

MICHIGAN STATE

UNIVERSITY

Project Plan

Dow: IT Assistant

The Capstone Experience

Team Dow

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*From Students...
...to Professionals*

Functional Specifications

- IT Assistance for Dow Employees
 - Focused towards new employees
 - Currently new employees do not have one specific spot they can go to for help
- Allow for employees to have real time access to help with IT via a voice or messaging chatbot
- Provides contact information if employee needs to contact global support



Design Specifications

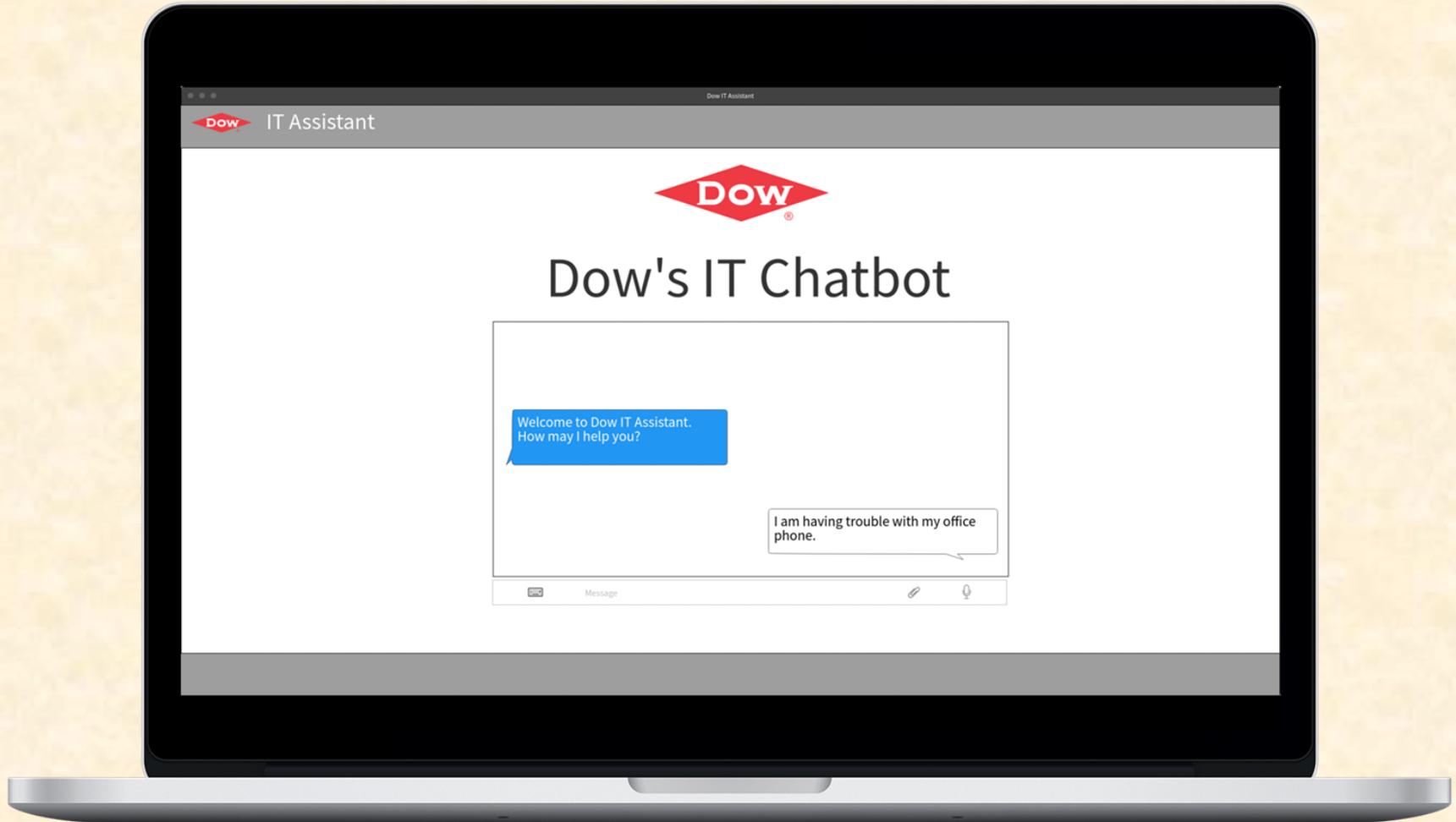
- Voice and Message chatbot
- Intelligent search bar
- Access to Global Helpdesk if needed
- Enable employees to have a central location to search for the IT information required



