Turkish Journal of Computer and Mathematics Education *E-ISSN:* 1309-4653 Vol.12 No.01(2021),1009-1016
Research Article

INTELLIGENT CUSTOMER SERVICE PLATFORM (ICSP) USING AI ALGORITHMS FOR AUTOMATED SUPPORT

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ABSTRACT

Plant diseases have major implications on agricultural productivity and food security worldwide. It is even more important for plant disease detection methods to be early and highly specific with respect to effective crop management and yield improvement. Machine learning has evolved into this promising tool to automate identification of plant diseases with pattern recognition techniques based on leaf images and related data.

In this framework, classification algorithms like CNNs are trained on huge datasets of plant images to detect visual symptoms of a large number of diseases with high accuracy. The machine-learning-based approach distinguishes between healthy and infected plants and classifies different disease types, allowing timely intervention and limiting dependency on manual inspection. It goes without saying that such systems enjoy more use in actual field conditions if integrated into mobile applications and drones.

This study centers around this area of using ML in plant disease detection with emphasis on accuracy, datasets, and real-world implementation challenges. These are poised to act as smart plant health monitoring systems for sustainable agriculture.

KEY WORDS:

Machine Learning, Image Processing, Plant Leaf Disease, Convolutional Neural Networks, Feature Extraction, Classification, Precision Agriculture, Deep Learning

DOI: https://doi.org/10.61841/turcomat.v12i1.15249

1. INTRODUCTION

Agriculture in many countries ensures food security and supports the economy. However, diseases pose the greatest threat to crop productivity, which, in turn, leads to huge economic losses and diminished food supply. Previously, in order to detect plant diseases, manual inspections were carried out by experts, which are time-consuming, sometimes cumbersome, and often even inaccurate, especially during large-scale farming practices. Henceforth, an accentuated need forms for an automated solution that identifies and manages plant diseases with great accuracy in real-time.

Recently, ML has entered the excellence domain of precision agriculture, providing new opportunities for disease detection and classification. ML technologies, especially Deep learning CNN models, have shown rewarding results of disease classification from plant images at very high accuracy rates.
In this paper, we study ML-based plant disease detection methods and their methodologies, strengths, challenges, and opportunities for the future development of smart agriculture.
Studies continue to work on mitigating these issues by creating more robust, lightweight, and scalable ML models. These include working with transfer learning, data augmentation, and ensemble learning to enhance performance and reduce dependence on huge training datasets. ML will continue to develop and has a very bright future in revamping plant health monitoring systems and further strengthening resilient, data-driven agriculture.

2. OBJECTIVE

The main goal of this project to design the smart and automated system for the accurate detection and classification of plant diseases based on machine learning techniques. Agriculture is an integral part of the world economy, with plant health being essential in order to achieve a high crop yield and ensure food security. Plants are threatened by plant diseases, which bring about serious impact on agricultural productivity and even cause great economic loss and famine. Conventionally, disease diagnosis is done through visual inspection by experts in a manual manner, this is time consuming, expensive, subjective and may not be available to the rural or underdeveloped area farmers. Therefore, the objective is to employ machine learning to address this issue in a more efficient and scalable manner.

The primary objective of this work is to develop an intelligent and automated system for the robust detection and classification of plant diseases using machine leaning methods. Agriculture is a cornerstone of the world economy and the health of plants is crucial in propping up the success of high crop yield and food security.

Plants are under the attack of plant diseases, which result in severe damage to the agricultural productivity and even enormous economic losses and starvation. Disease detection, according to traditional practice, has been done visually by experts in a manual way, which is time-consuming, expensive, subjective and cannot be made available to the rural and under-developed area-farmers. Therefore, the aim is to solve this issue in a more efficient and scalable way using machine learning.

3. LITERATURE REVIEW

The use of machine learning (ML) and deep learning (DL) in agriculture, especially in plant disease detection, has been a booming field in the last decade. The automation of disease identification using computational models overcomes some of the difficulties with conventional methods, including dependence on expert knowledge, subjectivity in diagnosis, and late intervention.

