Duke OIT AI Chatbot

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Video demo of user interacting with our chatbot!

Code <+>
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Problem

- **Efficiency:** Automating responses to frequently asked questions
- **Human Workload:** Reducing load on service desk staff to focus on other tasks

Mission

Use Natural Language Processing (NLP) to support accessing knowledge at Duke

Objectives

- **Augment Live Chat:** Looking to automate the functionality of the Live Chat feature
- **Task Oriented Service:** Have the ability to execute certain actions the user needs help with

Tools

- Azure
- Open AI
- Bot Framework Composer
- Bot Emulator

Front-End Prototype

Features:
- Integration into FixIt
- Databases to store Q&A, feedback
- Email containing dialogue history
- Option to redirect to live IT analyst

Next Steps

- Accuracy & GPT 4
- Service Now Integration
- Feedback Learning
- Beyond OIT

Duke OIT
GPT-4
servicenow

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