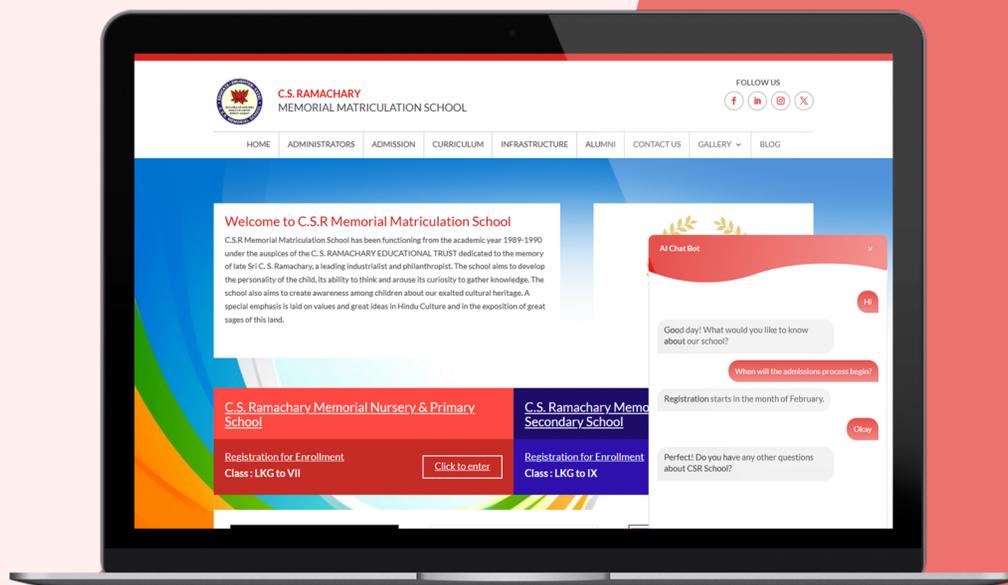


# CASE STUDY



## CSR School - Chatbot



## THE CLIENT

CSR School ([csrschoolindia.org](http://csrschoolindia.org)) is an educational institution aiming to provide quick information to parents and prospective students through their website.



## PROJECT OVERVIEW

CSR wanted a chatbot that could guide users through school information such as admissions, curriculum, facilities, events, and contact details.



## REQUIREMENT

- A website-integrated chatbot tailored to school-related queries:
- Admission process
- Fee details
- Facilities
- Activities & events
- Contact information
- Conversational, parent-friendly tone.



## CHALLENGES

Ensuring the bot gives accurate school information without needing constant manual updates.

Handling diverse user questions such as:

- “What are the admission dates?”
- “What curriculum do you follow?”
- “What facilities are available?”



## SOLUTIONS

- Scraped and reorganized all school information into a structured knowledge format.
- Developed conversational logic specific to parent inquiries.
- Built fallback mechanisms to guide users if certain information is not available.
- Added lead-generation and enquiry collection features.



## THE RESULTS

- A responsive and accurate school information assistant.
- Reduced enquiry load on school staff.
- More accessible experience for parents exploring the school online.
- Improved overall website engagement.