

**MICHIGAN STATE**  

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**UNIVERSITY**

# Alpha Presentation Meijer Support Chatbot

The Capstone Experience

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

# Project Overview

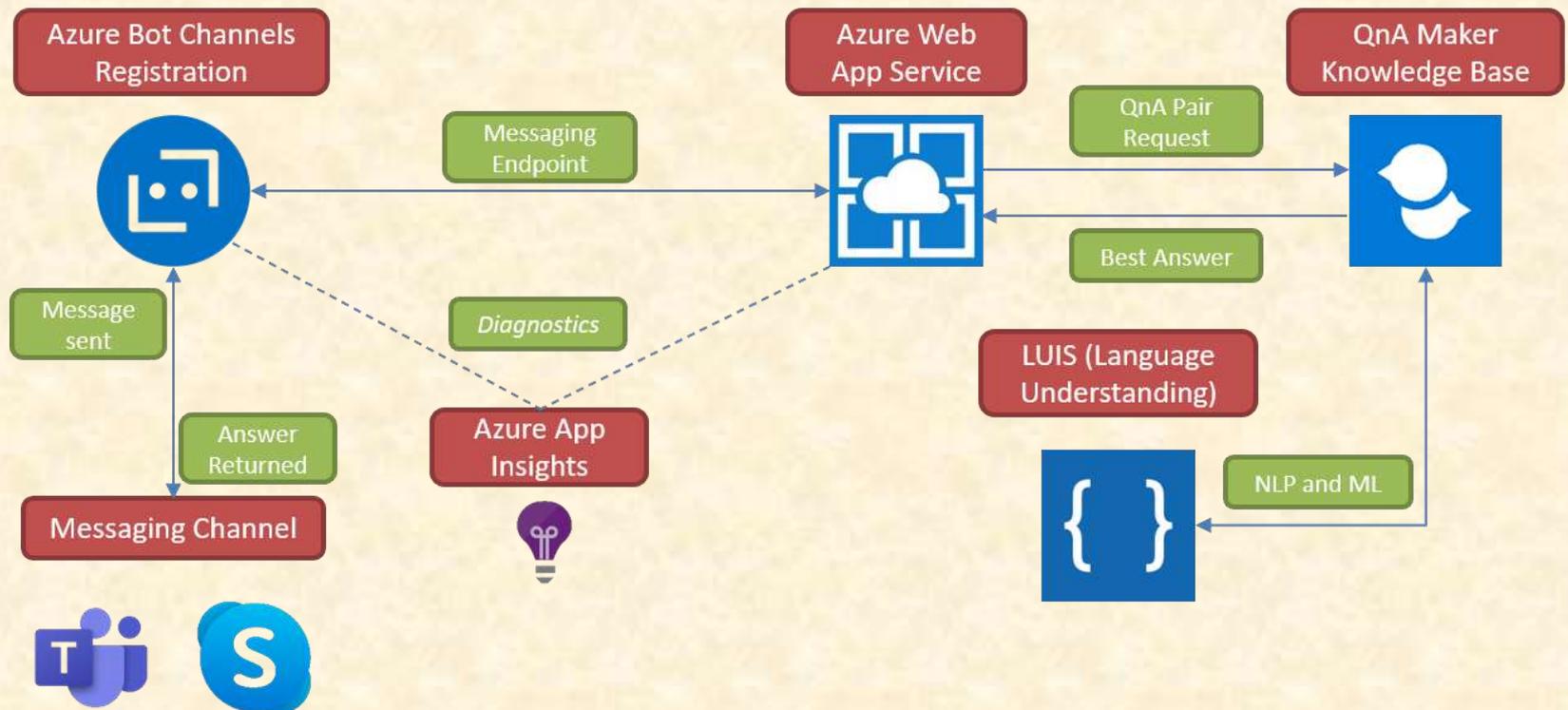
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- The Meijer Support Team regularly receives over 200+ calls a day
- Chatbot allows IT associates to give attention to other escalated issues
- Accessible through Microsoft Teams
- Pulls solutions from support documents and templates.
- If a unknown question is asked, an incident ticket is created.

