

Kia ora students,

Re: AgriSmart Summer Internship Opportunity

Please see information below from **AgriSmart** re an internship opportunity in Tri C:

Background:

--> We will be launching a leading-edge initiative to integrate Agentic AI into Agrismart's support systems. We are aiming to create intelligent, autonomous support agents capable of understanding context, learning from past interactions, and proactively resolving client queries across our various modules including: onboarding, timesheets, payroll, and job costing. These agents will need to operate with a high degree of autonomy while adhering to AgriSmart's strict data privacy and support standards. Our goal is to reduce response times, improve accuracy, and provide 24/7 support tailored to the unique needs of primary industry clients. This project will position AgriSmart at the forefront of AI-driven workforce management solutions in agriculture and horticulture.

Deliverables:

- 1- Develop an Agentic AI Prototype which is a working proof of concept AI support agent integrated with Agrismart's platform. It should be capable of responding to frequently asked client queries across the various modules. Will start off with the Timesheets and Payroll module and incorporate the other modules after that - onboarding, job costing etc.
- 2- Knowledge Base integration - We need to be able to upload all the existing help documents and FAQ's and client query history into the AI's retrieval system.
- 3- Support Ticket escalation system - need to create built in logic for the AI to escalate complex or sensitive issues to our support team. Need to have logging and handover mechanisms to preserve full chat context for the support team.
- 4- Continuous Learning and Feedback loop. This needs to capture feedback allowing clients and our support team to rate the AI responses. also need to be able to have a framework for supervised fine tuning based on real interactions.
- 5- Create an Admin Dashboard - this will allow our support team view AI conversations, track performance and flag incorrect answers. Need to create various filters.

6- Security and Privacy - this is critical. Will need to document how the AI meets NZ data privacy laws and AgriSmart's internal policies.

7- Technical documentation- ensure all processes and functionality are fully documented.

To Apply:

Please submit a cover letter and CV to COSIIM. Applications close **24 September 2025**.