

AI Academic Advisor Interactive Demo

Introduction

The AI Academic Advisor is a Watson-based question answering (QA) cognitive computing system. The system applies Conversation and Discovery services to provide answers to program related questions.

Objectives

Develop a system which can answer most frequently; as well as, infrequently asked questions. Over the time, the system will help reduce the workload of academic advisors, instilling confidence and attracting bright talent across world.

Data

The source of information for the application includes an initial corpus of 400 FAQs and answers covering 15 topic areas.

Services

The AI Academic Advisor is chat-bot application that uses Slack as a UI and uses following IBM Watson Services.

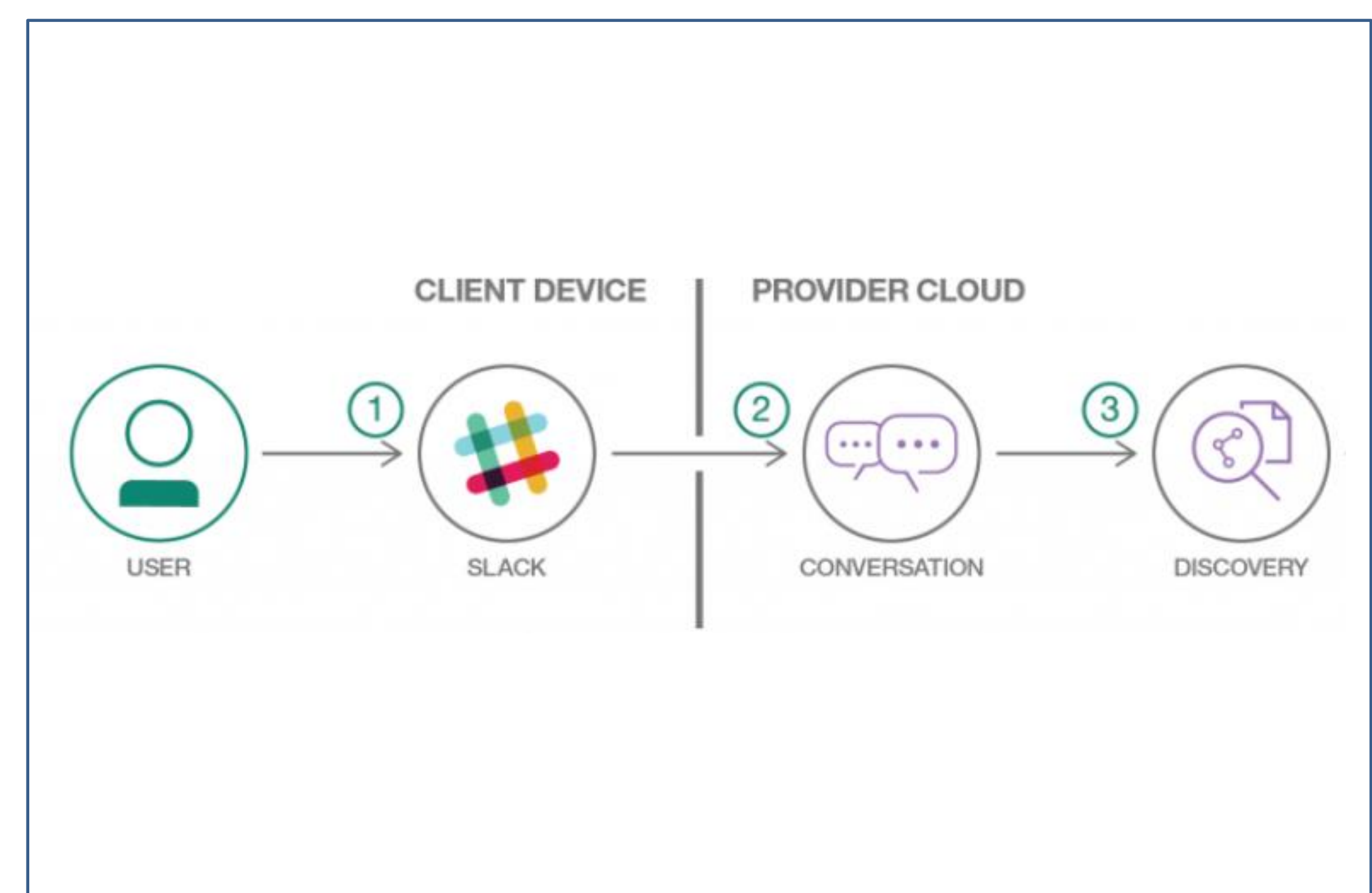
Conversation Service:

It adds a natural language interface to our slack-based application to automate interactions with our current and prospective students.

