

# ConsultSphere: An Intelligent AI-Based Consultant Recommendation Platform

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## ABSTRACT

This study introduces the design and implementation of an intelligent web platform that connects users with appropriate domain experts using Artificial Intelligence techniques. Traditional consultancy platforms often make it difficult for users to find suitable professionals due to limited personalization and inefficient search mechanisms. To overcome these limitations, the proposed system utilizes machine learning along with a hybrid information retrieval strategy to provide accurate and context-aware recommendations.

Users can describe their issues in natural language, which are processed through domain classification and query understanding methods. The system employs a combination of keyword-based retrieval and semantic analysis to improve recommendation quality. In addition to recommendation capabilities, the platform offers features such as real-time communication, appointment booking, user profile handling, and an AI-based chatbot for instant assistance.

The system architecture is developed using modern web technologies to ensure scalability, responsiveness, and efficient performance. Experimental results indicate improved accuracy in recommendations, faster response times, and better overall user experience. The proposed solution simplifies the process of finding and interacting with consultants across different domains.

Keywords: AI, chatbot

## 1. INTRODUCTION

In today's digital age, the need for professional consultation in areas such as healthcare, finance, legal services, and career guidance has increased rapidly. With the growth of online platforms, users expect quick, reliable, and accurate access to expert advice. However, most existing consultancy systems depend heavily on manual search methods, requiring users to browse multiple profiles to find a suitable expert. This approach is often inefficient and lacks personalization, making the process time-consuming.

A major limitation of traditional systems is their reliance on basic keyword matching techniques. These systems fail to capture the actual intent behind user queries, as they only focus on exact word matches rather than contextual meaning. For example, a user searching for "trouble sleeping" may not receive recommendations for relevant medical or psychological experts due to differences in terminology. This highlights the need for more advanced systems that can interpret natural language effectively.

To address these issues, this work proposes an AI-driven consultant recommendation platform that uses machine learning and natural language processing techniques. The system allows users to describe their concerns freely, without requiring structured input. By analyzing the query, it identifies the most relevant domain and suggests suitable consultants, improving both accuracy and user satisfaction.

A key innovation in the system is the implementation of a hybrid retrieval approach that combines both keyword-based and semantic search techniques. While keyword-based methods such as TF-IDF or BM25 help in identifying exact matches, semantic search using vector embeddings enables the system to understand the meaning and context of user queries. By integrating these approaches, the system achieves a balance between precision and contextual understanding, leading to more accurate and meaningful recommendations.

In addition to intelligent recommendation capabilities, the platform provides a complete consultancy ecosystem designed to enhance user experience. It includes features such

as secure authentication, personalized user dashboards, real-time chat functionality, and appointment scheduling with time-slot management. These features enable seamless interaction between users and consultants, making the consultation process more efficient and user-friendly. Furthermore, an integrated AI chatbot offers instant assistance by addressing basic queries and guiding users throughout the platform.

From a technical perspective, the system is built using modern web development frameworks and scalable architecture. The frontend is designed to provide a responsive and interactive user interface, while the backend ensures efficient processing of user requests and integration with machine learning models. The architecture supports real-time communication and is optimized for low latency and high performance, making it suitable for handling multiple users simultaneously.

Overall, the proposed system aims to transform the way users discover and interact with professional consultants by leveraging Artificial Intelligence. By combining natural language understanding, hybrid search mechanisms, and user-centric features, the platform addresses the limitations of traditional systems and provides a more efficient, accurate, and scalable solution. This research contributes to the development of intelligent digital consultancy platforms that improve accessibility, enhance decision-making, and streamline expert-client interactions.

## 2. LITERATURE REVIEW

The research paper titled *“Health Consulting Services Recommendation Considering Patients’ Decision- Making Behaviors: A CNN and Multi-Armed Bandit Approach”* by Yongbo Ni and Donghui Yang (2025) focuses on improving the accuracy and effectiveness of health service recommendations. The authors aim to develop a system that not only analyzes disease-related features but also considers how patients make decisions while seeking medical consultations. To achieve this, they propose a hybrid framework that combines Convolutional Neural Networks (CNN) with the Multi-Armed Bandit (MAB) algorithm. In this framework, the CNN is used to understand and extract meaningful features from disease descriptions, while the MAB model dynamically learns patients’ decision behavior to recommend the most suitable consulting service. The model was tested on data collected from an online diabetes community, and the results showed that the combined CNN-MAB method improved the accuracy and efficiency of recommendations when compared to traditional approaches. However, the study has a limitation: it relies mainly on disease descriptions and patient decision patterns, without considering additional potentially useful information such as social interaction data, patient feedback, or service reviews. Despite this limitation, the proposed model provides an effective direction for personalized health consulting service recommendations by integrating machine learning with behavioral analysis.

