From Students… …to Professionals

MICHIGAN STATE UNIVERSITY

Alpha Presentation
IT Assistant
The Capstone Experience
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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

• Allow for employees to have real time access to help with IT via a chatbot
  ▪ Voice or messaging

• Provides contact information if employee needs to contact global support
  ▪ Unlocked after chatbot cannot help
System Architecture

Vendor Provided Documentation

Data Parser

Knowledge Database

Make The Most of IT (Legacy)

Authentication Database

Azure

LUIS

Web App Bot

Microsoft Azure Web App

React

Voice Services

End Users
Password Reset via Mobile Device

Password Reset - Main
Dow IT Assistant

IMPORTANT NOTES: This script includes Password Reset for Workstation, Mainframe, NCA, Diamond Systems, VAX, Lotus Notes. Dow Coming password reset is for Workstation only - both Dow and Dow Coming to momentarily take you off of speaker-phone. Try to reset a password more than 2 times. If it 3rd
Form via Mobile Device

This is what we found for "Form":

GSD HOTSHEET: Dow C.

Dow IT Assistant
with "DCC" in the SAP logon pac
Yes - Redirect the client to submit the ERP Shared Access Request form. The form is at http://manage-info.intranet.dow.com/Forms/SA-RP/F_SA_ERP.aspx Resolve ticket/Packaging Request Form v3.1.doc No - Go to next step 8 All other application access issues Follow normal

Site

Just now

Type your message
New Phone via Web

Dow IT Assistant:

Hello, I am the IT Assistant. Please enter your question and I will help you find a solution.

Just now

This is what we found for "I am in need of a new phone":

Dow

VOIP Welcome Letter
Dow IT Assistant

Knowledge Base:
- IMAC coordinator will monitor tickets where VOIP team has completed the softphone configurations. The IMAC coordinator will send the WS softphone Welcome Letter to the client via IM.
- Find the attachment below for (Dow Cisco IP phone Welcome letter) 7th July.doc

Just now

Type your message
Unsuccessful Attempt via Web
What’s left to do?

• Integrate Make the Most of IT data and vendor provided documentation to train the chatbot
• Differentiate questions with the same keyword
  ▪ Ex: new laptop vs laptop not turning on
• Conversational Dialog
• Front End
  ▪ Search bar
  ▪ Visual aesthetics
  ▪ Link to GSD (Global Service Desk)
Questions?