MICHIGAN STATE
U N I V E R S I T Y

Alpha Presentation
Intune Company Portal Helper Bot

The Capstone Experience

Team Microsoft

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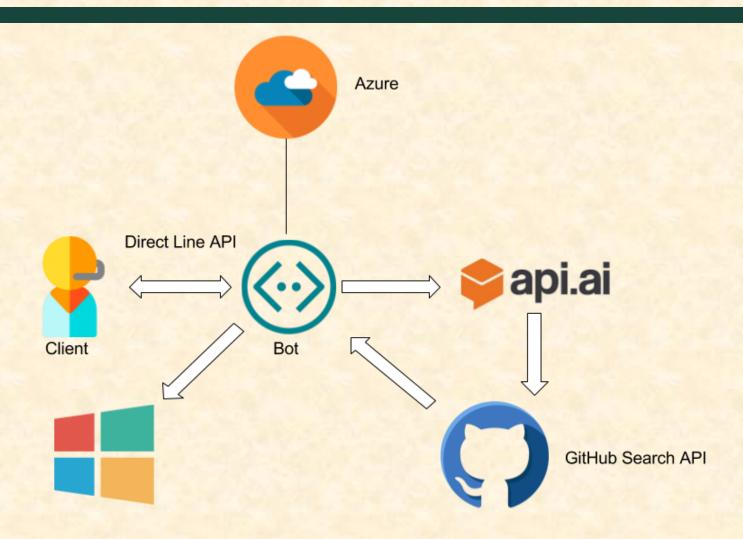Michigan State University

Spring 2017

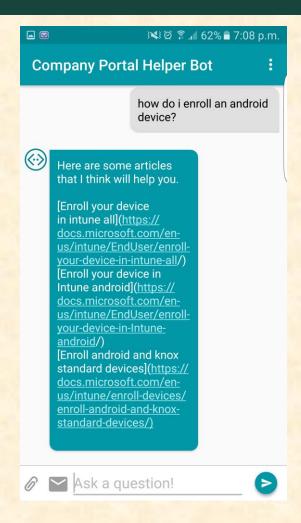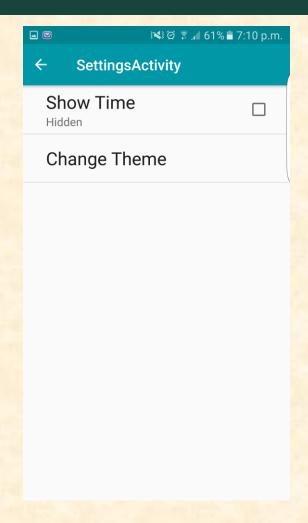*From Students…*
…to Professionals

Project Overview

- Create a chat bot capable of automatically providing related documents according to user's questions or problems.

- If no documents are found, chat bot will provide options for user to report a bug.

- Chat bot will do self training according to the feedback users provide after using the bot.

- Provides real time solutions for problems without the need for human intervention.
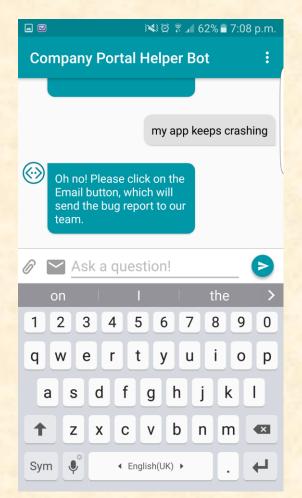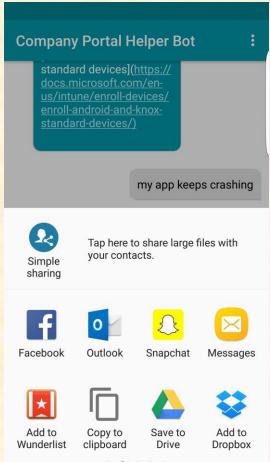
System Architecture
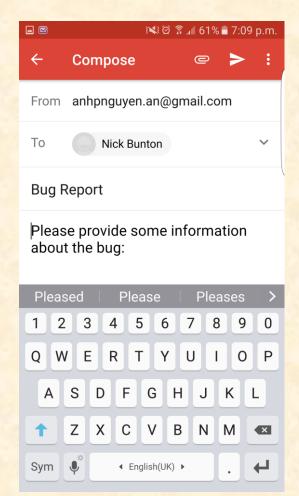
Finding an article

Bug report

What's left to do?

- Frequently asked questions

- New bug response

- First time user walkthrough

- Api.ai training

- Attachments

- Field testing

Questions?

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