MICHIGAN STATE UNIVERSITY

Beta Presentation
Meijer Support Chatbot

The Capstone Experience

Team Meijer

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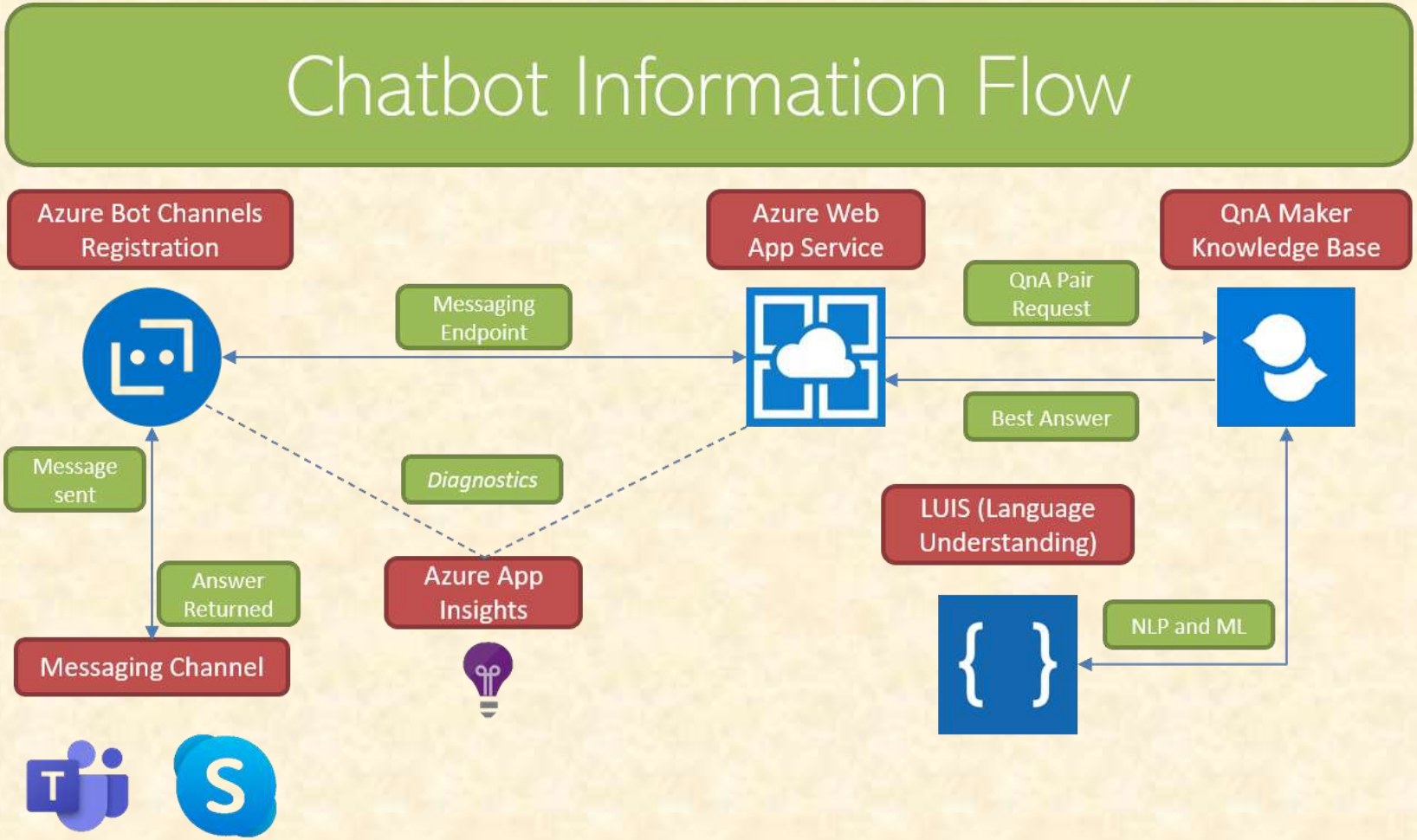
From Students…
…to Professionals

