Alpha Presentation
Meijer Support Chatbot
The Capstone Experience
Team Meijer

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Project Overview

- The Meijer Support Team regularly receives over 200+ calls a day
- Chatbot allows IT associates to give attention to other escalated issues
- Accessible through Microsoft Teams
- Pulls solutions from support documents and templates.
- If a unknown question is asked, an incident ticket is created.
System Architecture

Chatbot Information Flow

- Azure Bot Channels Registration
- Azure Web App Service
- QnA Maker Knowledge Base
- Messaging Endpoint
- QnA Pair Request
- Best Answer
- LUIS (Language Understanding)
- NLP and ML
- Message sent
- Answer Returned
- Messaging Channel
- Diagnostics
- Azure App Insights

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Chatbot in Teams

![Chatbot Interaction in Teams](image-url)

Chatbot: Welcome to the Meijer Support Chat! How can I be of assistance?

User: Some of my information on Workday is incorrect. How can I change it?

Chatbot: When personal information on Workday is incorrect and needs to be changed, you must complete a Data Correction Request form in Workday. If you are unfamiliar with how to do this, check out this guide: Data Correction Request in Workday. Did this solve your problem?

User: Yes. Thank you!

Chatbot: Great! If you have any other questions, feel free to ask!

User: I have no further questions. Thanks!
Chatbot Analytics
QnA Maker
Email Template

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What’s left to do?

• Continuing to add chitchat features to chatbot
• Integrating multi-turn conversations
• Complete BMC Remedy ticket creation workflow
• Rephrasing document objectives into questions
• Altering knowledge base confidence threshold
Questions?