

SEEM 3680 Revised Design Plan

Instructor: Prof. MENG, Mei Helen

Topic: CUHK Transportation Bot

Motivation and Background Information

The target audience of our virtual assistant is CUHK undergraduate and postgraduate students. Travelling on campus can be a hassle to students especially so if they just matriculated to CUHK or are exchange students as they are unsure of how to get to the venues and the buses that serve the area. This issue is further compounded as there is no application to inform students about the bus whereabouts and operating hours. Hence, this virtual assistant aims to address these concerns faced by these target group by providing the necessary details about the campus shuttle bus and the venues that the bus stop serves.

Business value of Prof Ben

Our virtual travel assistant, "Prof Ben" draws heavy inspiration from a critically acclaimed Associate Professor at NUS. The travel assistant receives funding from CUHK primarily to streamline bus operations and collects data for CUHK to analyze commuters' travel habits. At the commuter's end, this can increase their utility and reduce the time wastage as the relevant information will be available at their disposal.

Prof Ben's scope of knowledge

The virtual assistant Prof Ben will have information on: i) search by bus, ii) search by bus stop, and iii) other information (which requires user's input)

The sources where actual information is retrieved for CUHK buses are as follows:

<https://www.transport.cuhk.edu.hk/>

The future plan is to include additional information such as: i) special arrangement under typhoon ii) Special arrangement under rainstorm and iii) paid shuttle bus light service.

Sample questions – User

- What bus can I take to mong wan wai building?
- What is the operating hours of bus 1A?
- What is the departure time of bus 1A?
- What happens during typhoon?
- I want to search for a different bus

Sample questions – Virtual Assistant

- How can I help you?
- Which bus service would you like to see?
- What information are you looking for?
- What information about Route 1A are you looking for?
- You're welcome! Anything else you'd like help in?

With the current implementation, the above are questions that could be asked by a user and Prof Ben.

Sample dialogue

Scenario 1 – Student want to check the bus operating hours

Virtual Assistant – Prof Ben	User
Hello! I am Prof Ben, your friendly bus uncle!	
<p>Here are the following service available!</p> <ul style="list-style-type: none"> - Search by Bus - Search by Bus Stop - Other Information 	[clicks on “Search by Bus”]
<p>Which Bus service would you like to see?</p> <ul style="list-style-type: none"> - 1A - 1B - 2 - 3 - 4 - 5 - 6A - 6B - 7 - 8 - N - H 	[clicks on “1A”]
<p>What information about Route 1A are you looking for?</p> <ul style="list-style-type: none"> - Operating Hours - Departure time - More information 	[clicks on “Operating Hours”]
<p>Bus 1A operates on 07:40-18:40 For Mon to Sat (Except Public Holidays)</p> <p>Any information you may also want to look for?</p> <p>What information about Route 1A are you looking for?</p> <ul style="list-style-type: none"> - Operating Hours - Departure time - More information 	I want to search for different bus
<p>Which Bus service would you like to see?</p> <ul style="list-style-type: none"> - 1A - 1B - 2 - 3 - 4 - 5 - 6A 	[clicks on “1B”]

<ul style="list-style-type: none"> - 6B - 7 - 8 - N - H 	
<p>Which information about Route 1B are you looking for?</p> <ul style="list-style-type: none"> - Operating hours - Departure time - More information 	[clicks on “Operating Hours”]
<p>Bus 1B operates on 08:00 - 18:00 For Mon to Sat only (Except Public Holidays)</p> <p>Any information you may also want to look for?</p> <p>What information about Route 1B are you looking for?</p> <ul style="list-style-type: none"> - Operating Hours - Departure time - More information 	thanks
You're welcome! Anything else you'd like help in?	no
Cool, all the best for your studies	

Scenario 2 – Student searching for bus that serves the bus stop of their destination

Virtual Assistant – Prof Ben	User
Hello! I am Prof Ben, your friendly bus uncle!	
<p>Here are the following service available!</p> <ul style="list-style-type: none"> - Search by Bus - Search by Bus Stop - Other Information 	[clicks on “Other Information”]
What information are you looking for?	What happens during typhoon?
If the local storm warning signal No. 8 or above is issued during class period/working hours, meet-class buses will cease to operate whereas the normal shuttle bus service/paid shuttle light bus service will be maintained for an hour.	thanks
What information are you looking for?	Thanks for the help
You're welcome! Anything else you'd like help in?	nope, that's all for now
Cool, all the best for your studies	