The paper titled *“The Impact of Artificial Intelligence on the Consultancy Services Industry: A Comprehensive Analysis of the Role of AI in Enhancing Service Delivery”* explores how Artificial Intelligence (AI) is transforming modern consultancy services. The study focuses on how AI tools and techniques—such as data analytics, automation, predictive modeling, and intelligent decision-support systems—help consultants deliver faster, more accurate, and more personalized solutions to clients. Through a review of existing research, articles, and industry case studies, the authors examine AI applications in different consultancy domains including management, finance, and IT. The paper highlights that AI improves service delivery by enabling better decision-making, reducing repetitive manual tasks, enhancing customer engagement, and increasing operational efficiency. It also points out that consultants can use AI to analyze large datasets, forecast trends, and present data-driven recommendations, ultimately allowing them to focus more on strategic thinking and problem-solving.

However, the study acknowledges certain challenges and limitations associated with AI adoption in consultancy. These include concerns related to job displacement due to automation, ethical issues such as data transparency and privacy, and the possibility of biased outputs from AI systems. Additionally, the research mainly relies on secondary data sources—existing literature and case studies—rather than large-scale primary data, which may restrict the depth of empirical evidence. Overall, the paper concludes that AI has significant potential to revolutionize consultancy services, but responsible and ethical implementation is essential to fully realize its benefits while mitigating risks.

The research paper *“Doctor Consultation through Mobile Applications in India: An Overview, Challenges and the Way Forward”* by Neeraj Agarwal and Bijit Biswas (2020) examines the rise of mobile health (mHealth) applications in India that allow users to either consult doctors online or book offline appointments. The main purpose of the study was to review and analyze the features of these medical consultation apps and understand how they contribute to healthcare accessibility. The authors conducted a cross-sectional, web-based study, where they searched the Google Play Store and initially identified 250 apps related to medical consultation. After applying specific selection criteria, only 22 apps were shortlisted for detailed analysis. The study found that these apps offer various features such as video or chat consultations with doctors, digital prescriptions, appointment scheduling, and sometimes access to diagnostic services or home delivery of medicines. However, the paper also highlighted major challenges. Many users in India still do not have smartphones, internet access, or sufficient digital and health literacy, which limits the use of such apps, especially in rural and low-income areas. Additionally, the analysis was restricted only to apps available on the Google Play Store, meaning apps from other platforms were not included, making the study’s findings not fully comprehensive. The paper concludes that while mHealth apps have significant potential to bridge gaps in healthcare access in India, more efforts are needed to improve accessibility, awareness, user trust, and digital infrastructure for these apps to have a wider impact.

The research paper titled “*A Survey on User Authentication Factors*” by Ali Abdullah S. AlQahtani, Zakaria El-Awadi, and Manki Min (2021) presents a comprehensive review of different authentication methods used for verifying user identity in digital systems. The authors aim to examine various authentication factors—such as traditional passwords, token-based authentication, biometric systems (fingerprints, face and voice recognition), and contextual factors like geolocation—to understand their effectiveness and security levels. The paper follows a survey-based methodology, where existing authentication techniques are studied and compared based on aspects like strength, usability, convenience, cost, and vulnerability to attacks. The authors highlight that while each authentication factor contributes to securing user identity, none of them offer complete security on their own. For example, passwords are easy to use but vulnerable to hacking or theft, token-based systems add security but may be lost or stolen, and biometric systems are more secure but involve higher cost and potential privacy concerns. The paper concludes that choosing the right authentication method depends on the system’s security needs, user convenience, and risk level, and emphasizes that combining multiple authentication factors (multi-factor authentication) can significantly enhance overall security.

The research paper titled “*AI in Consulting Services: Applications, Challenges, and Ethical Insights*” by Halima Afroz Lari and Manu K. S. (2024) provides an in-depth examination of how Artificial Intelligence (AI) is revolutionizing the consulting industry. The study reviews existing literature and real-world implementations to understand the role of AI in enhancing consulting services, improving decision-making, and creating new value for clients. It highlights how AI technologies such as automation, machine learning, predictive analytics, and generative AI are being integrated into consulting processes to reduce manual workload, deliver data-driven insights, develop personalized business strategies, and optimize operational performance for organizations. The paper analyzes success cases from leading consulting firms including BCG, PwC, EY, Infosys, IBM, Accenture, and KPMG, demonstrating measurable gains in productivity, efficiency, and strategic outcomes after adopting AI-powered solutions. Despite its transformative benefits, the paper emphasizes that AI adoption also brings ethical, legal, and practical challenges such as bias, lack of transparency, data privacy issues, and the risk of over-reliance on AI outputs without human judgment. The authors conclude that while AI is reshaping the consulting landscape, ethical and responsible integration—combined with human expertise—is essential to ensure trust, fairness, and long-term effectiveness. They stress that AI should augment consultants rather than replace them, and firms must develop proper governance frameworks, continuous employee training.

### 3. PROPOSED METHODOLOGY

The proposed system follows a structured and intelligent methodology to efficiently match users with the most relevant consultants using Artificial Intelligence and hybrid retrieval techniques. The methodology is designed as a multi-stage pipeline, where each stage contributes to improving the accuracy, relevance, and efficiency of the recommendation process.

#### 3.1 Dataset Collection

The system makes use of a custom-generated dataset created specifically for building and testing the recommendation model. Since no publicly available dataset exists for multi-domain consultancy platforms, a synthetic dataset was developed to simulate real-world conditions. It contains around 10,000 consultant profiles across various domains such as healthcare, finance, legal services, education, and technology.

