MICHIGAN STATE UNIVERSITY

Beta Presentation
IT Assistant

The Capstone Experience

Team Dow

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From Students…
…to Professionals

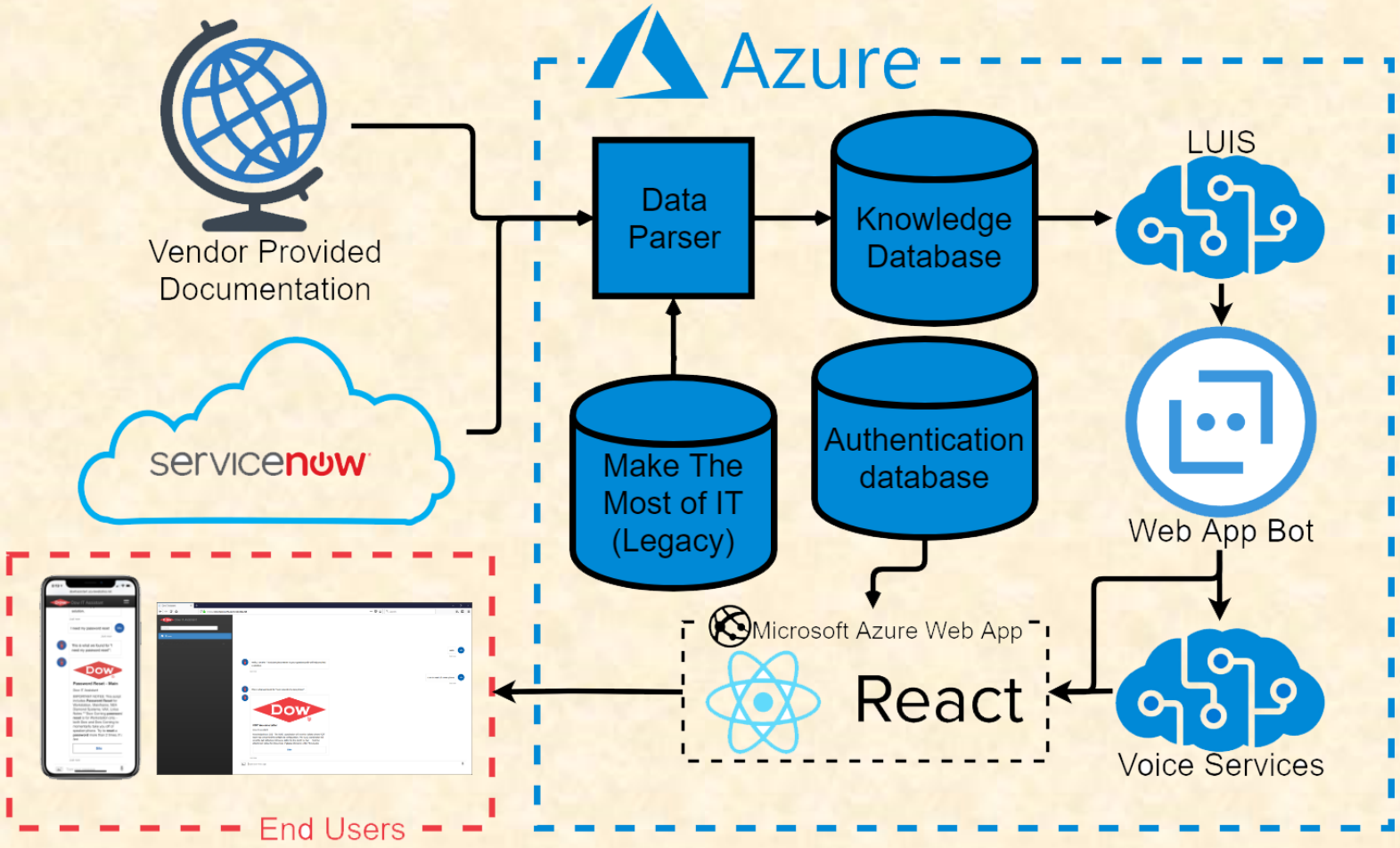
Department of Computer Science and Engineering
Michigan State University

