**DEVELOPMENT OF AN ARTIFICIAL CONVERSATIONAL ENTITY AS A VIRTUAL AGENT TO OFFER AUTOMATED HELPDESK SUPPORT IN COLLEGE HOUSING ENVIRONMENT**

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# ABSTRACT

The project intends to create from scratch a chat bot (a soft Al implementation of artificial conversational entity) to serve as a virtual assistant in a college housing environment. The emphasis is in the bot, where the case study is there chiefly to provide context.

Efforts were made to document the processes properly, so that the project may be studied better in cases where knowledge can be derived from it.