

MICHIGAN STATE

UNIVERSITY

Beta Presentation

AI-Based Chat Service

The Capstone Experience

Team RPM

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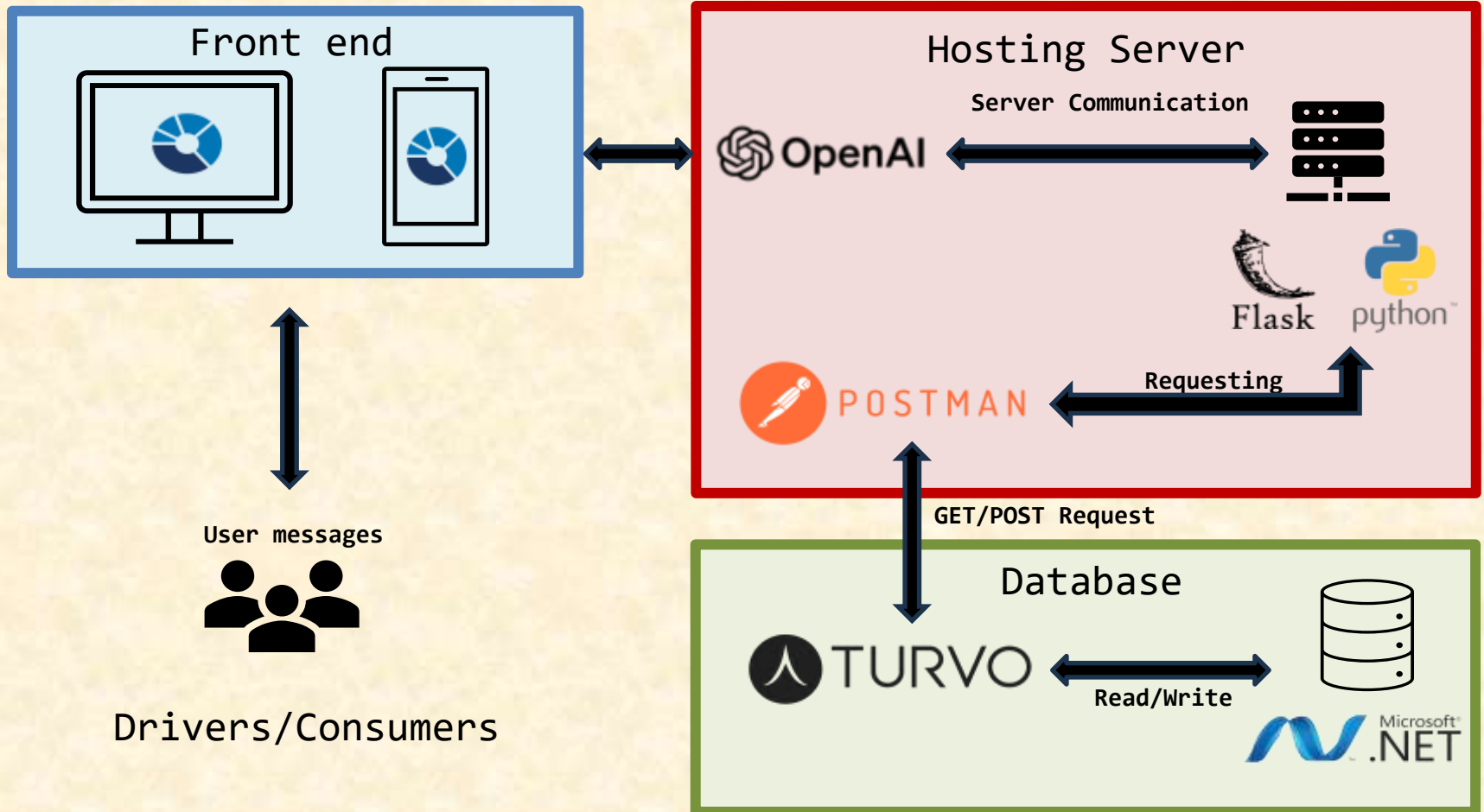
*From Students...
...to Professionals*