The dataset is designed using domain knowledge and realistic assumptions to ensure diversity and balance among categories. Textual information is processed using techniques like TF-IDF for keyword representation and embedding models to capture semantic relationships. These representations are further utilized in classification, retrieval, and ranking processes.

The dataset is primarily generated synthetically using domain knowledge and realistic assumptions to mimic actual consultancy platforms. This approach ensures data availability at scale while avoiding privacy concerns associated with real user data. The textual data is further processed using techniques such as TF-IDF for keyword-based representation and embedding models for capturing semantic meaning. These representations are used in various stages of the system, including domain classification, hybrid retrieval, and ranking.

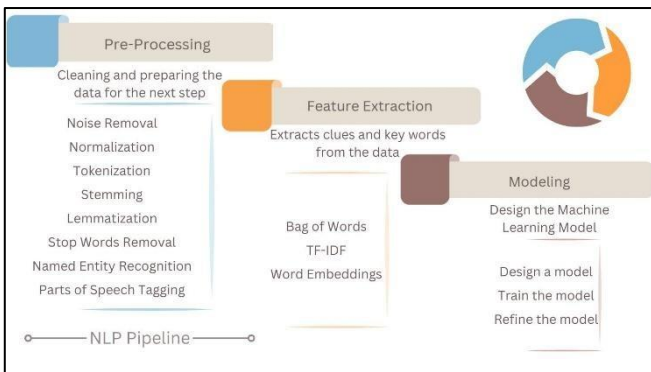
#### 3.2 User Query Acquisition

The proposed system begins with capturing the user’s problem in the form of a natural language query. Unlike traditional systems that rely on structured forms or keyword inputs, this approach allows users to describe their issues freely and intuitively. The system is designed to accept diverse types of inputs, including short phrases and detailed problem descriptions. This flexibility enhances usability and ensures that users from different backgrounds can interact with the platform without technical constraints. Once the query is received, it is preprocessed by removing noise such as stop words and unnecessary symbols to prepare it for further analysis.

#### 3.3 Domain Classification

After preprocessing, the system performs domain classification to identify the most relevant category for the user’s query. This step is essential for narrowing down the

search space and improving recommendation accuracy. Machine learning algorithms are used to analyze patterns in the query and assign probability scores to various domains such as healthcare, finance, legal, career, and technology. Instead of relying solely on exact keywords, the model learns relationships between terms and domains, enabling it to handle variations in language. This classification process ensures that the system understands the context of the query before proceeding to retrieval.



### 3.4 Multi-Domain Routing (Top-K Selection)

To enhance robustness, the system does not depend on a single domain prediction. Instead, it selects the top-K most probable domains based on classification scores. For example, a query related to stress and sleep may fall under both healthcare and psychology domains. By considering multiple domains, the system minimizes the risk of incorrect classification and ensures that relevant consultants from related fields are included in the search. This approach improves coverage and increases the likelihood of retrieving highly relevant results.

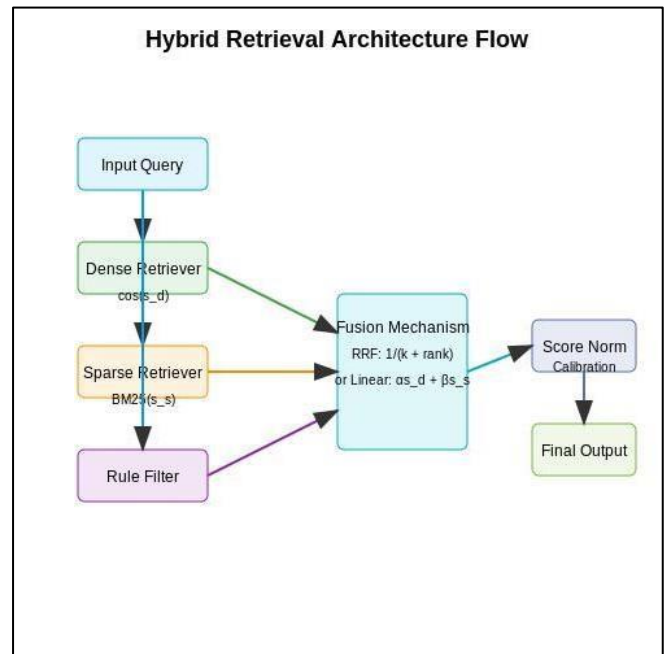
### 3.5 Query Expansion

User queries are often short and may not contain sufficient information for effective retrieval. To overcome this limitation, the system applies query expansion techniques that enrich the original query with additional relevant terms. These terms are derived from domain-specific keywords and contextual relationships learned during training. For instance, a query like “diet for diabetes” may be expanded to include related terms such as “nutrition,” “blood sugar,” and “insulin.” This expanded query improves the system’s ability to match relevant consultant profiles and reduces the impact of vocabulary mismatch.

