Beta Presentation
Meijer Support Chatbot
The Capstone Experience
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Project Overview

- The Meijer Support Team regularly receives over 500+ calls a day
- Chatbot allows IT associates to give attention to other escalated issues
- Pulls solutions from support documents and templates
- Incident tickets created accordingly
System Architecture

Chatbot Information Flow

Azure Bot Channels Registration

Message sent

Message returned

Messaging Channel

Messaging Endpoint

Diagnostics

Azure App Insights

Azure Web App Service

QnA Pair Request

Best Answer

LUIS (Language Understanding)

QnA Maker Knowledge Base

NLP and ML

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Chatbot in Microsoft Teams

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Incident Ticket Email Template
QnA Maker

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](https://meijer365.sharepoint.com/sites/ITSupportServicesWiki/SitePages/Data-Correction-Request-in-Workday.aspx). Did this solve your problem?

Yes, thank you!

Confidence score: 0.71
Chatbot Analytics
What’s left to do?

- Fine-tune ticket creation workflow
- Documentation
- Bug fixes
- Sending conversation data to support team
Questions?