brandtzæg [21] focused on Human-Computer Interaction (HCI) in chatbot systems and explained how con-versational interfaces improve user experience.

Labadze [22] presented a systematic literature review ex-plaining the role of AI chatbots in personalized learning, academic support, and student engagement in educational institutions.

Smutny [23] reviewed educational chatbot systems inte-gratedwithmessagingapplicationsandexplainedtheirimpact on learning environments.

Swacha and Gracel [24] discussed Retrieval-Augmented Generation (RAG)-based educational chatbots and their ca-pability to improve contextual educational responses.

Cabezas et al. [25] proposed integrating a LLaMa-based chatbot with Retrieval-Augmented Generation to enhance ed-ucational query answering systems.

Mishra and Brahmanapally [26] analyzed the performance of locally deployed LLMs integrated with RAG educational assistants.

Fan et al. [27] presented a survey on Retrieval-Augmented GenerationandLargeLanguageModels,focusingonadvanced contextual response generation techniques.

Huang and Huang [28] discussed retrieval-augmented text generation methods for improving LLM-based conversational systems.

Klokeretal.[29]furtherexploredRAG-poweredWhatsApp chatbot systems capable of contextual and scalable conversa-tional interaction.

ThesestudiescollectivelydemonstratethatAIchatbots can improve communication, reduce manual workload, and provide scalable student support. However, most existing sys-tems focus mainly on general chatbot interaction or limited academic support functionalities. Very few systems integrate secure authentication, academic monitoring, administrative services, and WhatsApp-based communication into a unified platform. The proposed ContXpert system aims to address these limitations by combining conversational AI, WhatsApp Cloud API, secure authentication, and institutional workflow automation into a single intelligent platform.

III. SIGNIFICANT WORK AND KEY FINDINGS

The significant work in this research involves the design of aunifiedWhatsApp-basedconversationalsystemforacademic andadministrativestudentsupport.Unlikemanyexistingchat-bot systems that focus only on FAQs or general assistance, ContXpert aims to integrate multiple institutional servicesinto a single intelligent platform. The major functionalities proposed in this system include:

- SecureUSN-basedstudentauthentication
- Real-timeattendanceandmarksretrieval
- Automatedattendanceshortagealerts
- CIEaggregation
- Notificationaccess
- Certificaterequestandonlinepaymenttracking
- Multi-departmentmanagement

Thekeyfindingsfromtheliteraturesurveyareasfollows:

- Educationalchatbotssignificantlyreduceresponsetime for repetitive student queries.
- Studentsprefercommunicationsystemsintegratedwith familiar applications such as WhatsApp.
- ConversationalAIimprovesaccessibilityandengagement among students.
- NLPandAI-basedsystemsprovidebetterpersonalization compared to traditional portals.
- RAG and LLM-based architectures improve contextual understanding and response accuracy.
- Cloud-integrated systems provide scalability and real-time availability.
- Most existing systems lack integration with institutional workflows such as certificate processing and attendance monitoring.

The proposed system combines these findings into a prac-tical student support solution. The integration of WhatsApp with institutional databases can improve convenience, reduce dependency on manual processes, and simplify student inter-actions.

IV. RESEARCH GAP IDENTIFIED

Although many studies have explored educational chatbots, several limitations still exist in current systems.

First, most chatbot systems provide only general query an-swering and lack deep integration with institutional databases. Studentsstillneedtomanuallylogintoportalsforattendance, marks, and certificate-related services.

Second, many educational chatbots are web-based applica-tions instead of messaging-platform integrations. Since What-sAppisalreadywidelyusedbystudents,integratingacademic services into WhatsApp can improve accessibility and usabil-ity.

Third, current systems rarely provide secure persistent au-thenticationmechanisms.Manysystemsrequirerepeatedlogin procedures, which reduce user convenience.

Fourth, there is limited research on integrating adminis-trative services such as certificate requests, online payment verification, and automated notification tracking into chatbot systems.

Finally, many research papers discuss chatbot frameworks theoreticallybutdonotfocusonpracticalinstitutionaldeploy-ment for real-time student support.

Theidentifiedresearchgapcanthereforebesummarizedas:

- Lackofunifiedacademicandadministrativesupport systems
- LimitedintegrationwithWhatsApp-basedconversational interfaces
- Absenceofpersistentsecureauthentication
- Insufficientautomationofinstitutionalworkflows
- Limitedfocusonpersonalizedstudentmonitoringand alerts

The proposed ContXpert system aims to address these gaps by combining conversational AI, WhatsApp Cloud API, se-cure authentication, academic monitoring, and administrative automation into one scalable platform.