Fall 2018

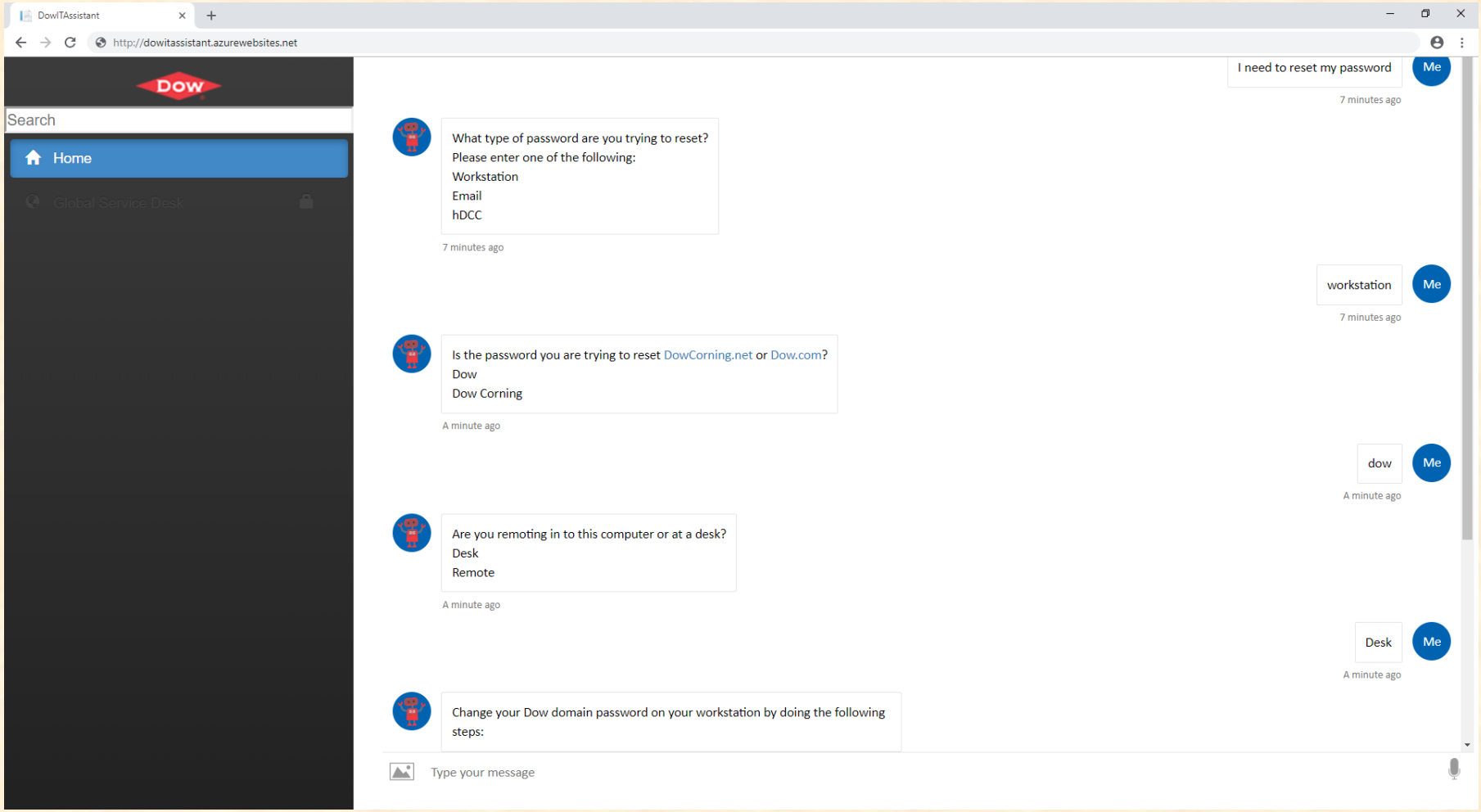
Project Overview

- IT assistance for Dow employees
  - Focused towards new employees
  - Currently new employees do not have one specific spot they can go to for help
- Allows for employees to have real time access to help with IT via a chatbot
  - Voice or messaging
- Provides contact information if employee needs to connect to global service desk
  - Unlocked after chatbot cannot help