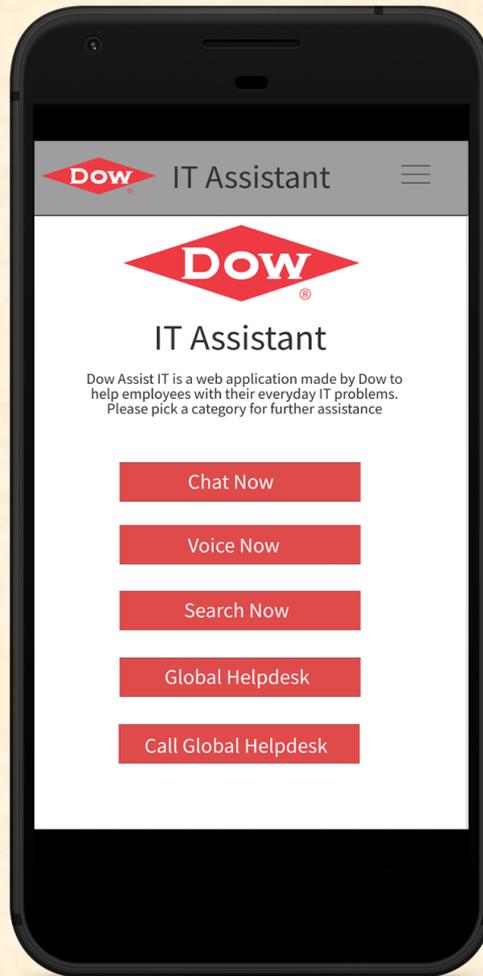
Screen Mockup: Desktop Home Screen



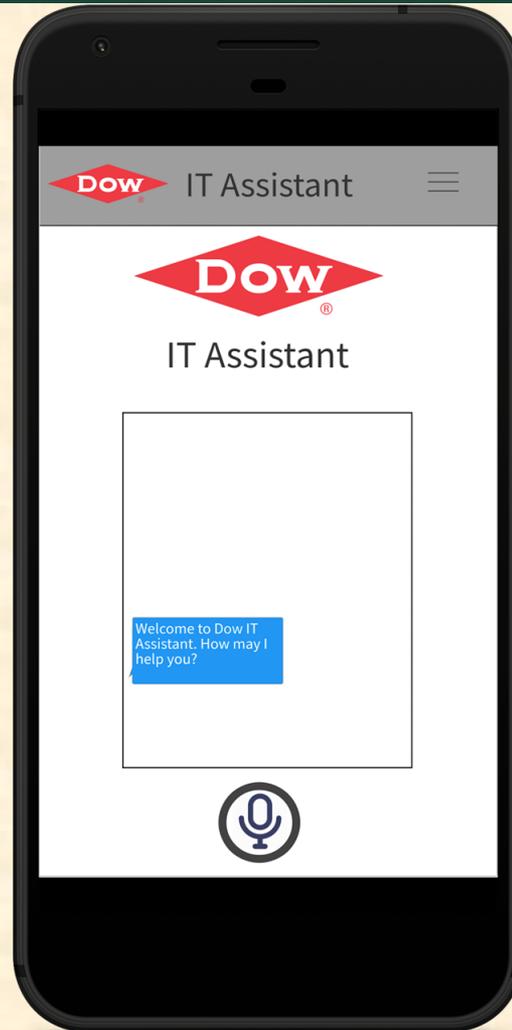
Screen Mockup: ChatBot



Screen Mockup: Mobile Home Screen



Screen Mockup: Voice ChatBot

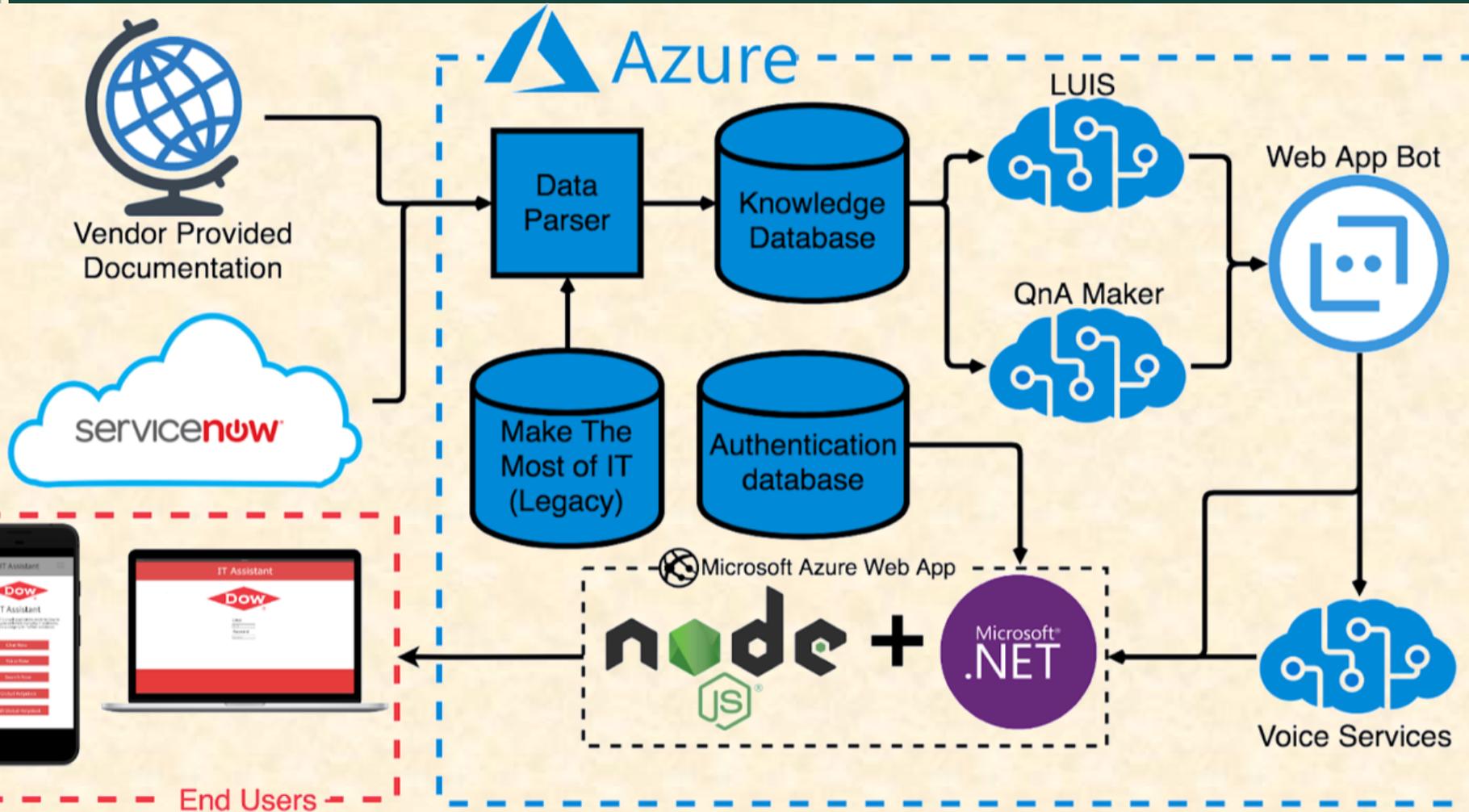


Technical Specifications

- QnA Maker
- LUIS
- Data Parser
 - ServiceNow
 - MTMOIT (Make The Most of IT)
 - Vendors
- Microsoft Azure website



System Architecture



System Components

- Hardware Platforms
 - Desktop Web Browsers
 - Mobile Web Browsers
- Software Platforms / Technologies
 - ServiceNow APIs
 - Azure
 - QnA Maker
 - LUIS
 - Knowledge base
 - Voice Services
 - Website (node JS and Microsoft .Net)



Risks

- ServiceNow's APIs and MTMOIT Data (data parsing)
 - Being able to gather the correct information to help employee
 - Mitigation: Researching APIs and discovering ways to parse through MTMOIT Data
- Speech Recognition
 - Being able to perform speech-to-text and text-to-speech accurately
 - Mitigation: Work with Azure's Voice Services
- Training the chatbot
 - Being able to have the chatbot respond with the correct information
 - Mitigation: Planning for time in the development schedule to be able to fine tune the bot's results
- User Experience
 - User friendly interface for Dow employees
 - Mitigation: Field test the application and fine tune the interface



Questions?

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