

MICHIGAN STATE

U N I V E R S I T Y

Beta Presentation IT Assistant

The Capstone Experience

Team Dow

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

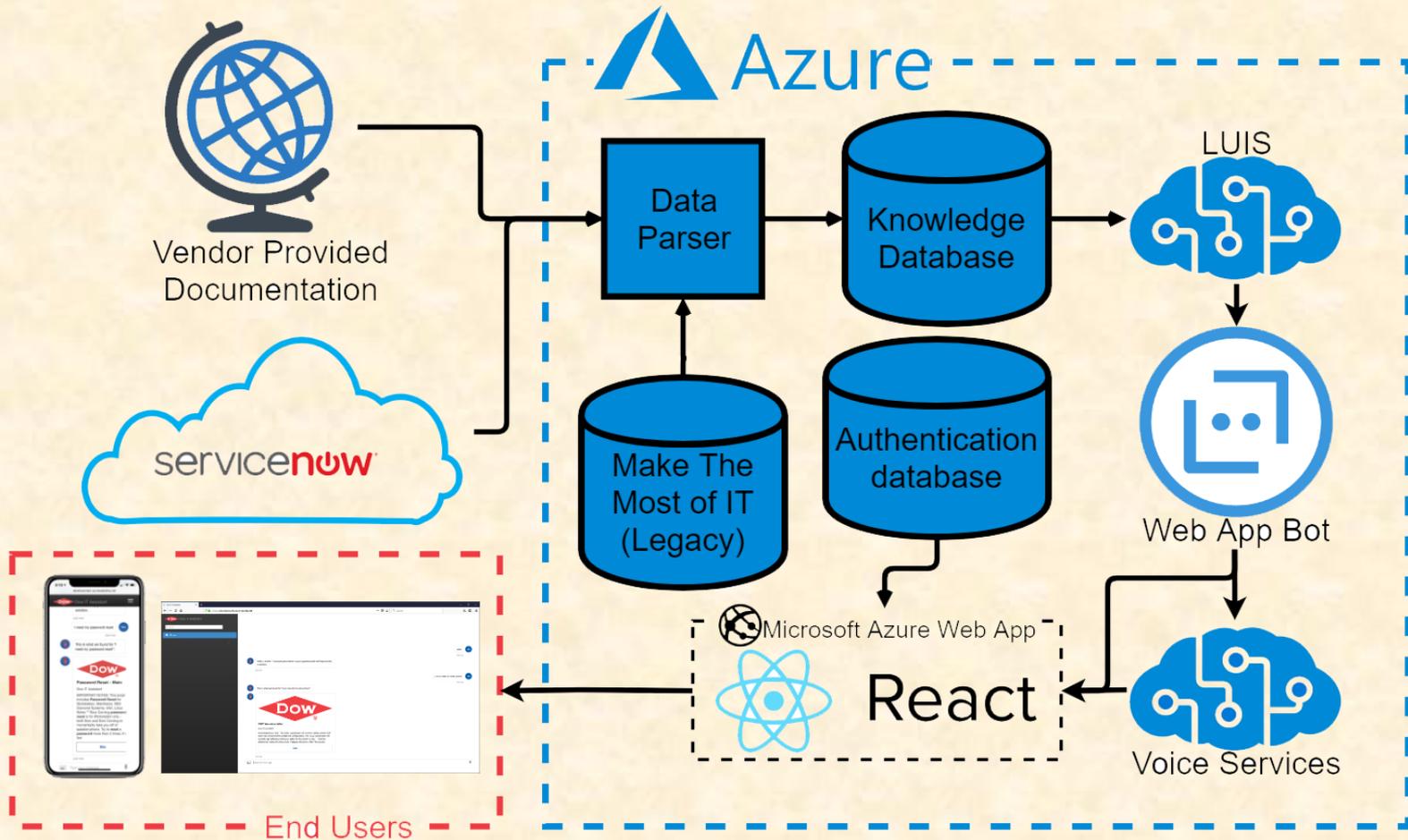
Department of Computer Science and Engineering
Michigan State University
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Project Overview

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



System Architecture



Password Reset via Web

The screenshot shows a web browser window with the URL `http://dowitassistant.azurewebsites.net`. The page features a dark sidebar on the left with the Dow logo, a search bar, and navigation links for 'Home' and 'Global Service Desk'. The main content area is a chat interface with a white background and a dark sidebar on the right. The chat messages are as follows:

- Message 1:** A bot icon asks, "What type of password are you trying to reset? Please enter one of the following: Workstation, Email, hDCC". The user responds with "workstation".
- Message 2:** The bot asks, "Is the password you are trying to reset [DowCorning.net](#) or [Dow.com](#)?". The user responds with "Dow".
- Message 3:** The bot asks, "Are you remoting in to this computer or at a desk?". The user responds with "Desk".
- Message 4:** The bot provides instructions: "Change your Dow domain password on your workstation by doing the following steps:".