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



Customer Questions

The screenshot displays a web browser window titled "RPM Chatbot" with the address bar showing "127.0.0.1:8080". The page features the RPM logo at the top center, with two buttons: "Request Live Assistance" and "Switch to SMS". On the left, a "Saved Conversations" panel lists two items: "Shipment 606671 Pickup Location" and "Shipment 606661 delivery date", with a "Clear ALL conversations" button below. The main chat area shows a conversation with the following messages:

- Customer: "what is the delivery location of shipment 606671?"
- Chatbot: "The delivery location of shipment 606671 is 2100 Woodward Avenue, Detroit, MI."
- Customer: "what about the pickup location?"
- Chatbot: "The pickup location of shipment 606671 is 233 South Wacker Drive, Chicago, IL."
- Customer: "what's the delivery date?"
- Chatbot: "The delivery date for shipment 606671 is November 28, 2023."

At the bottom of the chat area, there is a text input field labeled "Type your message here...", a "Send" button, a "Clear Conversation" button, and a "Save a Convo" button.



Switching to a Representative

The screenshot displays the RPM Chatbot interface. On the left, there's a 'Saved Conversations' sidebar with two entries: 'Shipment 606671 Pickup Location' and 'Shipment 606661 delivery date', along with a 'Clear ALL conversations' button. The main chat area shows a conversation where the user asks for the delivery location of shipment 606671, and the chatbot responds with '2100 Woodward Avenue in Detroit, MI.'. The user then asks to change the location, and the chatbot provides instructions on how to request live assistance. A modal dialog box is open, prompting the user to enter a phone number to connect with a representative. The user has entered '1(517)989-0667'. Below the chatbot interface, a 'User Chatlog' window is visible, showing the user's email 'nealatluri9@gmail.com', the recipient 'leeannalsaeed2001@gmail.com', and a summary of the conversation. The summary states: 'The customer inquired about the delivery location of shipment 606671. 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.'

RPM Chatbot

127.0.0.1:8080

RPM

Request Live Assistance | Switch to SMS

what is the delivery location of shipment 606671?

The delivery location of shipment 606671 is 2100 Woodward Avenue in Detroit, MI.

I would like to change the location

To change the delivery location of your shipment, please click on the 'Request Live Assistance' button to connect with a representative who can assist you further. They will be able to help you with modifying the location and any other changes you may need for your shipment.

Type your message here...

Send | Clear Conversation

Save a Convo

127.0.0.1:8080 says

To connect you with a call representative, please enter your phone number in the format: 1(xxx)xxx-xxxx

