Project Plan
Dow: IT Assistant

The Capstone Experience

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Functional Specifications

• 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 voice or messaging chatbot
• Provides contact information if employee needs to contact global support
Design Specifications

• Voice and Message chatbot
• Intelligent search bar
• Access to Global Helpdesk if needed
• Enable employees to have a central location to search for the IT information required
Screen Mockup: Desktop Home Screen
Screen Mockup: ChatBot

Dow's IT Chatbot

Welcome to Dow IT Assistant. How may I help you?

I am having trouble with my office phone.
Screen Mockup: Mobile Home Screen
Screen Mockup: Voice ChatBot
Technical Specifications

- QnA Maker
- LUIS
- Data Parser
  - ServiceNow
  - MTMOIT (Make The Most of IT)
  - Vendors
- Microsoft Azure website
System Architecture

Vendor Provided Documentation

Data Parser

Knowledge Database

LUIS

QnA Maker

Web App Bot

Make The Most of IT (Legacy)

Authentication database

Microsoft Azure Web App

End Users

Voice Services

Microsoft .NET

node.js
System Components

• Hardware Platforms
  ▪ Desktop Web Browsers
  ▪ Mobile Web Browsers

• Software Platforms / Technologies
  ▪ ServiceNow APIs
  ▪ Azure
    ▪ QnA Maker
    ▪ LUIS
    ▪ Knowledge base
    ▪ Voice Services
    ▪ Website (node JS and Microsoft .Net)
Risks

• ServiceNow’s APIs and MTMOIT Data (data parsing)
  ▪ Being able to gather the correct information to help employee
  ▪ Mitigation: Researching APIs and discovering ways to parse through MTMOIT Data

• Speech Recognition
  ▪ Being able to perform speech-to-text and text-to-speech accurately
  ▪ Mitigation: Work with Azure’s Voice Services

• Training the chatbot
  ▪ Being able to have the chatbot respond with the correct information
  ▪ Mitigation: Planning for time in the development schedule to be able to fine tune the bot’s results

• User Experience
  ▪ User friendly interface for Dow employees
  ▪ Mitigation: Field test the application and fine tune the interface
Questions?