Project Overview

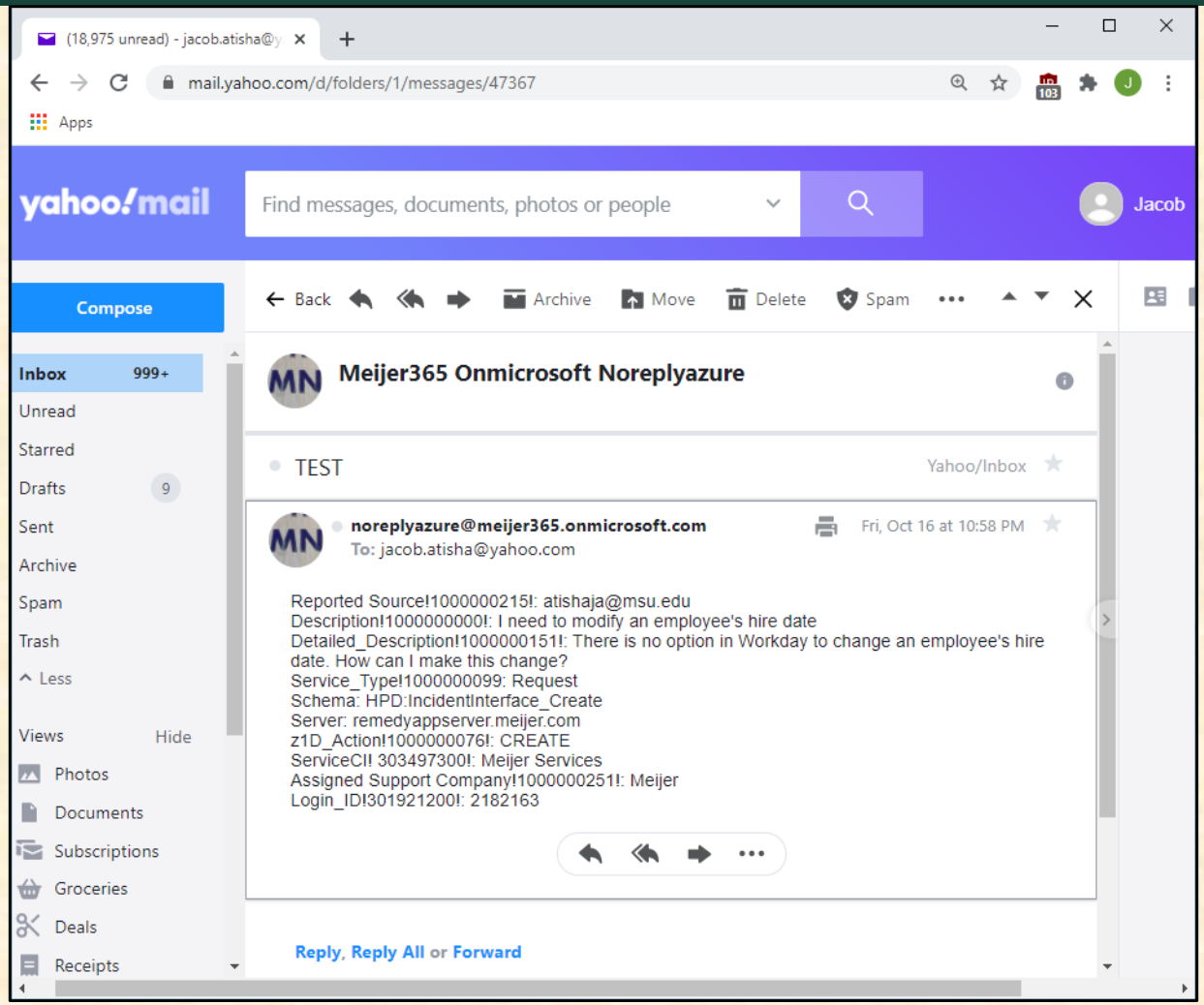
- The Meijer Support Team regularly receives over 500+ calls a day
- Chatbot allows IT associates to give attention to other escalated issues
- Pulls solutions from support documents and templates
- Incident tickets created accordingly