3. 1. Traditional and Limitation of Traditional Approaches

Plant diseases were traditionally detected by visual examination of plants through agricultural experts. Although working to some extent, it suffers from being error-prone and from limited availability of experts in rural regions, and is also time consuming for inspections. Furthermore, some of the symptoms of diseases look alike so they have high risk of misidentification. Early computer vision methods used traditional, non-learned features (color, texture and shape) extracted from leaf images using handcrafted methods. Then these features were inserted into standard ML classifiers such as SVM, KNN, and RF. Nevertheless, these models were heavy to implement and relied on a lot of domain expertise and pre-feature engineering

3.2.Machine Learning Methods in Preliminary Works

Some studies used traditional ML models with some success. For instance, Phadikar et al. (2013) employed SVM to classify rice leaf diseases, in which both color and shape features of leaf images of rice were fused, and they could get a precision of about 80%. Likewise, Patil and Kumar (2011) employed K-means clustering for the segmentation of infected regions and classification, which was concluded as effective for the separation of disease symptoms.

Although these models proved promising, they were not generalizable or scalable. The performance was very susceptible to the illumination, background and orientation of leaves, all of which are subject to variability in practice under field conditions.

3.3. Emergence of Deep Learning and CNNs

Deep learning, and in particular Convolutional Neural Networks (CNNs), have recently enabled disease detection systems to be even more powerful. ConvNets can learn the hierarchial features from raw image data, therefore there is no necessity to perform feature ex- traction manually. One of the most referenced is Mohanty et al. (2016), who applied a deep CNN model (AlexNet and GoogLeNet) trained on the PlantVillage dataset, consisting of more than 54, 000 images of diseased and healthy plant leaves. In controlled settings, their model achieved an accuracy rate of 99%."— showing just how powerful deep learning can be.

3.4. Transfer Learning and Model Tuning

To confront the difficulties in limited datasets and computational burden, the transfer learning is widely used by scholars. This is done by utilizing pretrained CNN models (e.g., ResNet, InceptionV3, MobileNet) which are already trained on huge image databases (eg, ImageNet) for fine-tuning for plant disease classification. Transfer learning decreases training time and enhances accuracy particularly when the available agricultural datasets are limited.

3.5. Applications and Deployment in the Real World

In fact, the current model's majority is able to achieve high performance in lab scale tests, but may not be well normal in reality because other factors such as different lights, obstacles, crowded backgrounds and more than one leaf in the same test. Researchers like Ramcharan et al. (2019) solved this problem by developing a diagnostic system for mobile plant diseases using tensorflow lights. Valent et al. The system was directly based on images from mobile phones, and performed pretty well under the field.

3.6. Challenges and Research Gaps

Despite significant progress, there are many challenges that persist:

Data Set restrictions: Most models are trained with plant wilze datasets, with images taken under the right conditions. The real world is a requirement for diverse data sets.

Generalization: Models learned from a particular crop or region will not be normal for other conditions.

Explanability: Deep models act as "black boxes", and users cannot easily understand the argument used to create predictions.

Data requirements: High-end models use a lot of data processing, which limits the distribution on low resources platforms.

3.7. Future Directions.

Future studies are moving towards strong and explanatory models. Methods such as character comb and lime (local explanatory model-earned explanation) are used to help imagine why some aspects of an image affect models affect models, increases transparency and reliability.

Some-shoot Learning and meta-learning methods also attract attention with very few examples and solve questions about data shortages.

Integration with the traceability of data is also possible methods improved reality (AR), Cloud Computing and Blockchain. Multimodal systems that integrate weather data, soil parameters and user reactions can improve the accuracy and purpose of predictions.

3.8. Present Limitations and Future Directions

Despite significant progression, many restrictions remain in the detection of plant leaf disease when using machine learning. The current system can struggle with lighting, background noise, leaf orientation and varying symptoms, which can lead to miscarriage.

In addition, limited high -quality availability, label data sets for different plant species and types of disease The model's accuracy and scalability. There are also challenges in distributing these systems in the real world.

4. METHODOLOGY

The function refers to the systematic approach used to detect, develop and implement the plant blade disease when using machine learning systems. This prepares the necessary processes, works and an overview of the equipment required to achieve the main objectives of the project effectively.

In this project, the function plays an important role in ensuring real -time detection and classification of plant magazine diseases using image processing and machine learning algorithms. The system integrates various components such as image collection, prepricing, functional extraction, model training and disease classification to give users accurate and timely results.

4.1 Image upload module

The image load module system acts as an initial stage in the detection system for leaf diseases. This allows users, such as farmers or researchers, to upload clear images of plant leaves through a web or mobile interface. This module supports different image formats and ensures that the images uploaded meet specific quality requirements for accurate analysis. When an image is uploaded, it is sent to the preparatory phase to increase and reduce noise, the workflow that detects automated disease is introduced.