The chat interface includes a "Type your message" input field at the bottom and a vertical scrollbar on the right. The user's profile is visible in the top right corner of the chat area.

Phone Search via Web

The screenshot shows a web browser window with the address bar displaying 'http://dowitassistant.azurewebsites.net'. The page content includes a search bar with the text 'phone' and a list of search results. The results are as follows:

- o Procedure to turn in your Dow-provided cell phone. <%= Application(- o How to switch between computer and phone audio in WebEx
- o How to update profile phone numbers in WebEx
- o Answers to cellular phone frequently asked questions.
- o Cell Phone Services on
- o Facts about the rising costs of Dow-provided cell phones and managing those issues. <%= Application(- o Dow's cellular device and pager policy.
- o Phone information
- o Phone information
- o Phone information
- o Ergonomic guidelines when using cell phones
- o Phone information
- o Workstation Software
- o Phone information
- o Phone information

Below the search results, there are three chat messages:

- Message 1: "Are you remoting in to this computer or at a desk?" with options "Desk" and "Remote". Sent "A minute ago".
- Message 2: "Change your Dow domain password on your workstation by doing the following steps:"
- Message 3: "I need to reset my password" (partially visible at the top right).

The chat interface also shows a "Type your message" input field at the bottom and a microphone icon on the right side.

No Intent Found via Web

The screenshot shows a web browser window with the URL <https://dowitassistant.azurewebsites.net/>. The page features a dark sidebar on the left with the Dow logo at the top, a search bar, and navigation links for 'Home' and 'Global Service Desk'. The main content area displays a chatbot response:

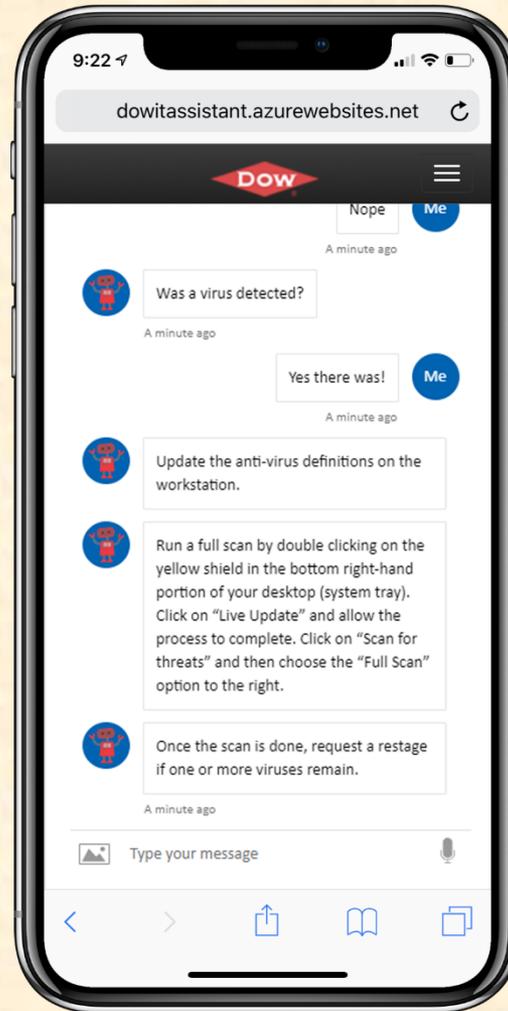
Unfortunately, I can't talk you through your problem at this time. Here are some articles that could help:

- WebEx**
WebEx Web Conferencing: Conferencing & Collaboration
[Info Page](#)
- List of Outlook Self-Help Pages**
outlook self help references qrc quick reference
[Info Page](#)
- Joining WebEx Meetings Overview**
WebEx join Overview Conferencing: Conferencing & Collaboration
[Info Page](#)

Just in case those articles do not help, I have now unlocked the Global Service Desk for further help.

The chat interface includes a 'WebEx help!' button, a 'Me' profile icon, and a timestamp 'A minute ago'. At the bottom, there is a text input field with a placeholder 'Type your message' and a microphone icon.

Email Virus via Phone



What's left to do?

- Integrate more use cases from Dow
- Format the search bar results
- Handle all conversation interruptions
- Set up modal dialogs for “Other” intent



Questions?

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