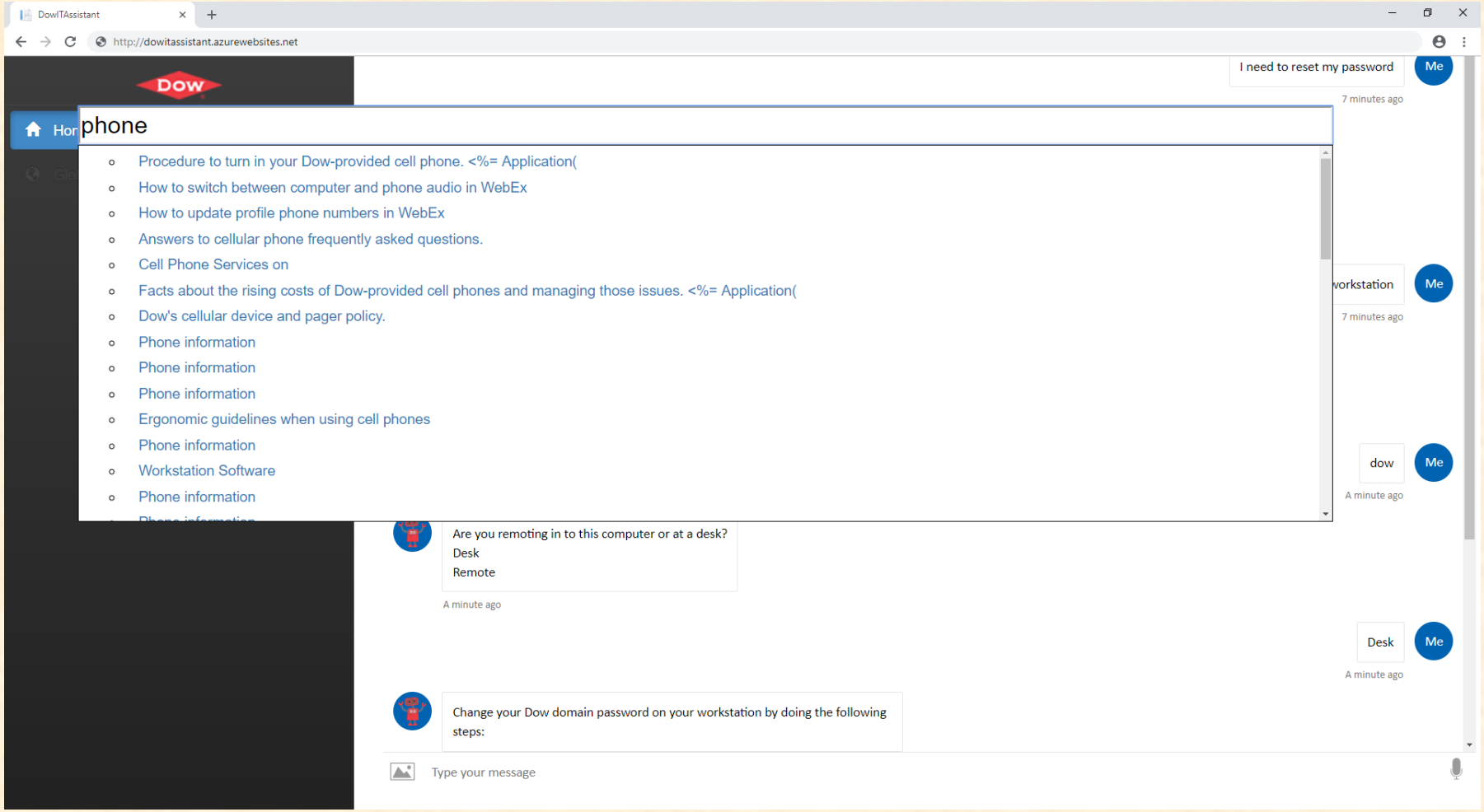
System Architecture



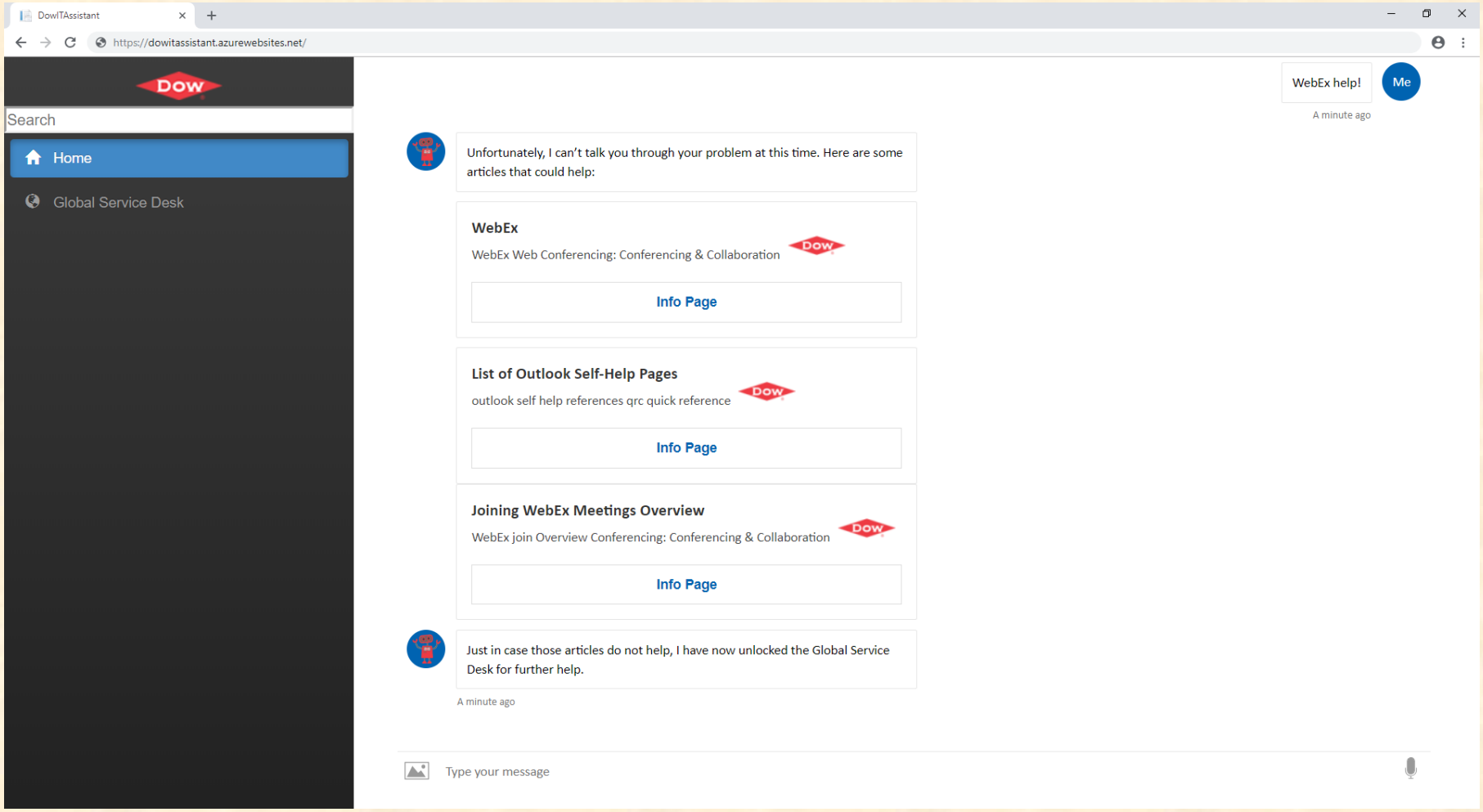
Password Reset via Web



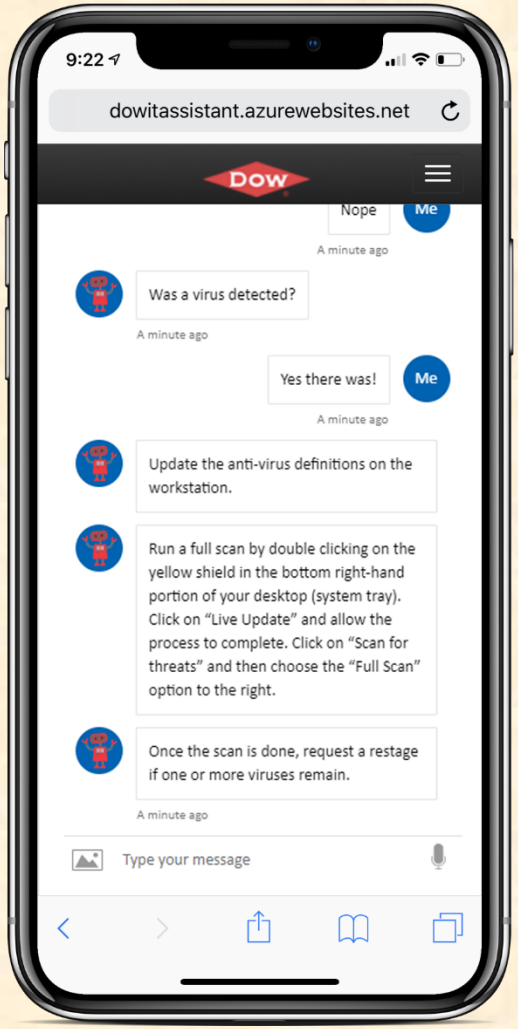