4. 2. Advance module

Pre -treatment modules are an important step in the detection of plant leaf disease using a machine learning project. This involves preparing raw leaf images for accurate analysis by increasing the quality and removing unwanted noise. This module acts as shaping images in a uniform dimension, converting them into grancale or increasing color ducts, normalizing pixel values and implementing filtration techniques such as Gossian Blur. In addition, the background removal and partitions help to separate the leaf area from the image. These preparatory stages ensure that the input data is suitable for clean, consistent and efficient functional extraction and model training.

4.3.Functional recovery module

The functional extraction module plant is an important component of the detection system for leaf diseases. IT treats prefomous leaf images to identify and remove relevant properties with properties characterized by various diseases. These features may include leaf color, texture, size and friend pattern. Techniques such as co-event matrix (GRCM), color histogram and edge detection are usually used to determine these visual patterns. The secluded features are then converted to numerical data that act as inputs for machine learning models. Accurate functional extraction improves model performance by enabling accurate classification and discrimination between healthy and sick leaves.

4.4 Machine learning module

The machine learning module system is the main component of the detection system for leaf diseases. It is responsible for the training model to identify and classify different plant diseases based on input leaves.

This module uses guided teaching techniques, where a dataset with healthy and sick leaf images is used to train algorithms such as the algorithm as the Convisional Neural Network (CNN).

The trained model learns to identify unique properties and patterns associated with each disease. When trained, the model can provide an accurate prediction of the type of disease by providing a new picture, enabling truth and automatic disease diagnosis with high accuracy.

4.5. Prediction and Output Module

The prediction and starting module system is the final and important stage of the detection system for leaf diseases. When the entrance picture has gone through preprosaesing and functional extraction, it is fed in a trained machine learning model. This model analyzes the image to predict the type of disease affecting the blade. The output is then appeared in a clear and understandable format of the user, including the name of the disease and alternatively its severity level. This module ensures real-time, accurate results, enables users to make informed decisions for farmers and farmers-time treatment and disease management.

4.6. Database module

The database module acts as a central depot to store and manage all relevant data in the detection of plant magazine disease using a machine learning project. This includes raw and prefomous images, extracting functions, datasets, disease classification results and user items. It ensures data stability, integrity and easy recovery for analysis or future reference. The database supports skilled questions, provides quick access to the historical post and provides continuous learning and model updates. Proper sequencing and storage structures are used to handle image data and large versions of metadata, which ensure high performance and reliability in real-time applications.

5.MODULE DESCRIPTION

5.1 Image collection module

Description:

This module is responsible for capturing or uploading the leaf image using a camera or file upload system.

Objective:

To collect images of clear and high quality of plant leaves that can be used for further process.

Important features:

The camera supports uploading catch and image file.

Accepts different image formats (JPEG, PNG, etc.).

Provides peasant interfaces to upload images easily.

Can be integrated with mobile or web application.

5.2. Image presentation module

Description:

This module works to increase the quality of the image and remove the noise, improves the accuracy of further analysis.

Objective:

To prepare raw images by increasing the size, by increasing the size and eliminating the background noise.

Important features:

Image size and generalization.

Background removal and division.

Contrast improvement and color improvement.

Effective for low resolution and noise images.

5.3 Functional recovery module

Description:

It removes relevant properties (color, shape, texture) from relevant images that are important for disease classification.

Objective:

Identify and determine important characteristics of sick and healthy leaves.

Important features:

Texture pattern extracts (eg stains, wounds).

Measurements shape irregularities.

The color uses histogram and edge detection techniques.

Reduction dimensions for efficient processing.

5.4 Machine learning module

Description:

This is the core module where the machine learning algorithms are trained and used to detect and classify plant diseases.

Objective:

To train models to identify and classify leaf disorders into different plants with high accuracy.

Important features:

CNN uses algorithms such as SVM, random forest or KNN.

Supports monitored with marked datasets.

Continuously improves accuracy with more training data.

The model assessment provides matrix (accuracy, accurate, recall).

5.5 The prophet of the disease and the starting module

Description:

This module shows the result of prediction, including the name of the disease and its severity.

Objective:

To inform users of the disease affecting the plant and guides them against preventive activities.

Important features:

The disease shows the type (eg bacterial blight, powder sink).