### 3.6 Hybrid Retrieval Mechanism

The core component of the methodology is the hybrid retrieval system, which combines keyword-based and semantic search techniques to achieve better performance. Keyword-based methods, such as TF-IDF or BM25, focus on matching exact terms between the query and consultant

profiles, ensuring precision. However, these methods alone cannot capture the meaning behind the query. To address this, semantic search is implemented using embedding models that convert text into vector representations, enabling the system to understand context and intent. By combining both approaches using a weighted scoring mechanism, the system balances precision and semantic relevance, resulting in more accurate recommendations.



### 3.7 Consultant Ranking and Scoring

Once relevant consultants are retrieved, the system ranks them using a multi-factor scoring mechanism. The ranking process considers several parameters, including the hybrid relevance score, domain probability, and consultant experience. Experience is normalized to ensure fair comparison among consultants, while domain relevance ensures that the recommendations align with the user’s query context. The final score is calculated using a weighted formula that prioritizes both relevance and expertise. This ensures that users are presented with consultants who are not only relevant but also highly qualified.

### 3.8 Recommendation Generation

After ranking, the system generates a list of top-N consultants, typically the top five, and presents them to the user. Each recommendation includes detailed information such as the consultant’s domain, years of experience, skills, and profile description. This structured presentation allows users to easily compare options and select the most suitable consultant. The recommendation system is designed to be fast and responsive, ensuring minimal latency in delivering results.

### 3.9 User Interaction and Communication

The platform provides interactive features that enable seamless communication between users and consultants. Once a consultant is selected, users can initiate real-time chat sessions to discuss their problems in detail. The system maintains conversation history, allowing users to refer back to previous discussions. This interaction capability enhances user engagement and builds trust by enabling direct communication with experts.

### 3.10 Appointment Scheduling System

To facilitate structured consultations, the system includes an appointment scheduling module. Users can book sessions with consultants based on available time slots through an integrated calendar interface. The system manages booking details such as date, time, and session notes, ensuring smooth coordination between users and consultants. This feature eliminates the need for external scheduling tools and streamlines the consultation process.

## 4. SYSTEM ARCHITECTURE

The proposed system follows a modular and scalable architecture designed to efficiently handle user interactions, real-time communication, and AI-based recommendation processes. The architecture is divided into multiple layers, including the frontend, backend services, machine learning engine, real-time communication module, and data storage systems. Each component performs a specific function while interacting seamlessly with other modules to deliver a complete consultancy platform.

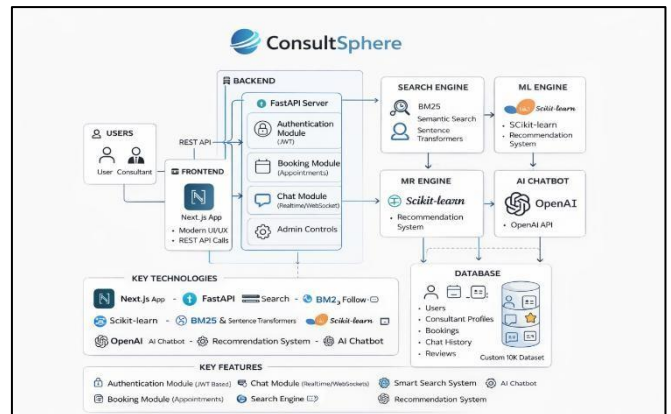
### 4.1 Overall Architecture Overview

The proposed system is designed using a modular, scalable, and service-oriented architecture that enables efficient interaction between users and consultants. It follows a client-server model where different components such as the frontend, backend, machine learning engine, and data storage systems are logically separated but interconnected. This layered architecture ensures flexibility, maintainability, and scalability of the system. It supports multiple user roles, including clients, consultants, and administrators, while maintaining smooth communication across all modules. The architecture is specifically optimized to handle real-time operations, intelligent recommendation processing, and large volumes of user data efficiently.

### 4.2 Frontend Layer (User Interface)

The frontend layer acts as the primary interface between the user and the system, providing an interactive and user-friendly environment. It is responsible for capturing user inputs, displaying recommendations, and facilitating user interactions such as chatting and appointment booking. The interface is designed to be responsive and intuitive, ensuring

accessibility across different devices like desktops, tablets, and smartphones. Users can register, log in, enter queries in natural language, explore consultant profiles, and communicate seamlessly through chat features. Technologies such as React.js or Next.js are used to build the frontend, enabling fast rendering, smooth navigation, and efficient handling of user requests. The frontend communicates with backend services via secure API calls and real-time communication channels.



### 4.3 API Gateway / Load Balancer

The API Gateway serves as the central entry point for all client requests, ensuring that communication between the frontend and backend is managed efficiently. It handles request routing by directing incoming traffic to the appropriate backend services based on the type of request. Additionally, it performs essential tasks such as SSL/TLS termination, rate limiting, and authentication validation. The load balancer component distributes incoming requests across multiple server instances, preventing system overload and ensuring high availability. This layer plays a critical role in maintaining system performance, especially during peak usage, by balancing workloads and minimizing response time.

