

MICHIGAN STATE

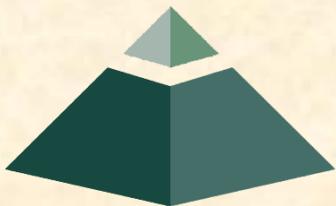
U N I V E R S I T Y

Alpha Presentation IT Assistant

The Capstone Experience

Team Dow

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Cassie Thompson
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Brandon Brooks



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

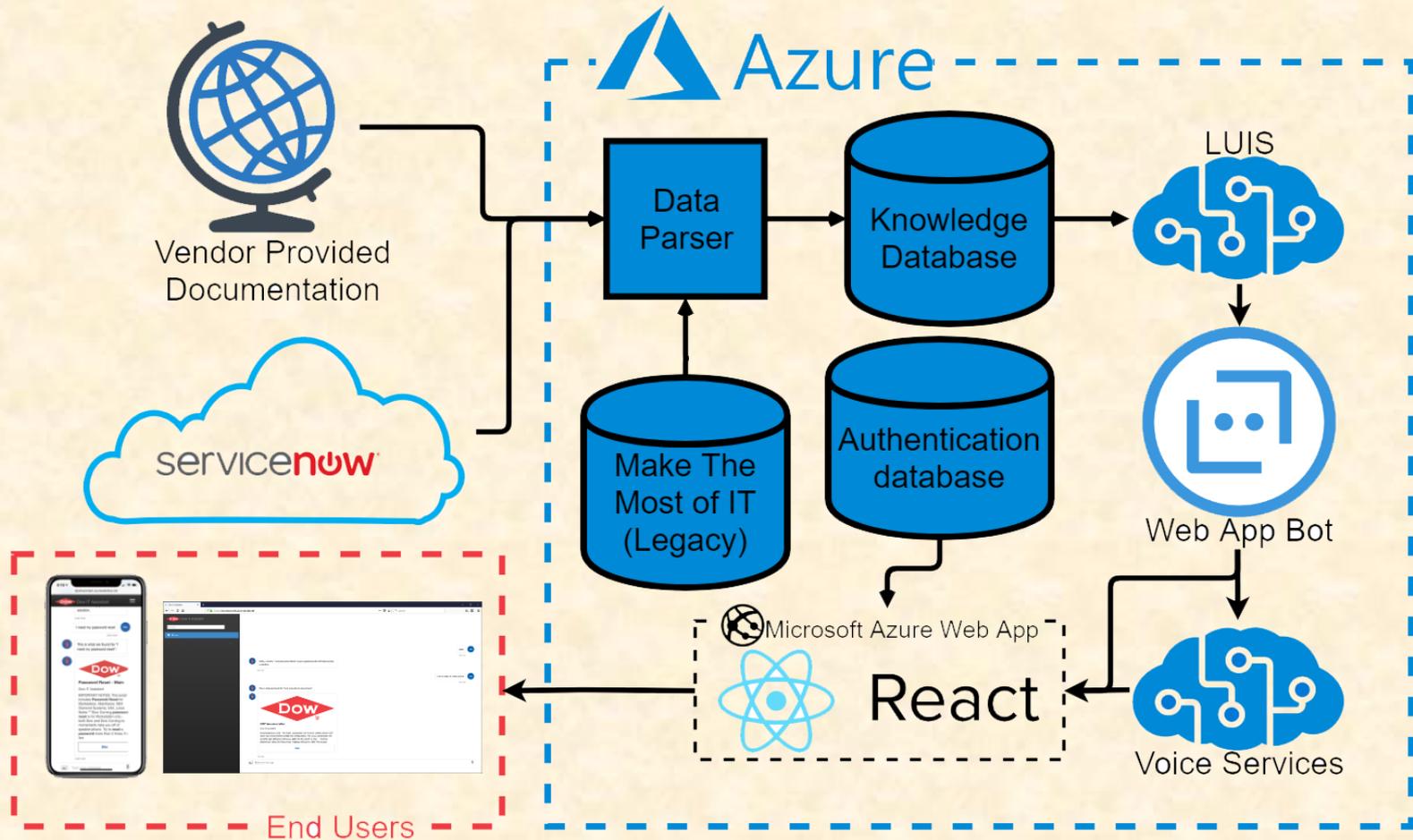
Department of Computer Science and Engineering
Michigan State University
Fall 2018

