From Students…
…to Professionals

The Capstone Experience

Beta Presentation
AI-Based Chat Service

Team RPM
- Ishak Ahmed
- Leeann Alsaeed
- Roshan Atluri
- Andrew Dagostino
- Ulas Kaygisiz

Department of Computer Science and Engineering
Michigan State University

Fall 2023
Project Overview

• Problem:
  ▪ High call volumes
  ▪ Slow tracking responses
  ▪ 24/7 on-call representatives

• Solution
  ▪ AI chatbot
  ▪ Back-end service (Web, SMS, App, etc.)

• Value:
  ▪ Enhance customer service
  ▪ Reduce cost
  ▪ Provide instant answers
System Architecture

Front end

Drivers/Consumers

Hosting Server

Requesting

OpenAI

POSTMAN

GET/POST Request

Database

Read/Write

GET/POST Request

Flask

python

.NET
Customer Questions

[Image of RPM chatbot interface showing saved conversations and chat history]
Switching to a Representative

The chatbot provided the current delivery location as 2100 Woodward Avenue in Detroit, MI. The customer expressed the desire to change the location and requested assistance. The chatbot suggested clicking on the 'Request Live Assistance' button to connect with a representative who can help with modifying the delivery location and any other necessary changes for the shipment.
Scheduling a Shipment

Saved Conversations
Status Inquiry: Load 599162
Clear ALL conversations

What is the status load of shipment 599162?
The load is Quote active. If you are interested in this load, please provide your carrier ID.
carrier id 733450

Carrier Information:
- Status: Active
- Email: None
- Phone: None
- MC Number:
- DOT Number: 111111122

Please provide your email and phone number so that we can update your carrier information. If you don’t have this information or prefer not to provide it, please click on “Request Live Assistance” to continue scheduling the load.

Type your message here...
Send
Clear Conversation
Save a Convos
General Inquiries

Saved Conversations

Shipment 606671 Pickup Location
Shipment 606661 delivery date

Clear ALL conversations

Can I have personal items in my car?

What is the make and model of your vehicle?

I have Ford F-150

Because you have a truck, you can have personal items in your vehicle.

Type your message here...

Send  Clear Conversation  Save a Convo
What’s left to do?

• Stretch Goals
  ▪ Live chat with representative
  ▪ Weather information at pickup/delivery location

• Other Tasks
  ▪ Update UI
  ▪ Re-do Turvo API
  ▪ Chat consistency
  ▪ Saved conversation deletion
  ▪ Improving chat response time
  ▪ Bug fixes
Questions?