Beta Presentation
IT Assistant
The Capstone Experience
Team Dow

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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

Vendor Provided Documentation

Azure

Data Parser

Knowledge Database

Make The Most of IT (Legacy)

Authentication database

LUIS

Web App Bot

Microsoft Azure Web App

React

Voice Services

End Users
Password Reset via Web
Phone Search via Web

- Procedure to turn in your Dow-provided cell phone. <%= Application(>
- How to switch between computer and phone audio in WebEx
- How to update profile phone numbers in WebEx
- Answers to cellular phone frequently asked questions.
- Cell Phone Services on
- Facts about the rising costs of Dow-provided cell phones and managing those issues. <%= Application(>
- Dow's cellular device and pager policy.
- Phone Information
- Phone Information
- Phone Information
- Phone Information
- Ergonomic guidelines when using cell phones
- Phone Information
- Workstation Software
- Phone Information

Are you remote in to this computer or at a desk?
Desk
Remote

Change your Dow domain password on your workstation by doing the following steps:
No Intent Found via Web

Unfortunately, I can’t talk you through your problem at this time. Here are some articles that could help:

**WebEx**
WebEx Web Conferencing: Conferencing & Collaboration

**List of Outlook Self-Help Pages**
outlook self help references qrc quick reference

**Joining WebEx Meetings Overview**
WebEx Join Overview Conferencing: Conferencing & Collaboration

Just in case those articles do not help, I have now unlocked the Global Service Desk for further help.
Email Virus via Phone

Was a virus detected?

Yes there was!

Update the anti-virus definitions on the workstation.

Run a full scan by double clicking on the yellow shield in the bottom right-hand portion of your desktop (system tray). Click on "Live Update" and allow the process to complete. Click on "Scan for threats" and then choose the "Full Scan" option to the right.

Once the scan is done, request a restage if one or more viruses remain.
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?