MICHIGAN STATE UNIVERSITY

Alpha Presentation

Agentic Concierge

The Capstone Experience

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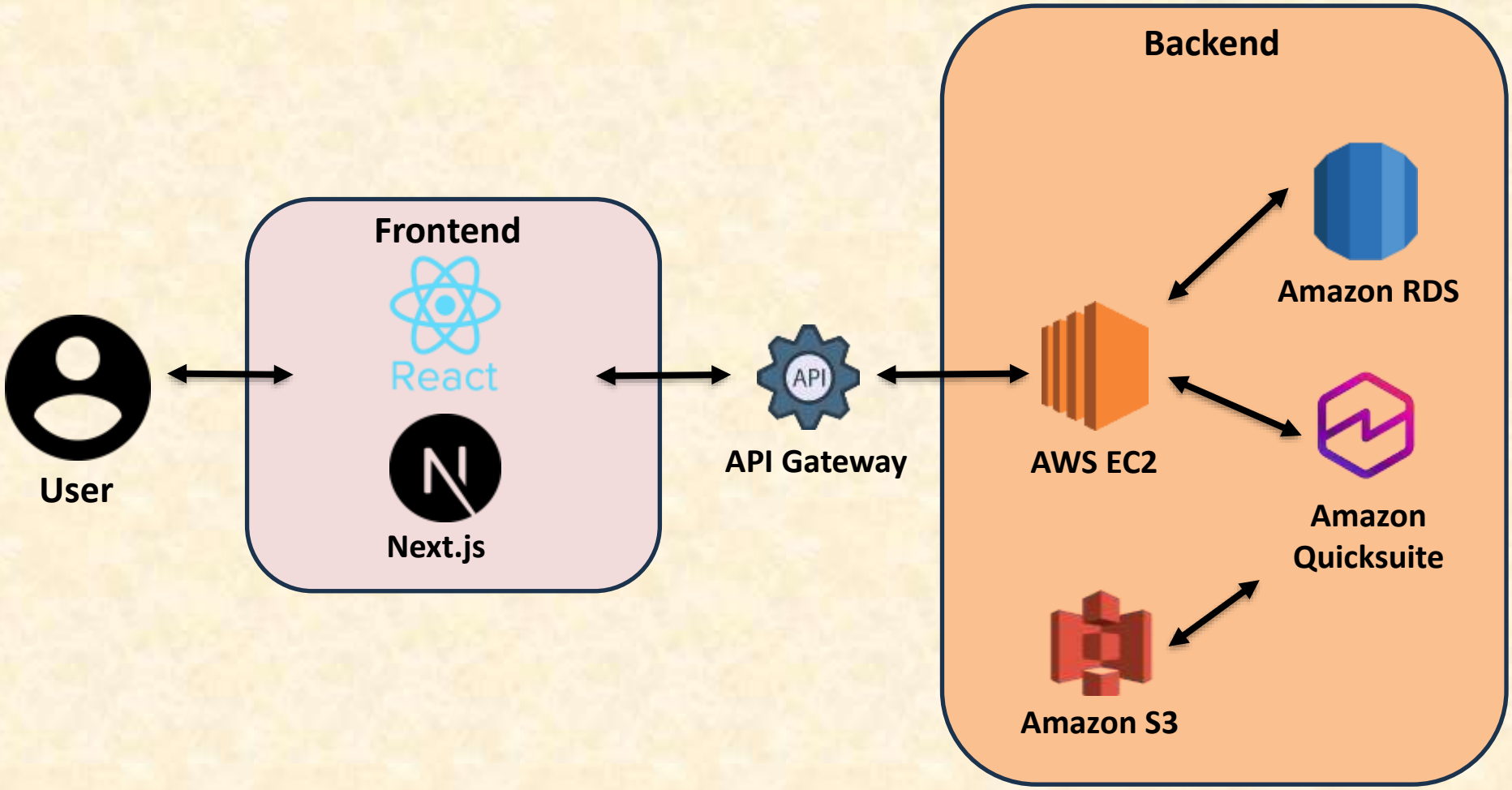
Spring 2026