V. TECHNICAL STACK

The proposed ContXpert system utilizes modern AI, back-end,andmessagingtechnologiesforscalabledeployment.The ContXpertsystemisimplementedusingmodernAIandcloud-based technologies to ensure scalability, reliability, and real-time communication. The backend is developed using Python and Node.js, while MySQL/MongoDB databases are used for storingacademicandadministrativerecords.WhatsAppCloud API,LargeLanguageModels(LLMs),NLPframeworks, and Retrieval-Augmented Generation (RAG) techniques are integrated to provide intelligent conversational support and automated student services.The implementation technologies used in ContXpert are presented below.

TABLEI
TECHNICALSTACKUSED

Component	TechnologyUsed
FrontendInterface	WhatsAppChatInterface
BackendFramework	Node.js/Flask
ProgrammingLanguage	Python,JavaScript
Database	MySQL/MongoDB
AIModel	LargeLanguageModels(LLMs)
NLPProcessing	spaCy/NLTK
RAGFramework	LangChain
VectorDatabase	FAISS/ChromaDB
CloudPlatform	Render/Railway/AWS
MessagingAPI	WhatsAppCloudAPI
Authentication	USN+MobileVerification

VI. PROPOSED METHODOLOGY

A. Workflowof Proposed System

The workflow begins when a student sends a query through WhatsApp,wherethesystemauthenticatestheuserusingUSN verification and processes the query using NLP techniques. The backend retrieves attendance, marks, and other academic information from the institutional database and sends the response back through WhatsApp in real time. The systemalso supports automated attendance alerts, certificate request management,andsecurecommunication,makingtheplatform efficient, user-friendly, and reliable for students and institu-tions.

The proposed methodology follows a modular architecture consisting of communication, backend processing, database management, and notification modules.

B. StudentRegistration

Students register using their USN and verified mobile num-ber.

C. WhatsAppCommunication

ThechatbotcommunicatesthroughWhatsAppCloudAPI.

D. NLPProcessing

NaturalLanguageProcessingtechniquesidentifyuserintent and process queries.

E. DatabaseRetrieval

Thebackendretrievesattendance,andmarksinformation.

F. AutomatedAlerts

Attendancethresholdsaremonitoredautomaticallyand alerts are sent to students.

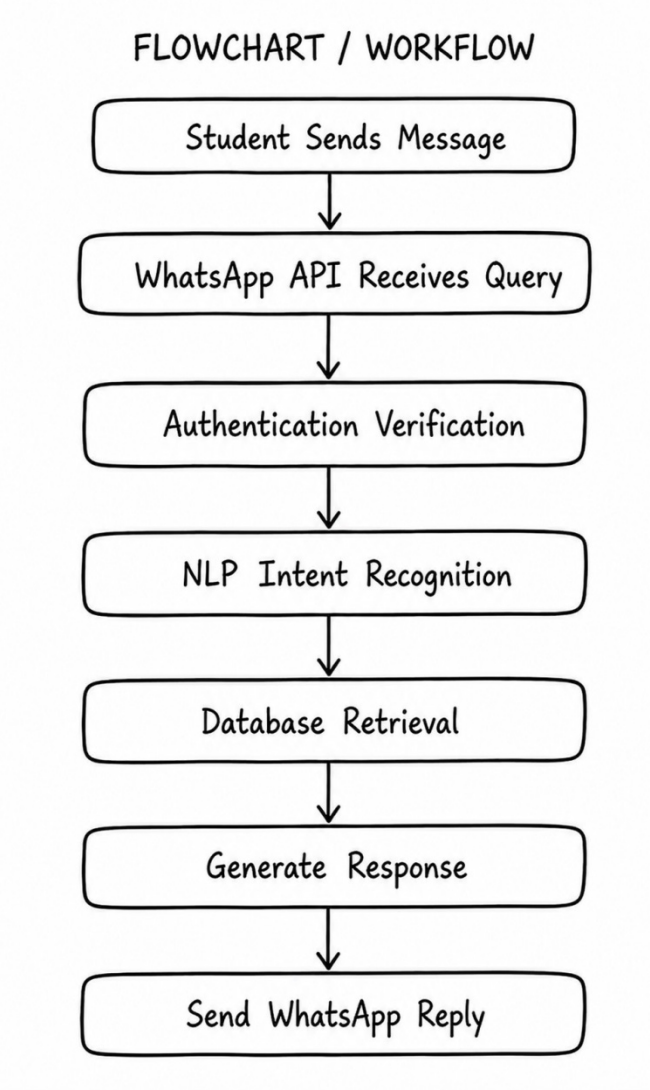


Fig.1.SystemArchitectureofContXpert

G. CertificateRequestManagement

Students can apply for certificates through the chatbot interface.

VII. DATASET AND DATA ANALYSIS

Theproposedsystemutilizesinstitutionalacademicdatasets collectedfromstudentinformationsystemsandadministrative records.