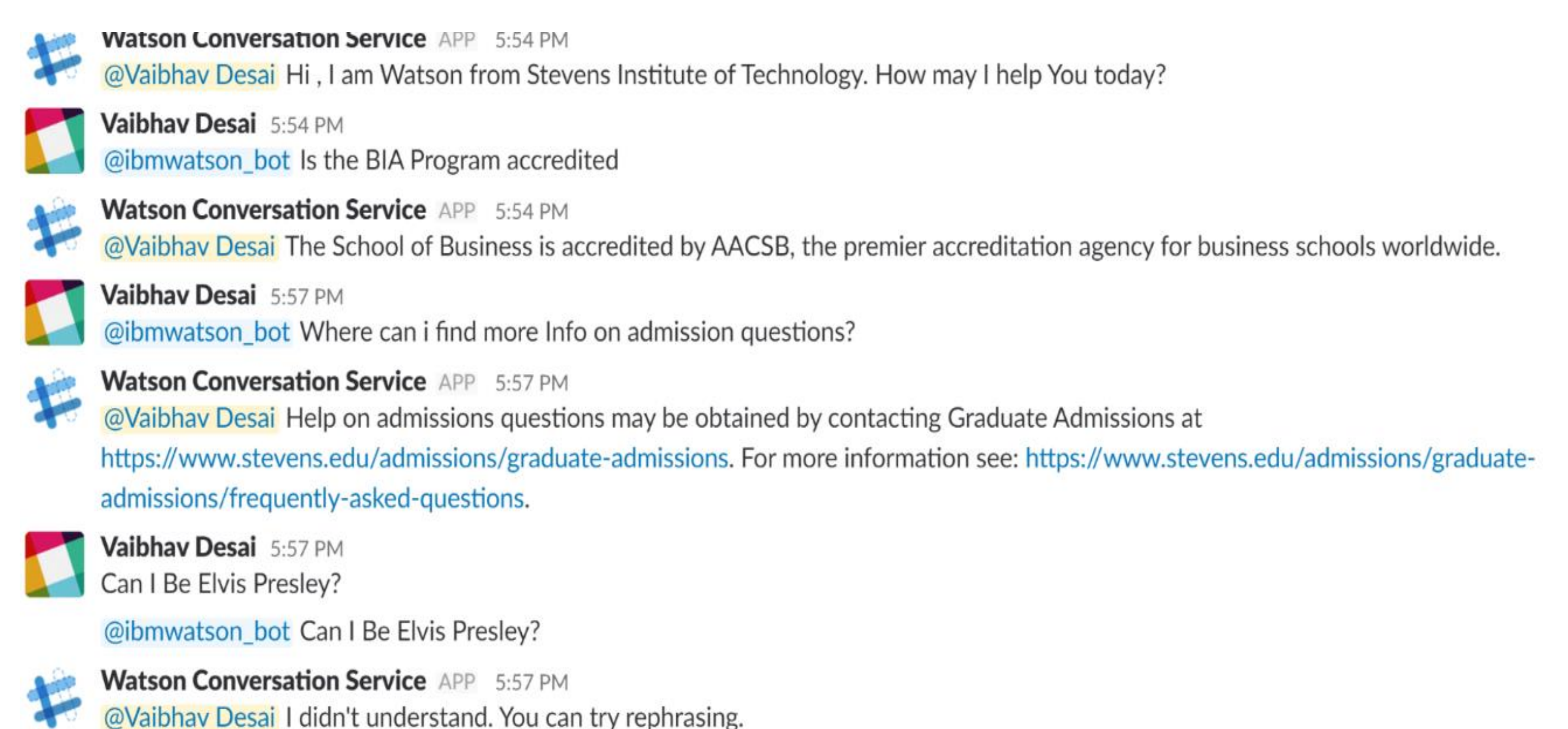
Discovery Service:

Watson discovery service enables us to rapidly ingest, normalize, enrich, index, and search our unstructured data. Discovery simplifies the infrastructure, scale and algorithm challenges associated with enriching and analyzing large datasets.

Flow with Conversation and Discovery



Question-Answer Slack Interface


The screenshot shows a Slack chat interface with a conversation between a user and a bot. The user asks: "Hi, I am Watson from Stevens Institute of Technology. How may I help You today?". The bot responds: "Is the BIA Program accredited". The user asks: "The School of Business is accredited by AACSB, the premier accreditation agency for business schools worldwide.". The bot responds: "Where can i find more Info on admission questions?". The user asks: "Help on admissions questions may be obtained by contacting Graduate Admissions at https://www.stevens.edu/admissions/graduate-admissions. For more information see: https://www.stevens.edu/admissions/graduate-admissions/frequently-asked-questions.". The bot responds: "Can I Be Elvis Presley?". The user asks: "Can I Be Elvis Presley?". The bot responds: "Can I Be Elvis Presley?". The user asks: "I didn't understand. You can try rephrasing.".

Conclusion

This initial application demonstrates the power of a cognitive based AI assistant in helping to find answers to frequently, and not so frequently asked questions. In order to enhance its capability, we are looking to both expand its corpus of knowledge (by including additional documents and web pages), along with enhancing its ability to handle multiple questions and individual user context.