Project	CHATBOT FOR RMUTK STUDENT LOAN
Author	Mr. Pornpawee Chuasathapanasiri
	Mr. Ponlawat Pootang-on
Major	Information Technology
Advisor	Ms. Monrada Sirimongkol
Academic Year	2566

Abstract

From the current issues, many students have been inquiring about various problems through the Facebook page and LINE of the student loan fund of Rajamangala University of Technology Krungthep (RMUTK). It has been observed that there is a delay in responding to inquiries due to insufficient staff and limited working hours during official business days, which prevents providing consultation 24/7. Therefore, the objective of this project is to develop an automated chatbot system for the student loan fund of RMUTK by integrating Dialogflow into the LINE application to study the operation of the chatbot and utilize the acquired knowledge to enhance the chatbot system to answer inquiries regarding various information accurately and comprehensively.

The research results have shown that it helps reduce the workload of staff in responding to repetitive inquiries. From the development of the automated chatbot system for the student loan fund of RMUTK, the following conclusions can be drawn 1) By applying the automated chatbot system to the management guidelines, it reduces service steps and inquiries. Overall satisfaction with the system usage is highly rated, with an average score of 4.69 2) The development of the automated chatbot system achieved its intended objectives in terms of development and user contact channels, with the highest satisfaction score of 4.69 3) Users expressed high satisfaction with the development of the automated chatbot system, with an overall satisfaction score of 4.69, indicating a high level of satisfaction. The highest average satisfaction score was 4.84, and the lowest was 4.49, which falls within the highest satisfaction range.

Keywords Chatbot Student Loan Fund Dialogflow