From Students…
…to Professionals

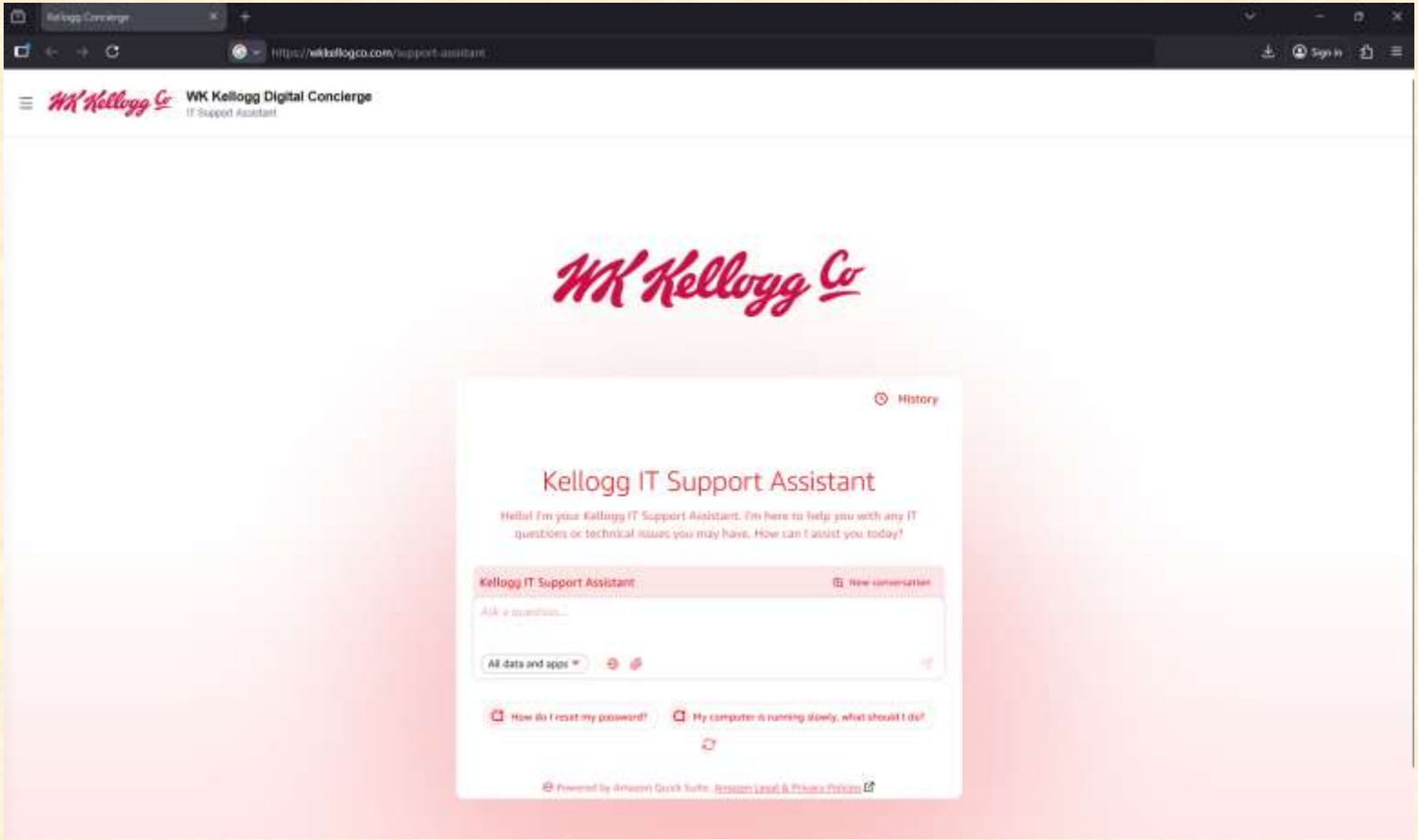
Project Overview

- Agentic Concierge is a chat-based internal support assistant that guides users using approved support documents and similar past incidents
- It reduces time lost searching across fragmented documentation and lowers load on the service desk and a small expert team
- Internal technology users will describe their issues in the chat and receive step by step guidance with most relevant documentation