Project Overview

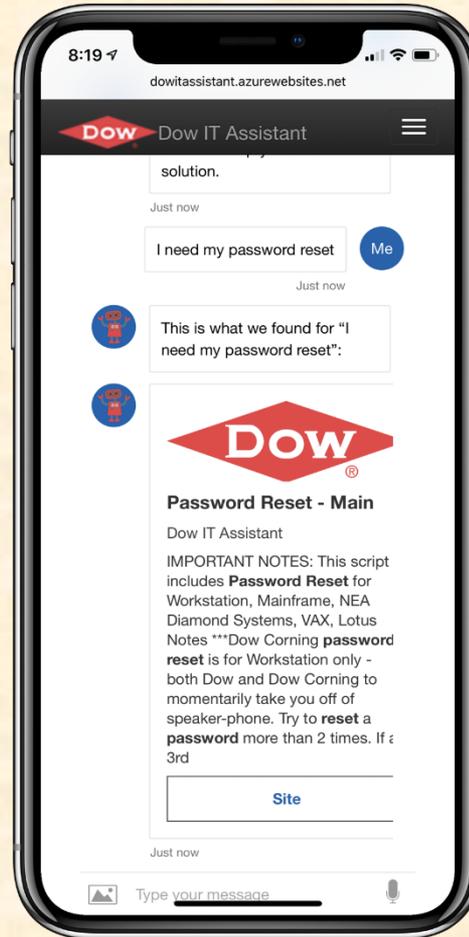
- IT assistance for Dow employees
 - Focused towards new employees
 - Currently new employees do not have one specific spot they can go to for help
- Allow for employees to have real time access to help with IT via a chatbot
 - Voice or messaging
- Provides contact information if employee needs to contact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



