MICHIGAN STATE UNIVERSITY Alpha Presentation Al-Based Chat Service The Capstone Experience

#### Team RPM

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#### **Project Overview**

- Problem:
  - High call volumes
  - Slow tracking responses
- Solution:
  - Al chatbot
  - Back-end service
- Value:
  - Enhance customer service
  - Reduce cost
  - Instant answers





# System Architecture



The Capstone Experience

# **Connecting Turvo API**



# **Keeping Chat Focused**

RPM Chalbot	× +	÷	-	0	×
→ C © 12	0.0.1 8080	۹,	• e	Giest	1
	🗳 RPI	<b>m</b>			
		H			
	Hello! How can I assist you	today?			
	What is the r	meaning of life?			
	I'm sorry, but I can only ass matters related to RPM.	ist in			
	How can I r	nake ice cream			
	I'm sorry, but I can only ass matters related to RPM.	ist in			
	How can	14.0 CSE 498?			
	I'm sorry, but I can only ass matters related to RPM.	ist in			
	Type your message here				
	Send Clear Conversatio	n.)			

## **English to Database Query**

RPM Chatbot	× +	~	1 52	۵	×
← → C ⊕ 127.0.0	1.8080	Q	<b>0 0</b>	Guest	1
	😍 Rəm				
	Yo Helio! How can I assist you today?				
	I have a shipment that i snt out a while ago and i wanna know when its gonna deliver to my house its a rity important package				
	Sure, I'd be happy to help you with that. Could you please provide me with the shipment ID?				
	i think its 4366 but idk fs				
	Thank you for providing the shipment ID. I have retrieved the information for your shipment. According to the records, the package with the shipment ID 4366 was picked up on April 4th, 2019 and will deliver on April 5th, 2019. Please let me know if there is anything else I can assist you with!				
	Type your message here				
	Sand Clear Conversation				

## **Nuanced Questions**

RPM Chait	ot × +	~	172	0	×
e → c	© 127.0.0.1.8080	Q	00	Gueit	t
	🙄 Rəm				
	Good Mon	ning			
	Good morning! How can I assist you today?				
	What is the pickup date for my shipment 4366				
	The pickup date for shipment 4366 is April 4, 2019.				
	Can I move the pickup da	ate?			
	To move the pickup date for your shipment, please call our Customer Service Team at +1-855- 585-1910. They will assist you further with rescheduling the pickup.				
	Type your message here				
	Send Clear Conversation				

### What's left to do?

- Email chatlog and summary
- Route chat to correct representative
- Implement full carrier functionality
- User verification
- SMS support
- Complex question tree
- Multiple conversations

### **Questions?**