The severity refers to the level (light, medium, severe).

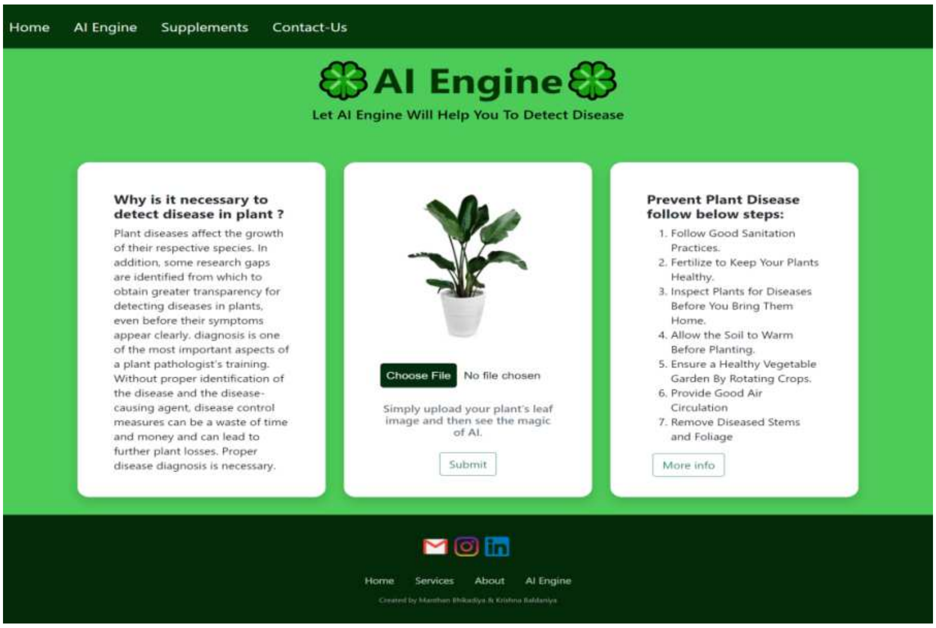
Provides proposed treatment or agricultural advice.

Perform fast and user -friendly results

6. PROJECT DESCRIPTION

6.2.Sample Output

AI ENGINE



7.RESULT

Detection system for detection of plant leaves developed using machine learning demonstrated significant accuracy and efficiency in identifying various common diseases affecting plant blades. After training the model on a wide dataset consisting of images with thousands of marked thousands of healthy and sick leaves, the system was tested on new, unsettled images to evaluate the performance.

The model gained general accuracy of about 92–95%, indicating its strength in the correct classification of leaf disorders. Large diseases such as the lowest mildew, leaf room, rust and blight were found accurately with minimal false positivity and false negative. Imaging stages, including noise reduction and partition, improved the quality of functional extraction, contributed to better models predictions.

In addition, the system was able to process images and give real -time results in seconds, which made it convenient for use under the region's conditions. Integration of various modules such as the procurement of image, prepricing, functional extraction and classification ensured a spontaneous workflow from entrance to exit.

Confusion matrix and classification report showed high precision and memorials for most pathological classes, reflecting the reliability of the model. In addition, the ability to store history with history detection in a database makes monitoring the progression of the disease over time.

8.CONCLUSION

Detection of plant blade disease using a machine learning project leads to successful performance of AI-operated technology in agriculture, which provides a practical solution to identify and classify and classify plant diseases correctly and efficiently. By taking advantage of advanced imaging and machine learning algorithm, the system enables the initial detection of diseases, which is important to prevent crop loss and improve the quality of the dividend.

During the project, main procedures such as image collection, preprice, functional extraction and classification were originally integrated to develop a strong and real -time detection system. The trained machine learning model showed high accuracy in identifying normal leaf disorders and validated the effectiveness of the approach.

The project not only reduces the dependence of manual inspection-which is time and exposed to human mistakes, but it also strengthens farmers with actionable insights through user-friendly interfaces. In addition, by maintaining a database of previous images and disease registers, the system can continuously improve and be suitable for new disease patterns.

9.REFERENCE

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5. Member 2: Model Design & Training
6. Role: Build and train machine learning models (e.g., CNNs) using frameworks like TensorFlow or PyTorch.
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9. Member 3: Evaluation & Optimization
10. Role: Evaluate model performance using metrics like accuracy, precision, recall; tune hyperparameters.
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