Project Plan
Dow: IT Assistant

The Capstone Experience

Team Dow
Charlie Benson
Brandon Brooks
Keaton Coffman
Cassie Thompson

Department of Computer Science and Engineering
Michigan State University
Fall 2018
Functional Specifications

• 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 voice or messaging chatbot
• Provides contact information if employee needs to contact global support
Design Specifications

• Voice and Message chatbot
• Intelligent search bar
• Access to Global Helpdesk if needed
• Enable employees to have a central location to search for the IT information required
Screen Mockup: Desktop Home Screen

Dow's IT Assistant

Chat Now   Voice Now   Search Now   Chat Global   Call Global
Screen Mockup: ChatBot

Dow's IT Chatbot

Welcome to Dow IT Assistant. How may I help you?

I am having trouble with my office phone.
Screen Mockup: Mobile Home Screen

IT Assistant

Dow Assist IT is a web application made by Dow to help employees with their everyday IT problems. Please pick a category for further assistance.

- Chat Now
- Voice Now
- Search Now
- Global Helpdesk
- Call Global Helpdesk
Screen Mockup: Voice ChatBot
Technical Specifications

• QnA Maker
• LUIS
• Data Parser
  • ServiceNow
  • MTMOIT (Make The Most of IT)
  • Vendors
• Microsoft Azure website
System Architecture
System Components

• Hardware Platforms
  ▪ Desktop Web Browsers
  ▪ Mobile Web Browsers

• Software Platforms / Technologies
  ▪ ServiceNow APIs
  ▪ Azure
    ▪ QnA Maker
    ▪ LUIS
    ▪ Knowledge base
    ▪ Voice Services
    ▪ Website (node JS and Microsoft .Net)
Risks

• ServiceNow’s APIs and MTMOIT Data (data parsing)
  ▪ Being able to gather the correct information to help employee
  ▪ Mitigation: Researching APIs and discovering ways to parse through MTMOIT Data
• Speech Recognition
  ▪ Being able to perform speech-to-text and text-to-speech accurately
  ▪ Mitigation: Work with Azure’s Voice Services
• Training the chatbot
  ▪ Being able to have the chatbot respond with the correct information
  ▪ Mitigation: Planning for time in the development schedule to be able to fine tune the bot’s results
• User Experience
  ▪ User friendly interface for Dow employees
  ▪ Mitigation: Field test the application and fine tune the interface
Questions?