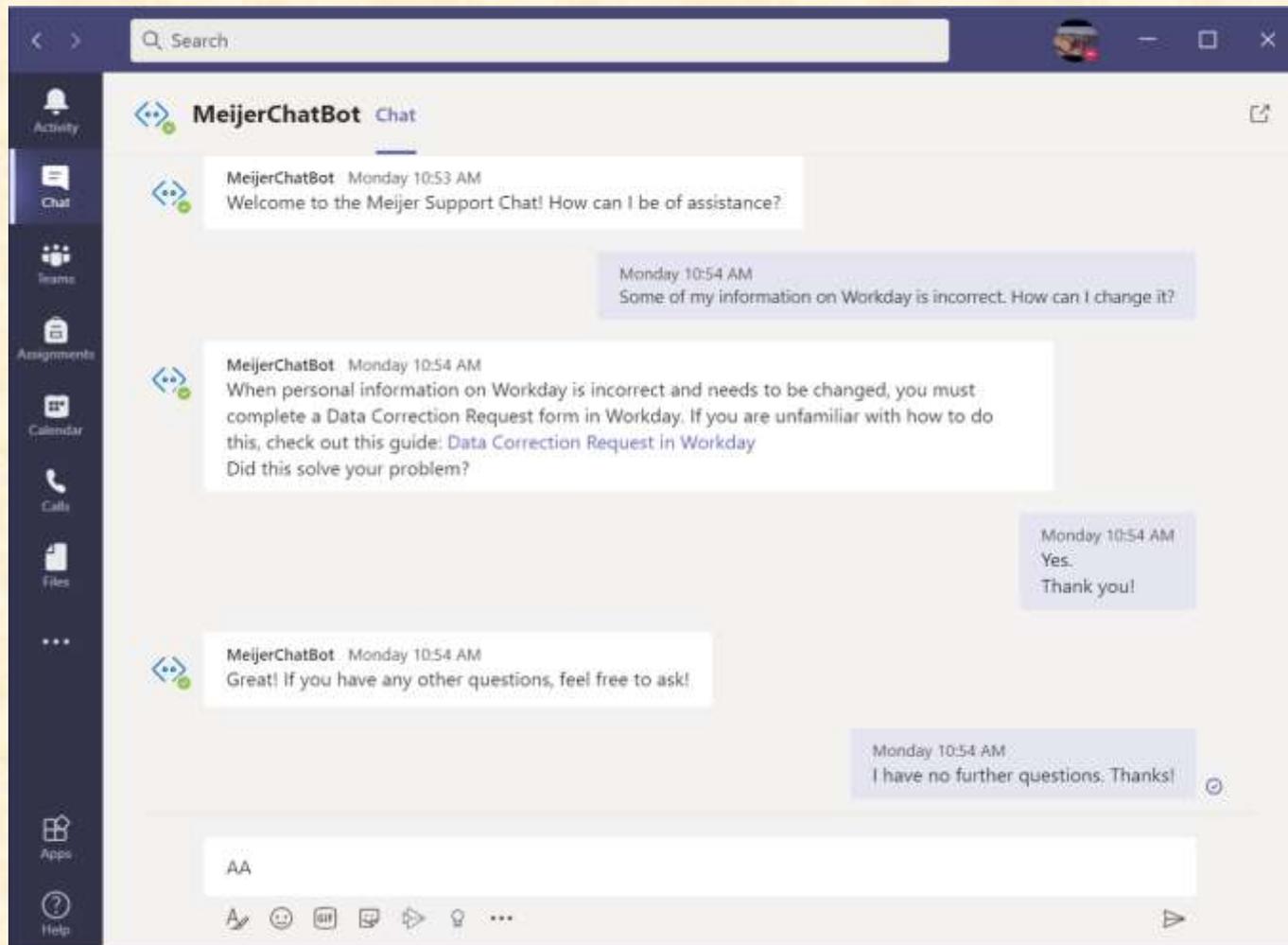


# System Architecture

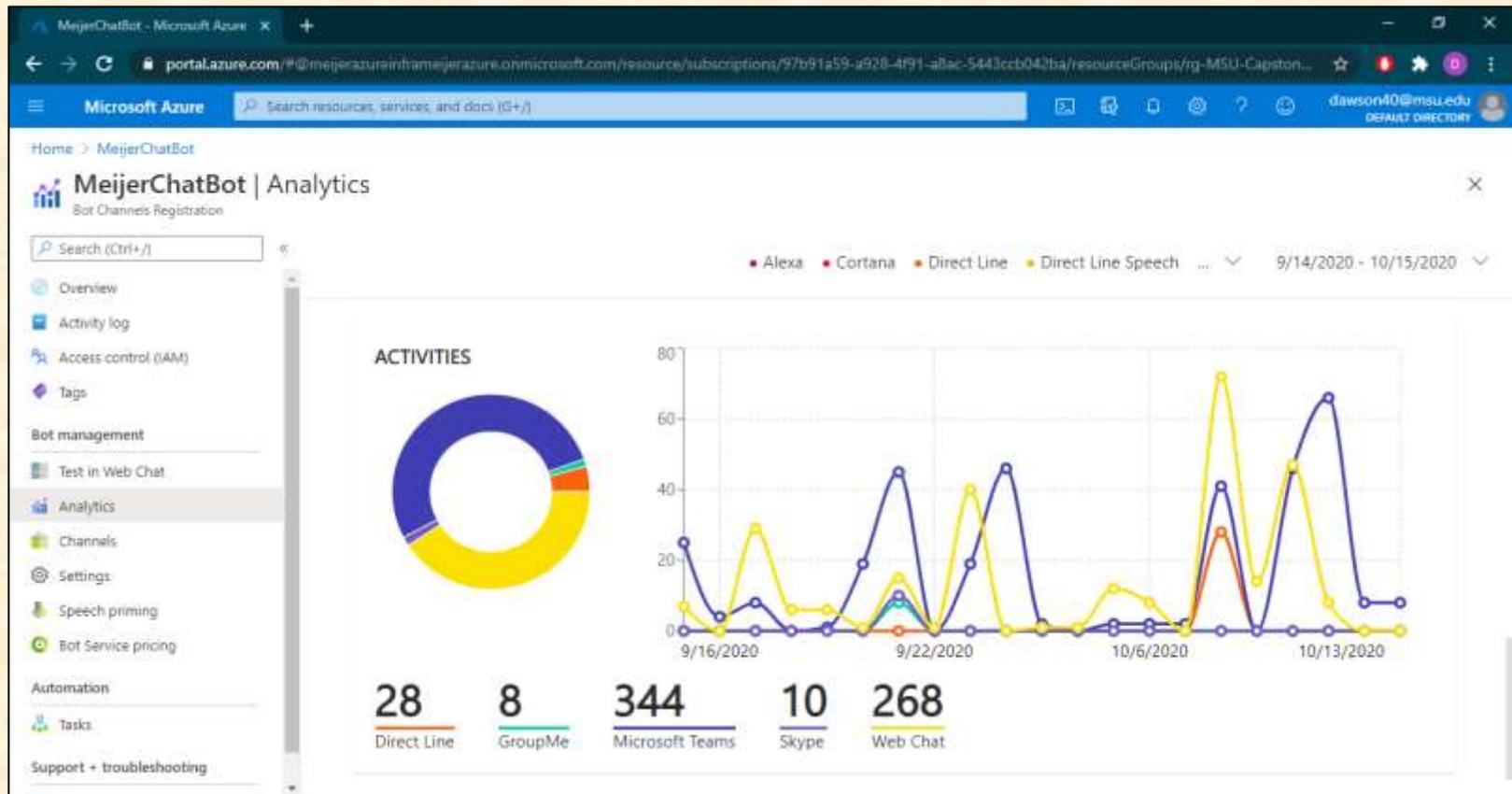
## Chatbot Information Flow



# Chatbot in Teams



# Chatbot Analytics



# QnA Maker

The screenshot displays the QnA Maker interface in a browser window. The URL is [qnamaker.ai/Edit/KnowledgeBase?kbid=ac99e09a-3ac9-44cd-9dba-d6e55be3309d&tenantid=f6167f09-f953-40fb-b618-74b49395a720](https://qnamaker.ai/Edit/KnowledgeBase?kbid=ac99e09a-3ac9-44cd-9dba-d6e55be3309d&tenantid=f6167f09-f953-40fb-b618-74b49395a720). The interface includes a top navigation bar with 'Cognitive Services | QnA Maker', 'My knowledge bases', and 'Create a knowledge base'. Below this are tabs for 'EDIT', 'PUBLISH', and 'SETTINGS', along with 'Save and train' and 'Test' buttons.