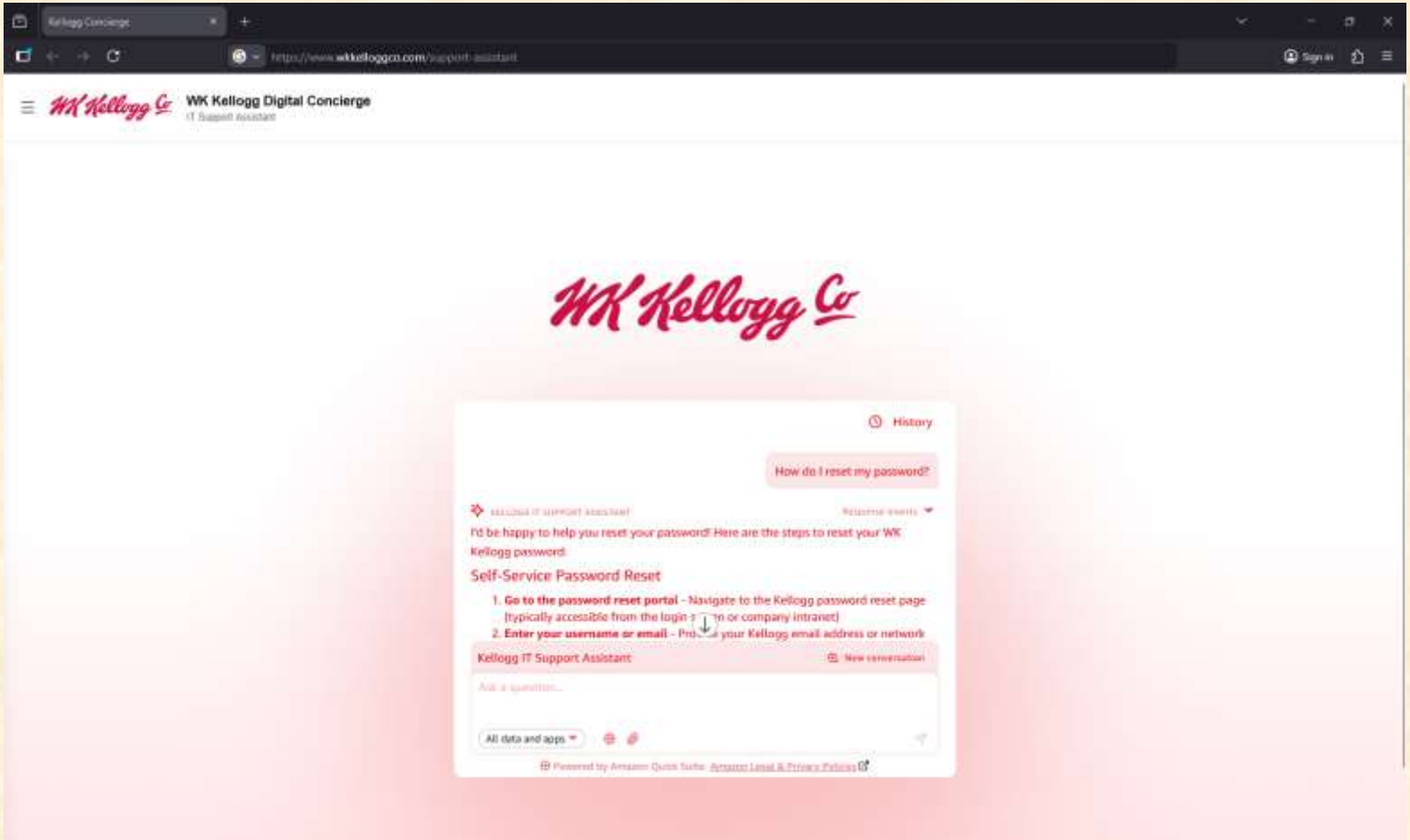
System Architecture



Desktop Greeting Chat UI



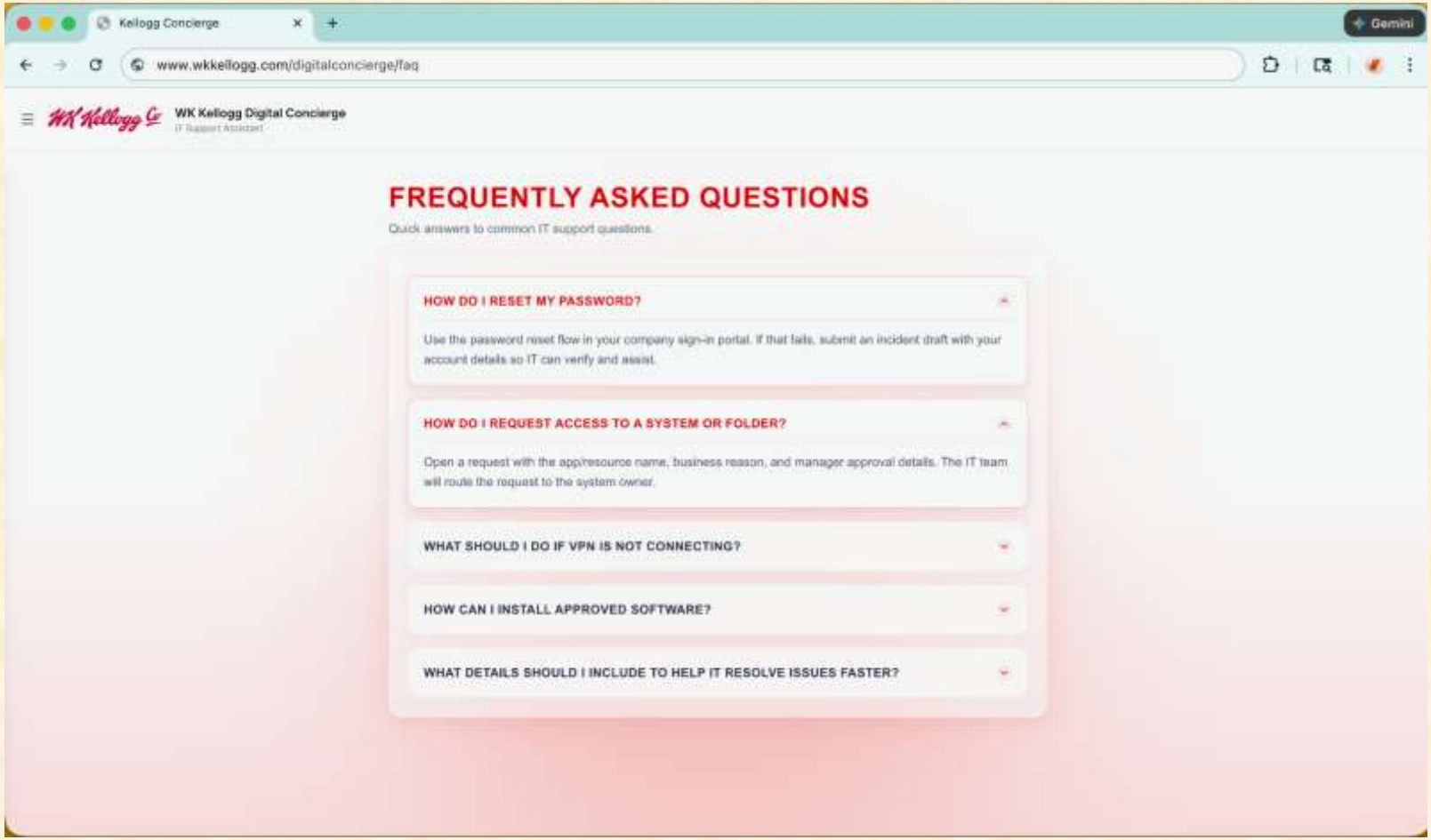
Desktop Chat Response



Mobile Chat UI



Frequently Asked Questions



What’s left to do?

- Connect document ingestion pipeline to real Kellogg support documentation
- Build incident draft generation from chat context
- Add chat history and session tracking per user
- Build analytics dashboard for support trends
- Add feedback buttons on chat responses

Questions?