A. DatasetAttributes

Thedatasetcontainsthefollowingattributes:

- StudentUSN
- StudentName
- Department
- Semester
- AttendancePercentage
- InternalAssessmentMarks
- FeeStatus

- NotificationRecords
- CertificateRequestStatus

B. *DatasetScale*

The proposed system is designed to support scalable insti-tutional deployment.

- InitialTestingDataset:1000studentrecords
- ScalableCapacity:10,000+records
- Multipledepartmentintegration
- Multi-semesteracademicrecords
- Real-timenotificationlogs

C. *DatasetUsage*

Thedatasetsareusedfor:

- Studentauthentication
- Attendancemonitoring
- Academicperformanceanalysis
- Personalizedchatbotresponsegeneration
- Automatedalertgeneration
- Certificatetracking
- Administrativequeryprocessing

D. *TestingConsiderations*

Thesystemwillbeevaluatedbasedon:

- Responseaccuracy
- Queryprocessingspeed
- Authenticationreliability
- Scalabilityunderconcurrentusers
- Usersatisfaction
- Real-timedatabasesynchronization

E. *ConnectiontoResearchGap*

Existing systems lack real-time integration between institu-tional datasets and conversational AI systems. The proposed system bridges this gap by directly connecting structured academic data with WhatsApp-based AI interaction.

VIII. SYSTEM ARCHITECTURE

A. *SystemArchitectureDiagram*

The proposed ContXpert system follows a modular archi-tecture integrating WhatsApp communication, AI processing, institutional databases, and notification services to provide efficient student support. The system uses the WhatsApp Cloud API, backend server, database layer, NLP engine, notificationengine,andpaymentintegrationmoduletomanage communication, process queries, store records, and automate academic services. The architecture is designed to be secure, scalable,reliable,anduser-friendlyforeducationalinstitutions.

Theproposedarchitectureconsistsof:

1) WhatsAppCloudAPI:Thismodulehandlesmessage communication between students and the chatbot.
2) BackendServer:Thismodulehandlesmessagecom-munication between students and the chatbot.
3) DatabaseLayer:Thedatabasestoresstudentrecords, attendance data, marks, and certificate information.
4) NLP Engine : The NLP module processes user queries and identifies user intent.
5) Notification Engine : This module generates automated attendance alerts and academic notifications.
6) PaymentIntegrationModule:Thismodulehandles online payment verification for certificate requests.

Thearchitectureisdesignedtobescalable,modular,and secure.
The system is also expected to improve digital transfor-mation in educational institutions by introducing AI-driven automation.
Futureworkwillfocuson:

1) IntegrationofadvancedLargeLanguageModels
2) Voice-basedmultilingualchatbotinteraction
3) AI-basedacademicperformanceprediction
4) IntegrationwithLearningManagementSystems
5) Real-timeanalyticsdashboardforinstitutions
6) Deploymentusingcloud-nativemicroservices
7) EnhancedRetrieval-AugmentedGenerationforcontex-tual responses

The proposed system has the potential to contribute sig-nificantly toward AI-driven digital transformation in modern educational institutions.