System Architecture

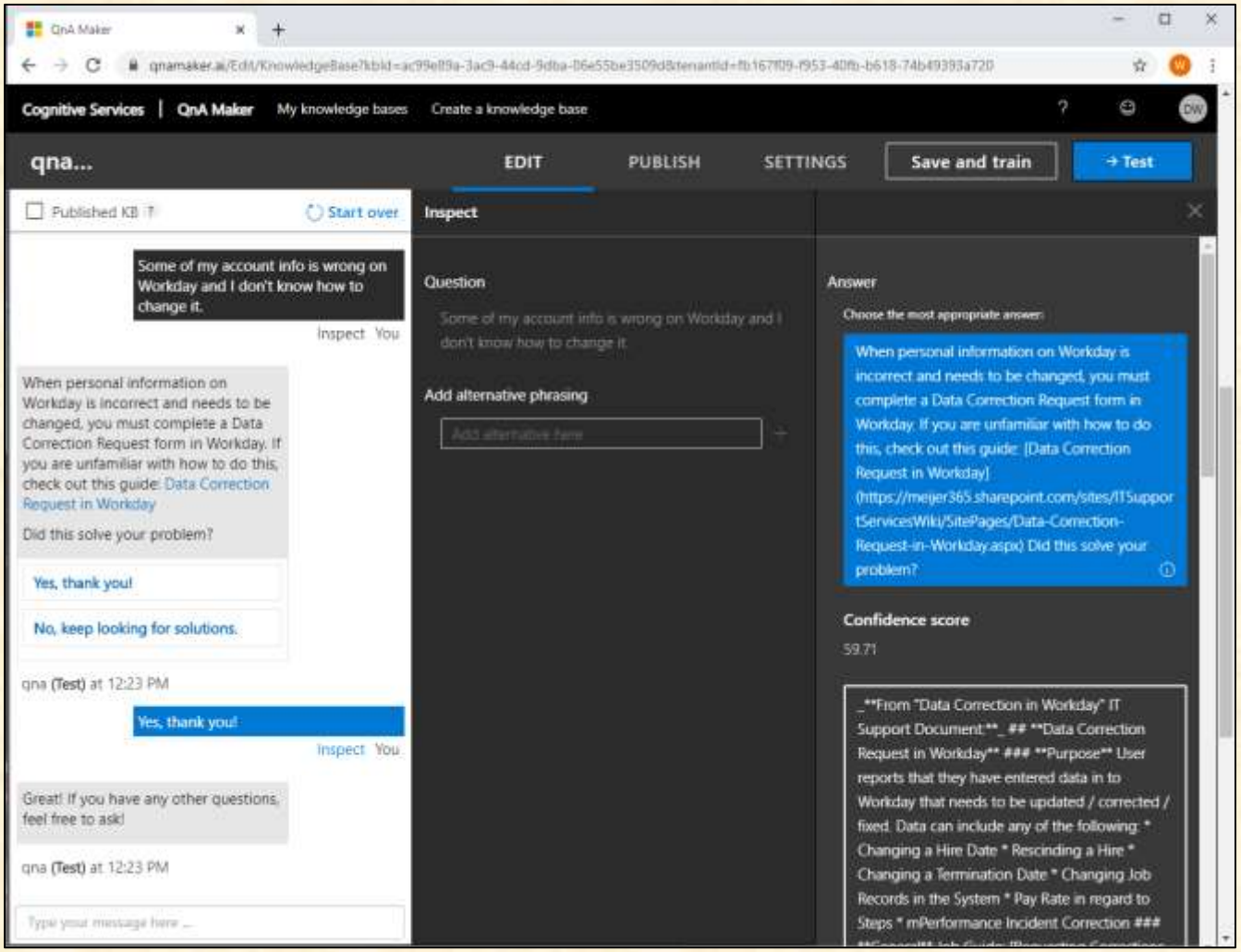


Chatbot in Microsoft Teams

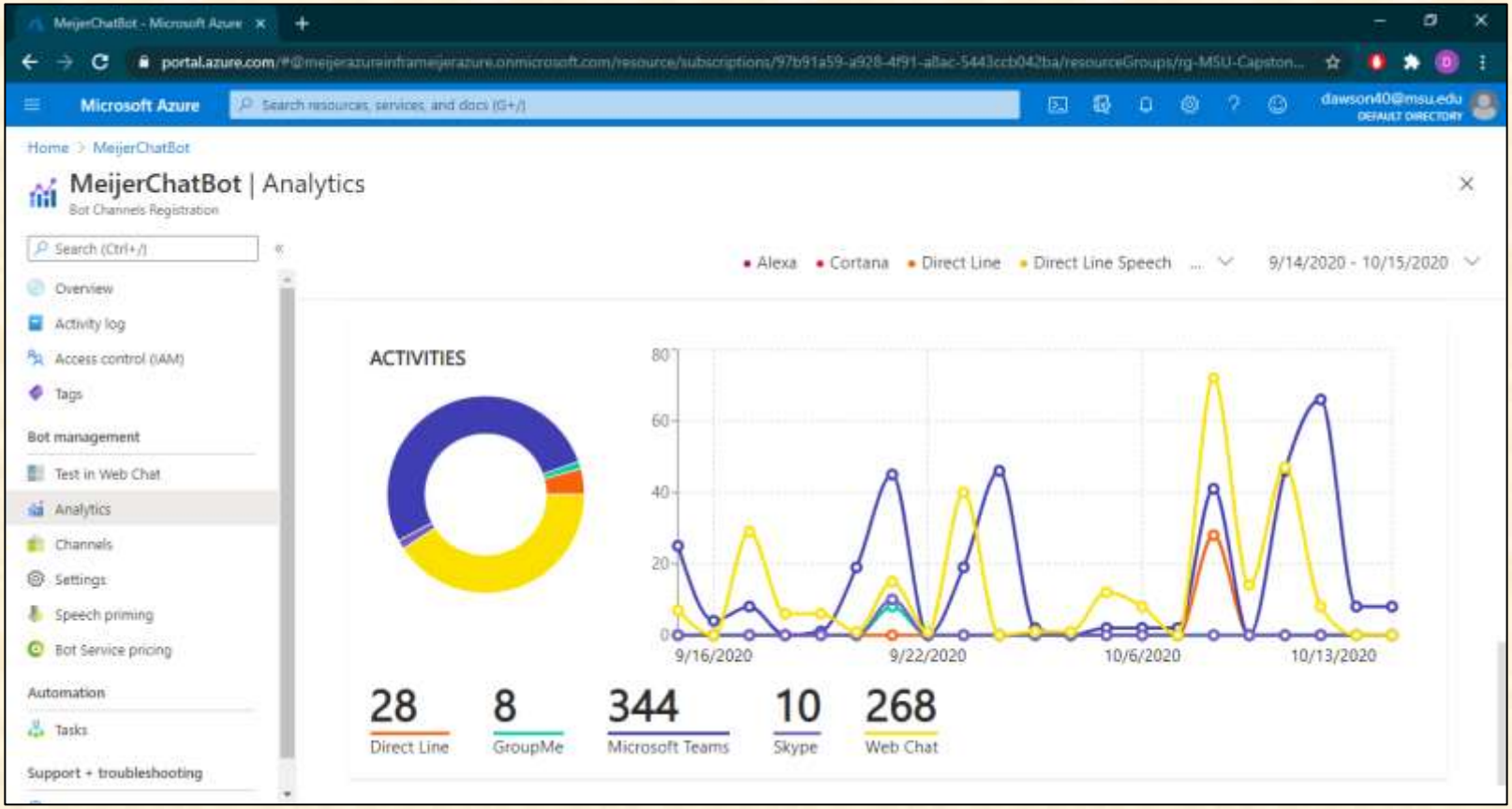
Incident Ticket Email Template



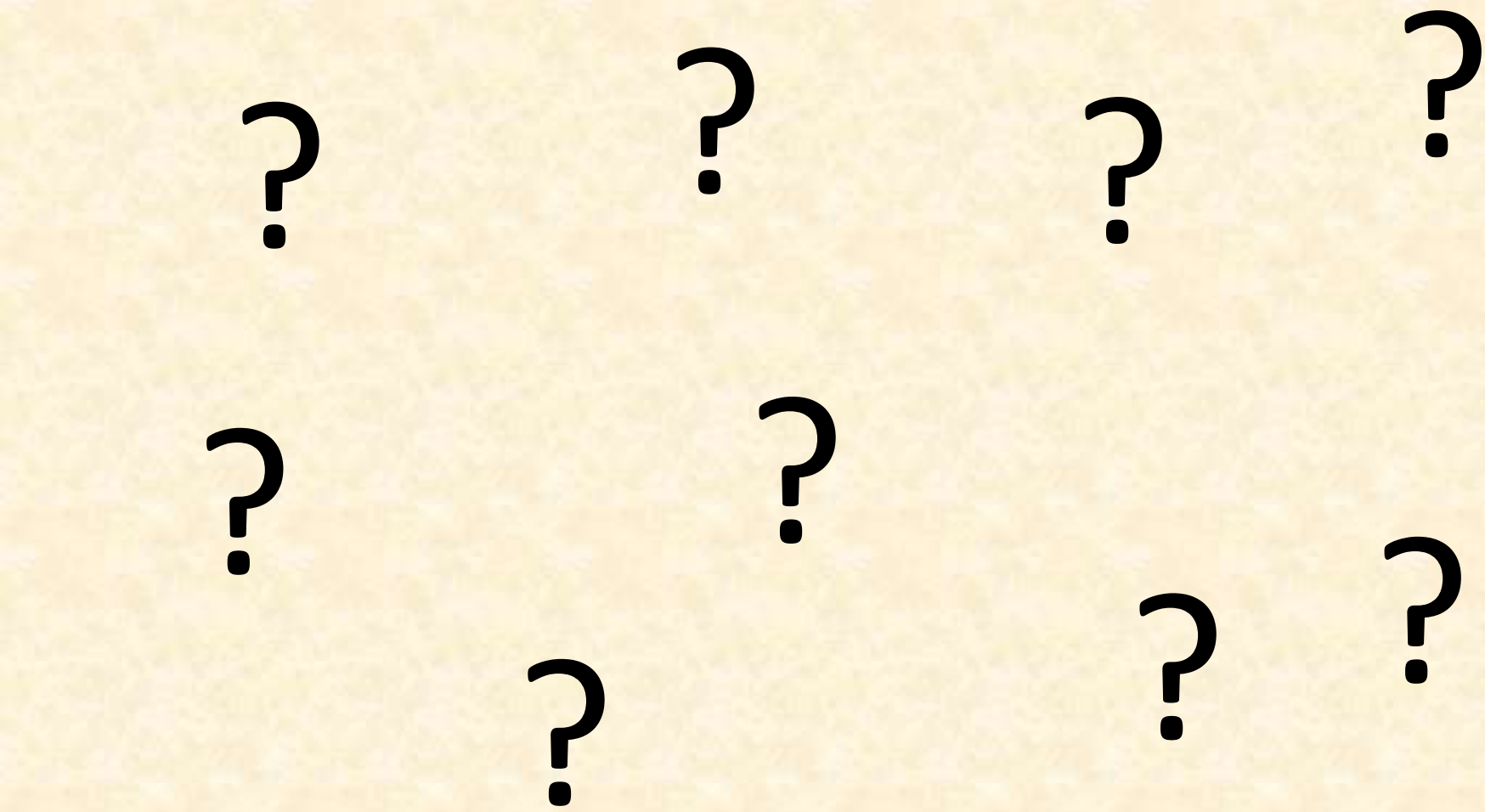
QnA Maker


QnA Maker
Cognitive Services | QnA Maker
My knowledge bases
Create a knowledge base
qna...
EDIT
PUBLISH
SETTINGS
Save and train
→ Test
Published KB
Start over
Some of my account info is wrong on Workday and I don't know how to change it.
Inspect You
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
Did this solve your problem?
Yes, thank you!
No, keep looking for solutions.
qna (Test) at 12:23 PM
Yes, thank you!
Inspect You
Great! If you have any other questions, feel free to ask!
qna (Test) at 12:23 PM
Inspect
Question
Some of my account info is wrong on Workday and I don't know how to change it
Add alternative phrasing
Answer
Choose the most appropriate 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/ITSupportServicesWiki/SitePages/Data-Correction-Request-in-Workday.aspx) Did this solve your problem?
Confidence score
59.71
**From "Data Correction in Workday" IT Support Document:** ## **Data Correction Request in Workday** ### **Purpose** User reports that they have entered data in to Workday that needs to be updated / corrected / fixed. Data can include any of the following: * Changing a Hire Date * Rescinding a Hire * Changing a Termination Date * Changing Job Records in the System * Pay Rate in regard to Steps * mPerformance Incident Correction ###

Chatbot Analytics



What's left to do?

- Fine-tune ticket creation workflow
- Documentation
- Bug fixes
- Sending conversation data to support team

Questions?