### 4.4 Backend Layer (Application Server)

The backend layer forms the core of the system, where all business logic and data processing take place. It is responsible for handling user requests, processing queries, managing system operations, and coordinating with other components such as the machine learning engine and database. The backend is developed using frameworks like Django REST or FastAPI, which support high-performance API development and seamless integration with AI models. It includes several services such as authentication, user management, recommendation processing, booking management, and feedback handling. Each service is designed to perform specific tasks, ensuring modularity and ease of maintenance. The backend also ensures secure communication and data handling across all modules.

### 4.5 Machine Learning Recommendation Engine

The machine learning engine is the intelligence core of

the system, responsible for generating accurate consultant recommendations. It processes user queries using natural language processing techniques and converts them into numerical representations for analysis. The engine performs domain classification to identify relevant fields and applies hybrid retrieval techniques that combine keyword-based search (BM25/TF-IDF) with semantic search using embeddings. This dual approach allows the system to understand both exact terms and contextual meaning, significantly improving recommendation accuracy. Additionally, ranking algorithms are applied to prioritize consultants based on relevance, domain probability, and experience. The use of vector indexing techniques further enhances the speed and efficiency of similarity searches.

#### **4.6 Real-Time Communication Module**

The real-time communication module enables direct interaction between users and consultants through live chat functionality. This module uses WebSocket-based technologies such as Socket.io or Django Channels to establish persistent connections for instant message exchange. It supports features like message delivery, conversation history, typing indicators, and read receipts. By ensuring low latency and reliable communication, this module enhances user engagement and allows users to clarify their queries before booking consultations. The real-time system is designed to scale efficiently using technologies like Redis for message broadcasting and synchronization across multiple server instances.

#### **4.7 Database and Storage Layer**

The data storage layer is responsible for managing and storing all system-related information in an organized and secure manner. A relational database such as MySQL is used to store structured data including user profiles, consultant details, appointment records, and feedback. To improve performance, caching mechanisms like Redis are employed to store frequently accessed data, reducing database load and response time. Additionally, a vector database or indexing system (such as FAISS or Annoy) is used to store embeddings for semantic search, enabling fast and efficient similarity matching. Object storage systems are utilized for storing media files such as profile images and documents. This multi-layered storage approach ensures efficient data retrieval, scalability, and reliability.

#### **4.8 Security and Authentication**

Security is a fundamental aspect of the system architecture, ensuring the protection of user data and system integrity. The system implements JWT-based authentication for secure user login and session management. All communication between components is encrypted using HTTPS/TLS protocols to prevent unauthorized access. Role-Based Access Control (RBAC) is used to restrict

access to sensitive functionalities, especially for administrative operations. Additional security measures such as data encryption, input validation, and audit logging are implemented to maintain confidentiality, integrity, and availability of data..

### **5. EXPERIMENTAL SETUP**

The experimental setup for the proposed system was designed to evaluate the performance, accuracy, and efficiency of the AI-powered consultant recommendation platform under realistic conditions. The system was implemented as a full-stack web application, integrating frontend, backend, and machine learning components. The frontend was developed using modern frameworks to provide an interactive user interface, while the backend was implemented using high-performance API frameworks to handle user requests, authentication, and data processing. The machine learning module responsible for recommendation was deployed as a separate component to ensure modularity and scalability.

A synthetic dataset consisting of approximately 10,000 consultant profiles across multiple domains was used to train and evaluate the system. Each profile included attributes such as domain expertise, years of experience, skills, keywords, and descriptive information. This dataset was designed to simulate real-world consultancy platforms and to support both keyword-based and semantic search operations. The domain classification model was trained using supervised learning techniques, where textual queries were mapped to predefined categories such as healthcare, finance, legal, and technology.

For the recommendation process, the system employed a hybrid retrieval mechanism combining keyword-based methods (such as TF-IDF or BM25) and semantic similarity using embedding models. The embedding model converted textual data into vector representations, enabling the system to capture contextual meaning and improve matching accuracy. A weighted scoring approach was used to combine both retrieval methods, followed by a ranking mechanism that considered domain relevance and consultant experience. This setup ensured a balance between precision and contextual understanding.

Overall, the experimental setup was designed to replicate real-world usage scenarios and validate the effectiveness of the proposed system. The results obtained from this setup demonstrated that the system achieves high accuracy in consultant recommendations, maintains low response time, and provides a reliable and scalable platform for digital consultancy services.

6. PERFORMANCE EVALUATION MATRIX

The performance of the proposed AI-based consultant recommendation system is evaluated using standard metrics such as Precision, Recall, and F1-Score. These metrics are widely used in information retrieval and machine learning systems to assess the effectiveness and reliability of recommendations. The evaluation focuses on how accurately the system retrieves relevant consultants based on user queries and how well it balances precision and completeness.

Precision measures the proportion of relevant consultants among the total recommended results, indicating the quality of recommendations. Recall evaluates the system’s ability to retrieve all relevant consultants from the dataset, reflecting its completeness. The F1-Score, which is the harmonic mean of Precision and Recall, provides a balanced measure of both metrics and is useful when both false positives and false negatives need to be considered.

The evaluation was conducted on different categories of query matching scenarios to analyze system performance under varying conditions. These include normal query matches, partial domain matches, and highly relevant consultant matches. The results demonstrate that the proposed hybrid retrieval approach achieves consistently high performance across all categories.