1(517)989-0667

Cancel | OK

N nealatluri9@gmail.com 7:58 PM

User Chatlog

To: leeannalsaeed2001@gmail.com

Customer ID: 12345

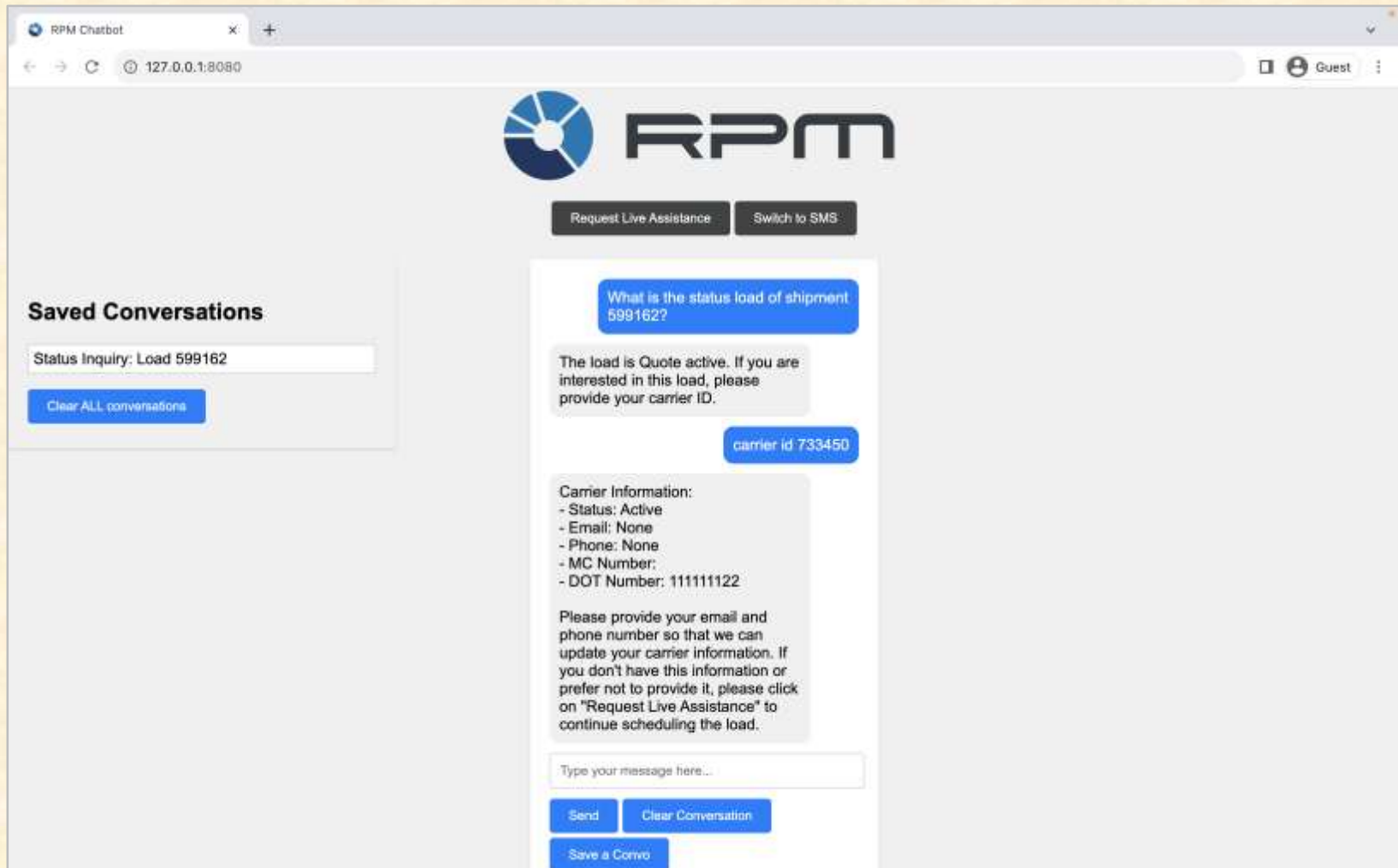
Phone Number: 1(517)989-0667

Summary:

The customer inquired about the delivery location of shipment 606671. 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



The screenshot shows a web browser window with the RPM Chatbot interface. The browser tab is labeled "RPM Chatbot" and the address bar shows "127.0.0.1:8080". The RPM logo is prominently displayed at the top center. Below the logo are two buttons: "Request Live Assistance" and "Switch to SMS".

On the left side, there is a "Saved Conversations" section with a text input field containing "Status Inquiry: Load 599162" and a "Clear ALL conversations" button.

The main chat area shows a conversation:

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

At the bottom of the chat area, there is a text input field with the placeholder "Type your message here...", a "Send" button, a "Clear Conversation" button, and a "Save a Convo" button.



General Inquiries

The screenshot displays a web browser window titled "RPM Chatbot" with the address bar showing "127.0.0.1:8080". The page features the RPM logo and two buttons: "Request Live Assistance" and "Switch to SMS".

Saved Conversations

- Shipment 606671 Pickup Location
- Shipment 606661 delivery date
- Clear ALL conversations

Chat Conversation:

- User: Can I have personal items in my car?
- Bot: What is the make and model of your vehicle?
- User: I have Ford F-150
- Bot: Because you have a truck, you can have personal items in your vehicle.

Input Area:

- Type your message here...
- Buttons: 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?

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