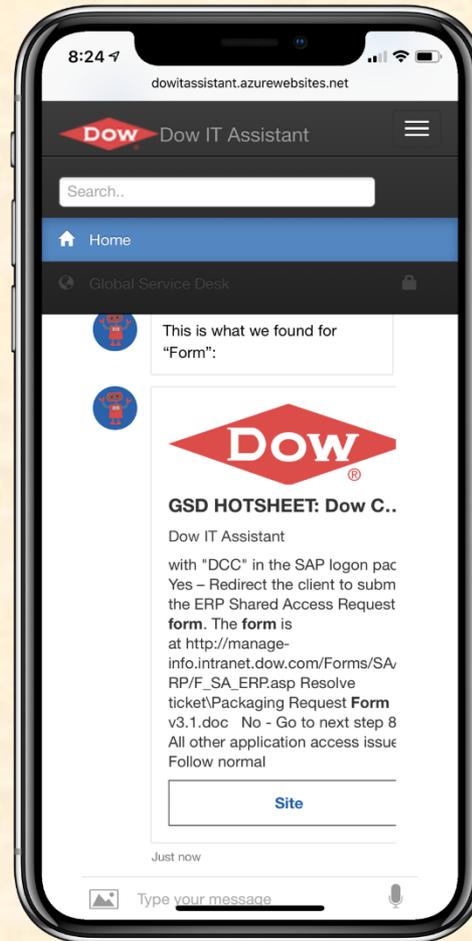
System Architecture



Password Reset via Mobile Device



Form via Mobile Device



New Phone via Web

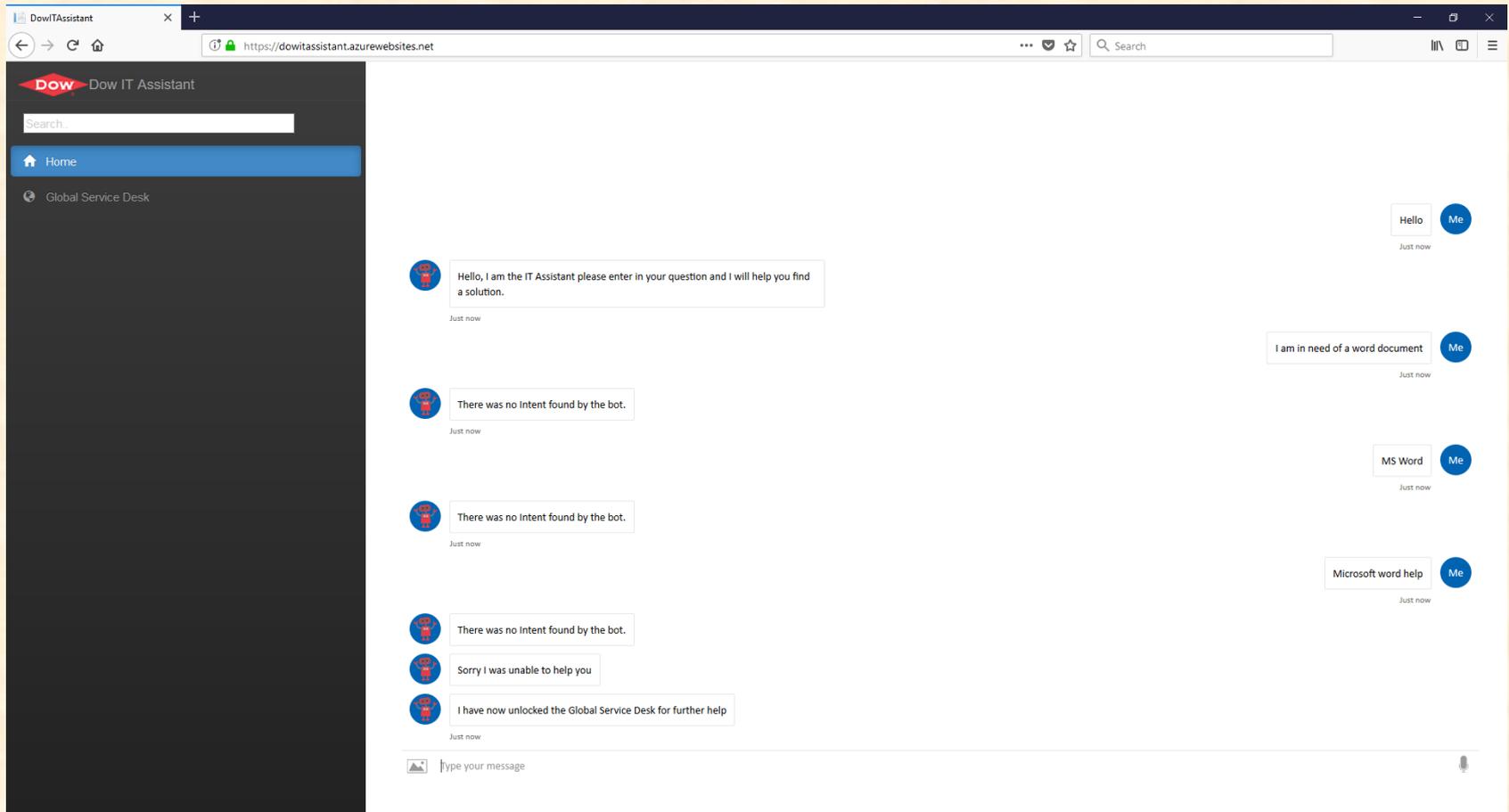
The screenshot shows a web browser window with the URL <https://dowitassistant.azurewebsites.net>. The interface is a chat window for 'Dow IT Assistant'. On the left is a dark sidebar with a search bar and a 'Home' button. The main chat area shows a conversation:

- User:** Hello, I am the IT Assistant please enter in your question and I will help you find a solution. (Just now)
- Assistant:** This is what we found for "I am in need of a new phone": (Just now)
- Assistant:** 
VOIP Welcome Letter
Dow IT Assistant
Knowledge Base: GSD The IMAC coordinator will monitor tickets where VOIP team has completed the softphone configuration. The IMAC coordinator will send the WS Softphone Welcome Letter to the client via ISM Find the attachment below for (Dow Cisco IP phone Welcome letter 7th July.doc)
[Site](#) (Just now)

At the bottom, there is a text input field with the placeholder 'Type your message' and a microphone icon.



Unsuccessful Attempt via Web



What's left to do?

- Integrate Make the Most of IT data and vendor provided documentation to train the chatbot
- Differentiate questions with the same keyword
 - Ex: new laptop vs laptop not turning on
- Conversational Dialog
- Front End
 - Search bar
 - Visual aesthetics
 - Link to GSD (Global Service Desk)



Questions?

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