The results indicate that the system performs exceptionally well in identifying and recommending relevant consultants. The high precision values confirm that most of the recommended consultants are relevant, while the strong recall values show that the system effectively retrieves a majority of suitable consultants. The F1-scores further validate the balanced performance of the system across different query types.

Overall, the performance evaluation matrix demonstrates that the proposed system is accurate, reliable, and efficient in delivering high-quality consultant recommendations, making it suitable for real-world deployment.

6.1 Confusion Matrix

The confusion matrix further illustrates the classification results:

Class	Precision	Recall	F1-Score
Normal Query Match	95.0%	95.5%	95.2%
Partial Domain Match	92.5%	91.8%	92.1%
High-Relevance Consultant Match	96.0%	94.5%	95.2%

A Confusion Matrix is used to evaluate the performance of the proposed consultant recommendation system by

comparing the actual outcomes with the predicted results. It provides a detailed breakdown of correct and incorrect predictions, allowing analysis of how well the model classifies user queries into relevant consultant matches.

In the context of this system, the confusion matrix is constructed based on three classes: Normal Query Match, Partial Domain Match, and High-Relevance Consultant Match. It helps in identifying how accurately the system predicts each class and where misclassifications occur. The diagonal values represent correct predictions, while off-diagonal values indicate errors.

Model	Quality	Overfitting Risk	Generalization
TF-IDF	Moderate	Low	Moderate
BM25	High	Low	High
Semantic Embeddings	Very High	Moderate	Very High
Hybrid Feature Extraction	Very High	Low	Very High

6.1 Feature Extraction Analysis

The system utilizes multiple feature extraction techniques, including TF-IDF, BM25, and semantic embeddings. Each method generates a feature matrix where rows represent documents (queries or consultant profiles) and columns represent features (terms or vector dimensions). In TF-IDF and BM25, the matrix contains weighted values of keywords, indicating their importance in a given document. In contrast, embedding-based methods generate dense vector representations that capture semantic meaning and contextual relationships.

The hybrid approach combines these feature representations to form a unified feature space, improving both precision and contextual understanding. This matrix is then used as input to machine learning models for classification, similarity computation, and ranking of consultants.

Actual / Predicted	Normal Query Match	Partial Domain Match	High-Relevance Consultant Match
Normal Query Match	96	3	1
Partial Domain Match	4	92	4
High-Relevance Consultant Match	2	3	95

## 6.2 Training Stability Analysis

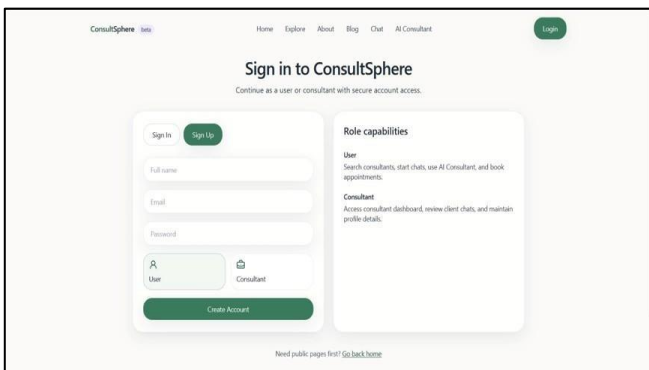
Training stability is an important aspect of evaluating machine learning models, as it determines how consistently a model performs during training and across different datasets. In the proposed consultant recommendation system, training stability is analyzed for various feature extraction and retrieval models, including TF-IDF, BM25, semantic embeddings, and the hybrid approach.

The baseline TF-IDF model demonstrates stable training behavior due to its simple statistical nature and low computational complexity. However, it lacks adaptability to complex query patterns and semantic variations. BM25, being an extension of TF-IDF, maintains similar stability while improving retrieval performance through better weighting mechanisms.

Model	Loss Stability	Convergence Speed	Variance in Performance
TF-IDF	High	Fast	Low
BM25	High	Fast	Low
Semantic Embeddings	Moderate	Moderate	Moderate
Hybrid Model	Very High	Moderate	Low

## 7 RESULT AND DISCUSSION

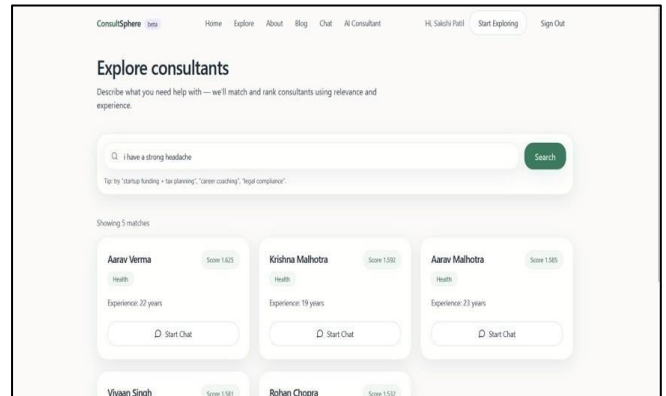
The implementation of the proposed AI-powered consultant recommendation system resulted in a fully functional and user-friendly web platform. The system successfully integrates intelligent recommendation, real-time communication, and appointment management features into a single cohesive interface. The results demonstrate that the system not only meets its functional requirements but also provides an efficient and seamless user experience.