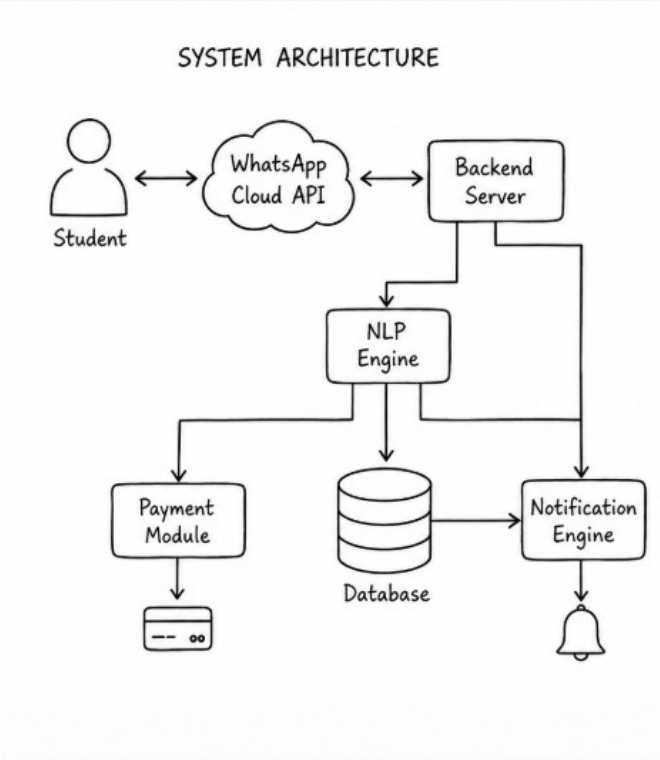


Fig.2.SystemArchitectureofContXpert

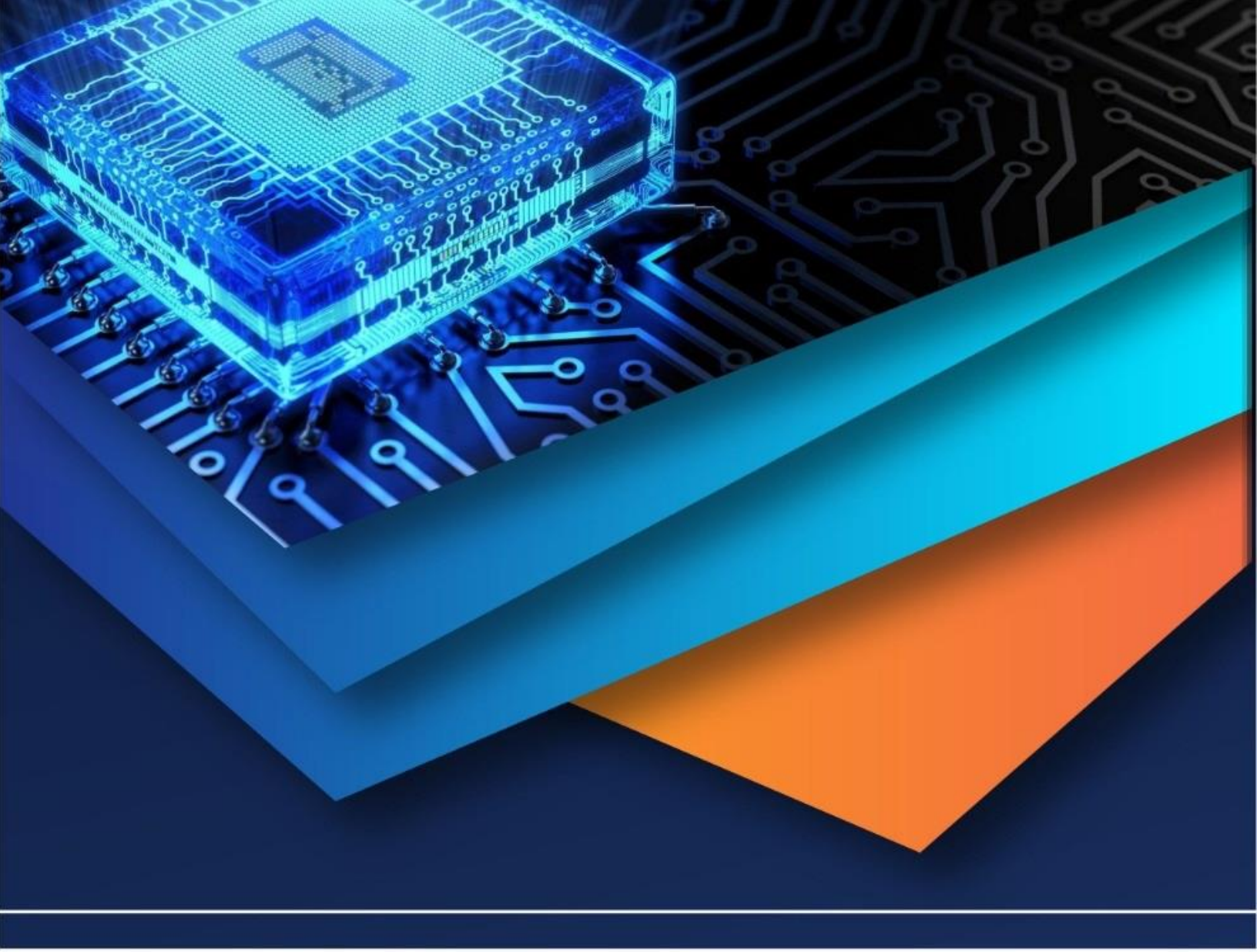
IX. CONCLUSION AND FUTURE SCOPE

ContXpert, is an AI-powered WhatsApp chatbot designed for intelligent student support systems in educational insti-tutions. The proposed system integrates conversational AI, WhatsAppCloudAPI,NLP,Retrieval-AugmentedGeneration (RAG), and institutional databases to provide real-time aca-demic and administrative assistance.
The literature survey and comparative analysis demon-stratethatexistingeducationalchatbotsystemsmainlyfo-cus on general query handling and lack unified integration with institutional workflows. The proposed system addresses these research gaps through secure authentication, attendance monitoring, automated alerts, certificate request tracking, and personalizedstudentinteractionwithinasingleconversational platform.
The proposed architecture is scalable, user-friendly, and capable of reducing administrative workload while improving accessibility for students. Although implementation is cur-rently under development, the framework establishes a strong foundation for smart educational support systems.

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