

Informatics Institute of Technology

In collaboration with

University of Westminster, UK.

“BOTBUTLER”

A Question-answering System Against COVID-19 Information Overload

A dissertation by

Mr. Luckindu Anjana Dissanayake

Supervised by

Ms. Aloka Fernando

A dissertation submitted in partial fulfillment for the requirement for Bachelor of
Engineering (Hons) degree in Computer Science

May 2022

© The copyright for this project and all its associated products resides with

Informatics Institute of Technology

ABSTRACT

The research highlights a popular problem in today's world; information overload in COVID-19. To overcome from the problem, the project discovers an attempt with the help of similarity matching technologies. The proposed solution is a web-based question answering system to answer COVID-19 related questions in accurate way. The research also considers software aspects such as performance, usability, testability, and user interface aesthetics. A twitter question answering data source has been used throughout the project. The solution utilizes deep learning, natural language processing and cosine similarity to complete the mission.

Keywords: *Deep Learning, Vectorization, Similarity, Question-answering, Chatbot*