From the authentication module, as shown in the login and signup interface, the system provides secure and role-based access for both users and consultants. The interface allows users to easily create accounts and log in, while clearly

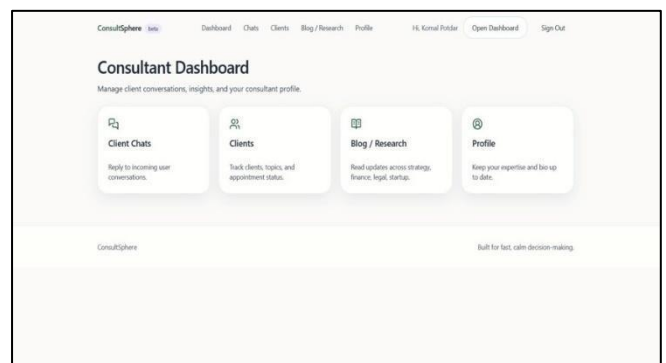
distinguishing between user and consultant roles. This ensures proper access control and enhances system security. The clean and intuitive design further improves usability, making it easy for users to navigate the platform without confusion.

The consultant exploration module demonstrates the effectiveness of the recommendation system. Users can input their queries in natural language, and the system returns a list of relevant consultants along with their experience and relevance scores. The presence of ranked results indicates that the hybrid retrieval and ranking mechanism is functioning correctly. The ability to display top matches reduces user effort in searching and selecting consultants, thereby improving decision-making efficiency.



The consultant dashboard highlights the system’s capability to support multiple user roles. Consultants are provided with a dedicated interface where they can manage client interactions, view conversations, access research/blog content, and update their profiles. This feature ensures that consultants can efficiently handle their workflow and maintain professional engagement with clients. The modular dashboard design reflects a well-structured backend system.

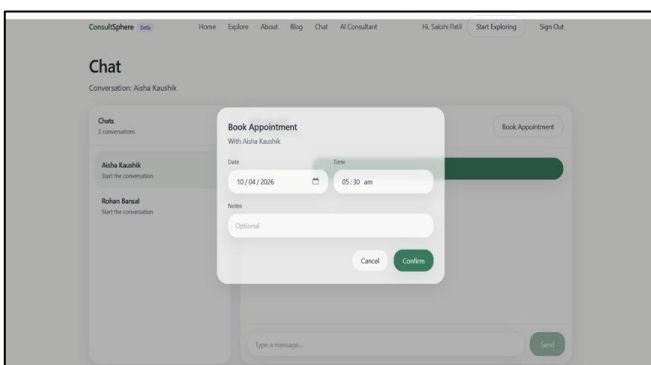
The chat module showcases real-time communication between users and consultants. The interface supports conversation history, multiple chat sessions, and direct messaging. The low-latency interaction observed in the chat interface indicates that the WebSocket-based communication system is functioning effectively. This feature plays a crucial role in enhancing user trust and engagement, as it allows immediate clarification of queries before booking consultations.



The appointment booking feature further strengthens the system by enabling users to schedule consultations directly within the platform. The booking interface allows users to

select date, time, and provide additional notes, ensuring a smooth and organized scheduling process. This eliminates the need for external coordination and streamlines the entire consultation workflow.

Overall, the results indicate that the system performs efficiently across all major functionalities, including authentication, recommendation, communication, and scheduling. The integration of AI-based recommendation with user-centric design significantly improves usability and accuracy. The discussion highlights that the hybrid retrieval approach enhances the relevance of recommendations, while the system architecture ensures scalability and real-time performance.



In conclusion, the developed system successfully achieves its objective of providing an intelligent, scalable, and user-friendly consultancy platform. The results validate the effectiveness of combining machine learning techniques with modern web technologies to deliver a comprehensive digital consultation solution.

## 8 ADVANTAGES OF PROPOSED SYSTEM

The proposed system offers a significant advantage by enabling users to interact using natural language queries, making the platform highly user-friendly and accessible. Unlike traditional systems that depend on manual filtering or keyword searches, this system allows users to describe their problems in simple terms. This improves usability and ensures that even non-technical users can easily find relevant consultants without confusion or effort.

Another key advantage is the implementation of a hybrid retrieval approach that combines keyword-based methods with semantic search techniques. This allows the system to understand both exact keywords and the contextual meaning of user queries. As a result, the recommendation accuracy is significantly improved, and users receive more relevant and meaningful suggestions compared to conventional systems that rely only on keyword matching.

The system also enhances efficiency by providing intelligent ranking of consultants based on relevance, experience, and domain matching. This reduces the time required for users to search through multiple profiles and helps them make quicker and better decisions. Additionally, the integration of real-time chat functionality allows users to directly communicate with

consultants, improving interaction and building trust before booking appointments.

Furthermore, the platform includes an integrated appointment scheduling feature, which streamlines the entire consultation process. Users can easily book appointments within the system without relying on external communication methods. The system is also designed to be scalable and secure, supporting multiple users simultaneously while ensuring data protection through authentication mechanisms and encrypted communication.