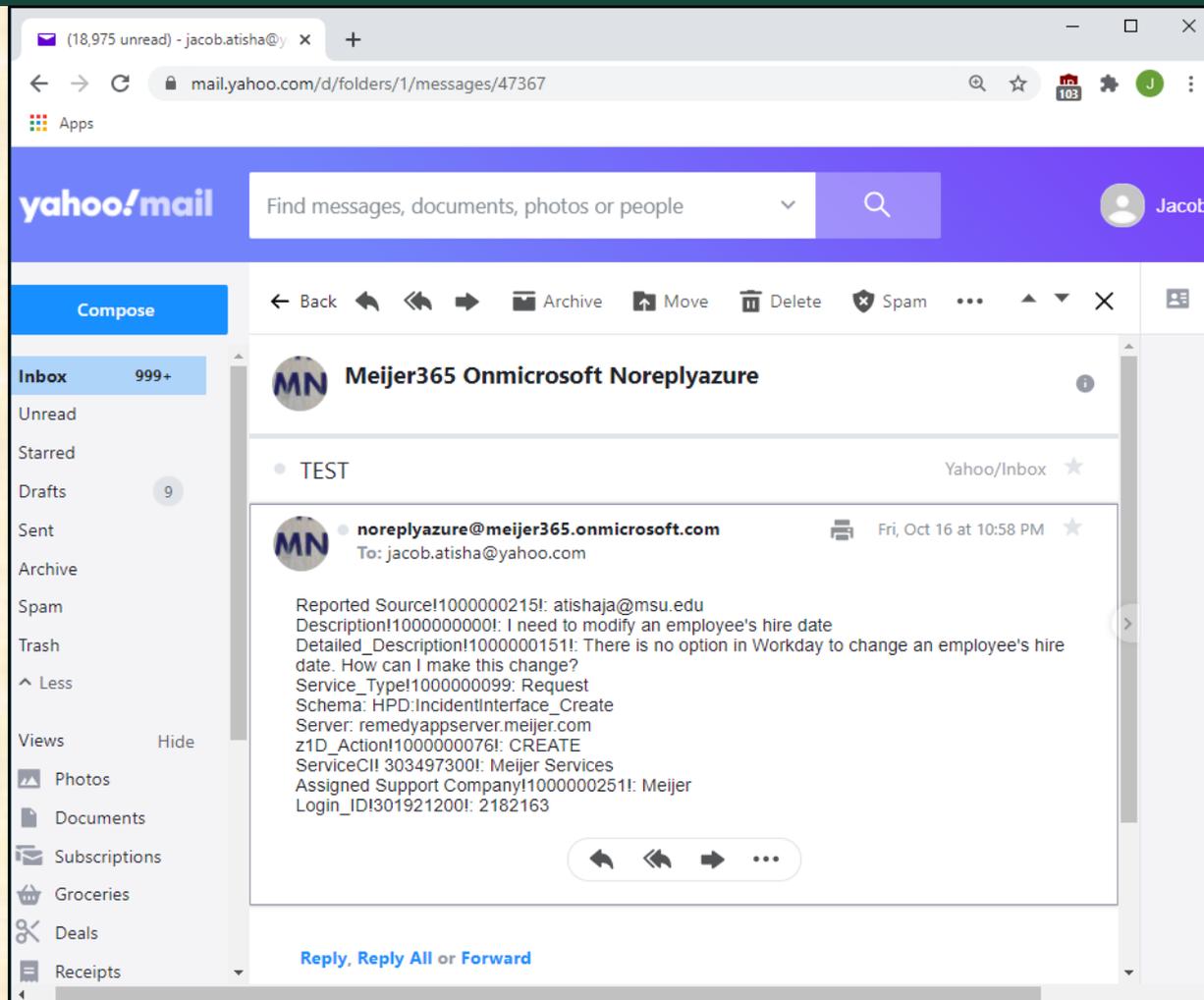
The main content area is divided into three sections:

- Published KB IT:** A list of knowledge base items. The first item is selected, showing a preview of a question: "Some of my account info is wrong on Workday and I don't know how to change it." Below the preview is a 'Start over' button and an 'Inspect' button.
- Inspect:** A detailed view of the selected question. It shows the question text: "Some of my account info is wrong on Workday and I don't know how to change it." Below the question is an 'Add alternative phrasing' section with a text input field containing "Add alternative here".
- Answer:** A section for the answer. It includes a prompt: "Choose the most appropriate answer:". Below this is a blue box containing the answer: "When personal information on Workday is incorrect and needs to be changed, you must complete a Data Correction Request form in Workday. If you are unfamiliar with how to do this, check out this guide: [Data Correction Request in Workday] (https://meijer365.sharepoint.com/sites/ITSupport/ServicesWiki/SitePages/Data-Correction-Request-in-Workday.aspx) Did this solve your problem?". Below the answer is a 'Confidence score' section showing a score of 59.71.

At the bottom of the interface, there is a chat window showing a test interaction. The test question is "Some of my account info is wrong on Workday and I don't know how to change it." The test answer is "Yes, thank you!". Below the chat window is a text input field for typing a message.



# Email Template



# What's left to do?

- Continuing to add chitchat features to chatbot
- Integrating multi-turn conversations
- Complete BMC Remedy ticket creation workflow
- Rephrasing document objectives into questions
- Altering knowledge base confidence threshold



# Questions?

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