Phone Search via Web



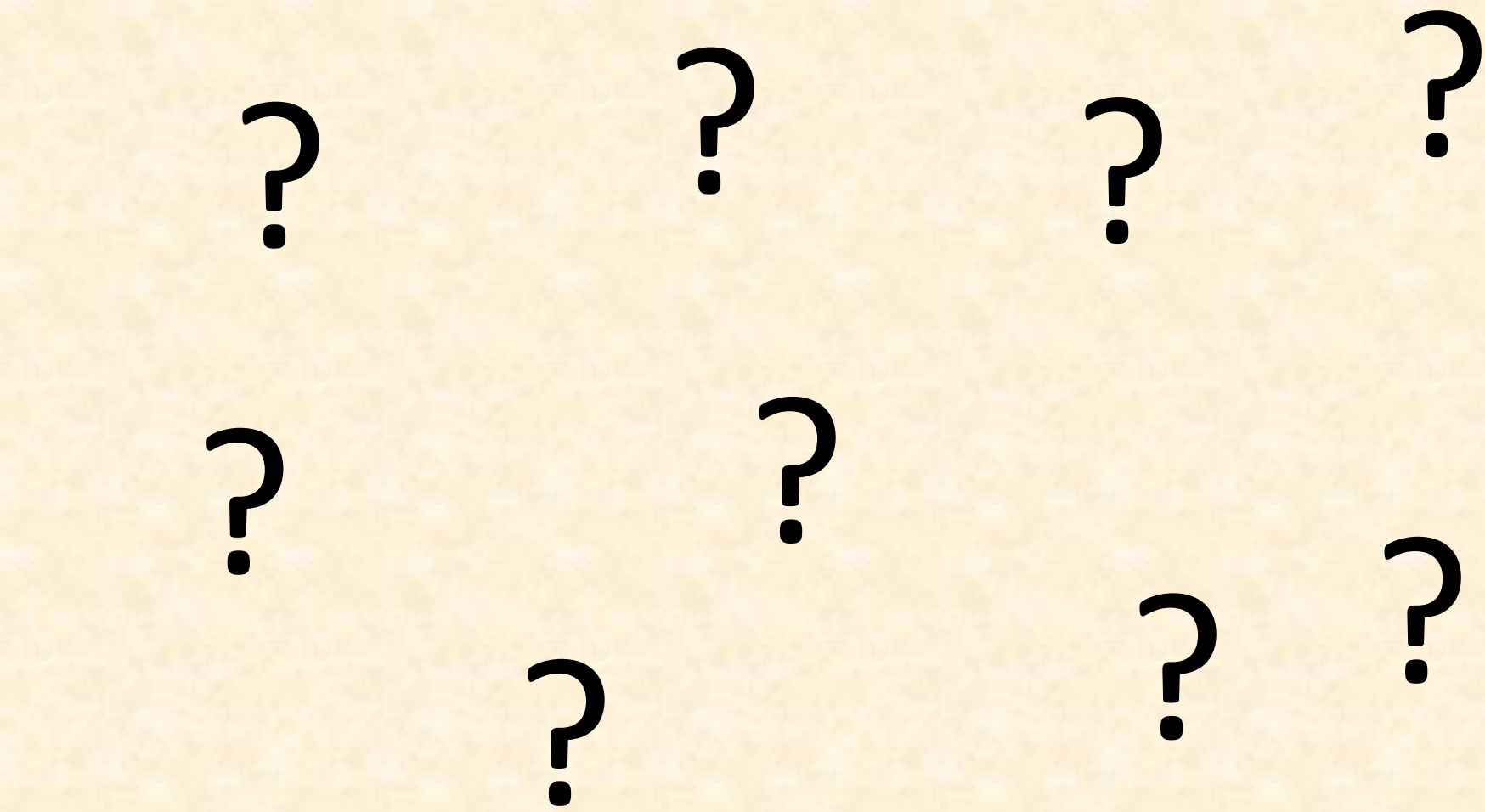
No Intent Found via Web



Email Virus via Phone



What's left to do?

- Integrate more use cases from Dow
- Format the search bar results
- Handle all conversation interruptions
- Set up modal dialogs for "Other" intent

Questions?