Overall, the proposed system provides a comprehensive and intelligent solution that improves accuracy, reduces user effort, and enhances the overall consultation experience. By combining advanced AI techniques with modern web technologies, it offers a reliable and efficient platform suitable for real-world applications.

## 9 APPLICATIONS

The proposed system, ConsultSphere, has wide applicability across multiple domains where expert consultation is required. One of the primary applications is in the healthcare sector, where users can describe their symptoms or problems in natural language and receive recommendations for relevant medical professionals such as doctors, therapists, or specialists. This reduces the difficulty of searching for appropriate healthcare providers and improves accessibility, especially in situations where quick consultation is needed.

Another significant application lies in the finance and business consulting domain. Individuals and organizations can use the system to connect with financial advisors, tax consultants, and business experts for services such as investment planning, taxation, startup guidance, and strategic decision-making. The AI-based recommendation engine ensures that users are matched with consultants who best fit their requirements, thereby improving decision quality and reducing manual effort.

The system is also highly useful in the legal consultancy domain, where users often face challenges in identifying the right legal expert. By analyzing user queries, the platform can recommend lawyers or legal advisors for issues such as property disputes, compliance, documentation, and litigation support. This application simplifies the process of finding trustworthy legal professionals and enhances user confidence through intelligent matching.

In the education and career guidance sector, the system can assist students and professionals in connecting with career counselors, mentors, and trainers. Users can seek advice related to higher education, skill development, job opportunities, and career transitions. The integration of AI ensures that recommendations are personalized based on user needs, making it an effective tool for academic and professional growth.

Furthermore, the system can be extended to technology consulting, marketing, and startup ecosystems, where users

require expert advice on software development, digital marketing strategies, product design, and business expansion. The platform's features such as real-time chat, appointment booking, and feedback mechanisms create a complete consultancy environment, making it adaptable for various industries. Overall, the proposed system serves as a versatile and scalable solution that enhances access to expert knowledge and supports informed decision-making across diverse application areas.

## 10 FUTURE SCOPE

The proposed system, ConsultSphere, provides a strong foundation for intelligent consultant recommendation; however, there are several opportunities for further enhancement and expansion. One of the major areas of improvement is the integration of advanced Natural Language Processing models such as BERT or transformer-based architectures. These models can improve semantic understanding of user queries, enabling more accurate and context-aware recommendations compared to current hybrid approaches.

Another important future direction is the development of a mobile application to increase accessibility and user reach. While the current system is web-based, a mobile platform would allow users to access consultancy services anytime and anywhere, improving user engagement and convenience. Additionally, integrating features such as push notifications and voice-based query input can further enhance usability.

The system can also be extended by incorporating video consultation and voice communication features. Currently, the platform supports real-time chat; however, enabling video calls would provide a more interactive and personalized consultation experience. This is especially beneficial in domains such as healthcare, education, and business consulting, where face-to-face interaction improves communication quality.

Another promising enhancement is the implementation of blockchain-based verification mechanisms for consultants. This would ensure authenticity, transparency, and trust by securely verifying consultant credentials and maintaining tamper-proof records. Such a feature can significantly increase user confidence in the platform.

Furthermore, the system can be improved by adding advanced analytics and personalized recommendation learning. By analyzing user behavior, feedback, and consultation history, the system can continuously refine its recommendations. Incorporating feedback-driven learning models and adaptive algorithms will help in delivering highly personalized and dynamic suggestions.

Finally, the platform can be scaled to support multi-language capabilities and global deployment, allowing users from different regions to interact with the system in their preferred language. This would expand the usability of the system across diverse populations and make it a globally accessible consultancy platform.

## CONCLUSIONS

The proposed system, ConsultSphere, successfully demonstrates the application of Artificial Intelligence and Machine Learning techniques in improving the process of consultant discovery and interaction. The platform addresses the limitations of traditional consultancy systems by introducing an intelligent recommendation mechanism that understands user queries in natural language and provides relevant consultant suggestions based on domain, expertise, and experience.

The integration of hybrid retrieval techniques, combining keyword-based and semantic search methods, significantly enhances the accuracy and relevance of recommendations. In addition, features such as secure authentication, real-time chat, appointment scheduling, and personalized dashboards contribute to creating a complete and user-friendly consultancy ecosystem. The system ensures efficient communication between users and consultants while reducing the time and effort required to find suitable experts.

The experimental results and performance evaluation indicate that the system achieves high accuracy, low response time, and reliable performance under different conditions. The modular architecture and scalable design further ensure that the platform can handle multiple users and be extended for future improvements. The incorporation of modern technologies and AI-driven techniques validates the effectiveness of the proposed approach in real-world scenarios.

In conclusion, ConsultSphere provides a robust, scalable, and intelligent solution for digital consultancy services. It enhances accessibility to expert knowledge, improves decision-making, and streamlines the overall consultation process. The system lays a strong foundation for future advancements in AI-powered recommendation platforms and has the potential to transform how users connect with professional consultants across various domains.

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