

# Intelligent Help Center for PLV Students

*LeoChat*

**Hackathon IBM X DeVinci**

**GROUP 17**



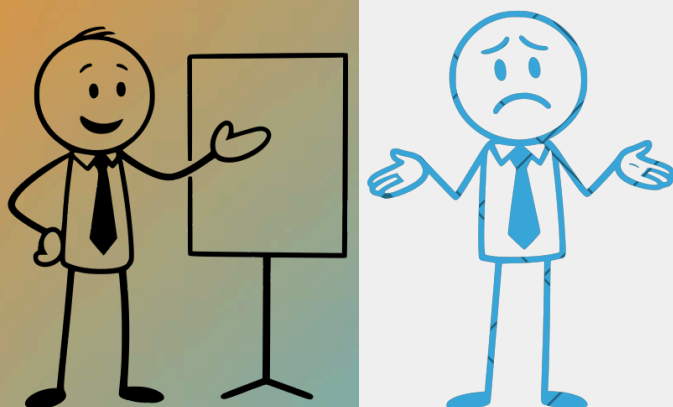
# Context

*“Towards Smart Student Support”*

The current Help Center relies on manual searches within a database of 400 questions and answers.

Objective: To develop an intelligent chatbot capable of:

- understanding student requests,
- providing the most relevant response,
- redirecting to the correct channel (or email) if necessary.



# Challenges

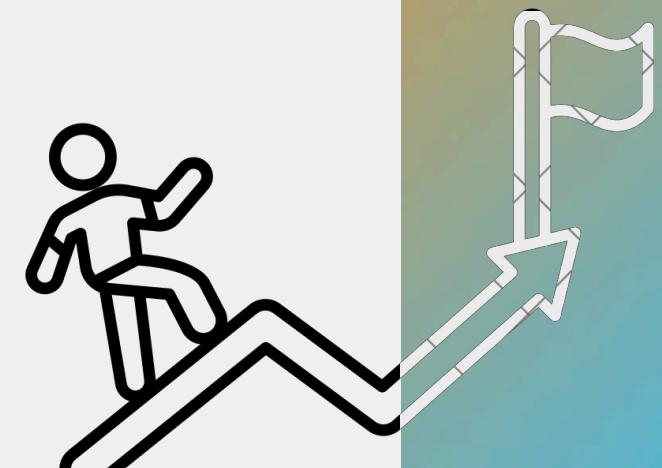


Optimize the relevance of responses in a multilingual dataset

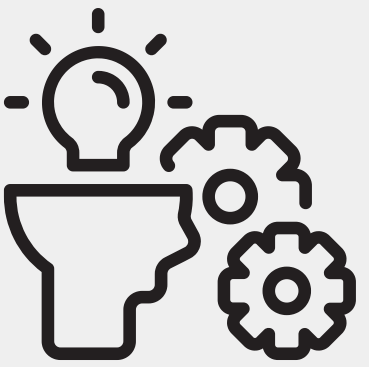
Ensure the reliability and security of exchanges for future institutional integration

Manage conversational context so that the chatbot understands references to previous messages and maintains a coherent thread of discussion

Use of WatsonX



# Data & Pre-processing



## ■ Fields

- Titre
- Contenu
- Type de poste
- Langues
- Thématiques
- Utilisateurs
- Ecoles

## ■ Dataset processing

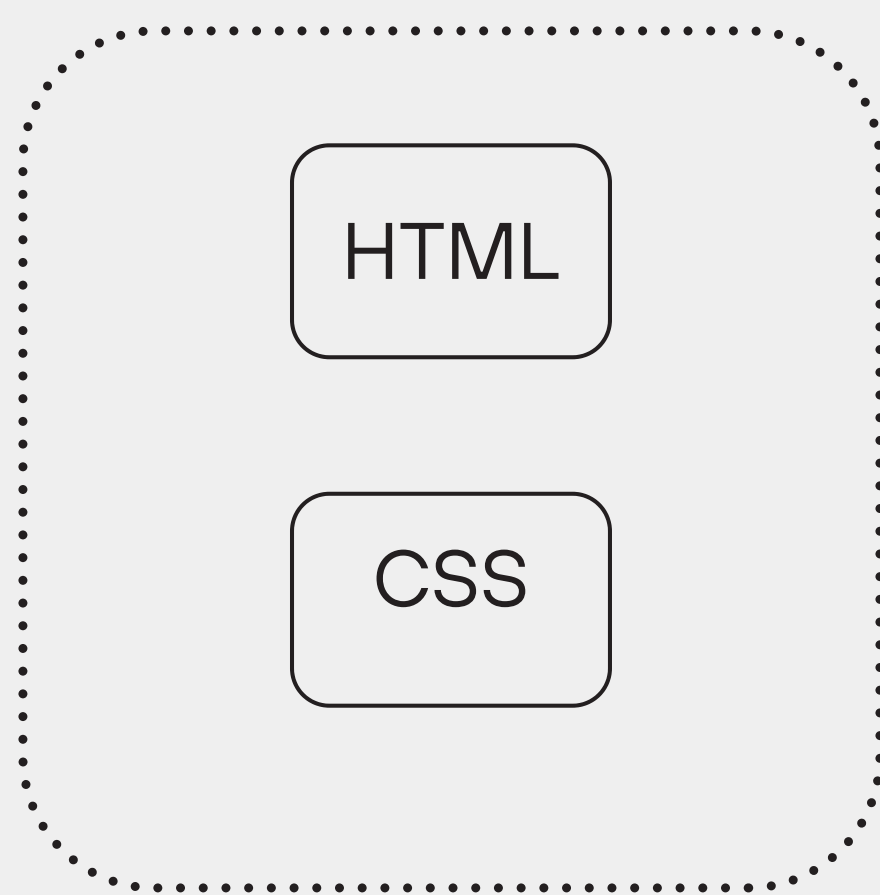
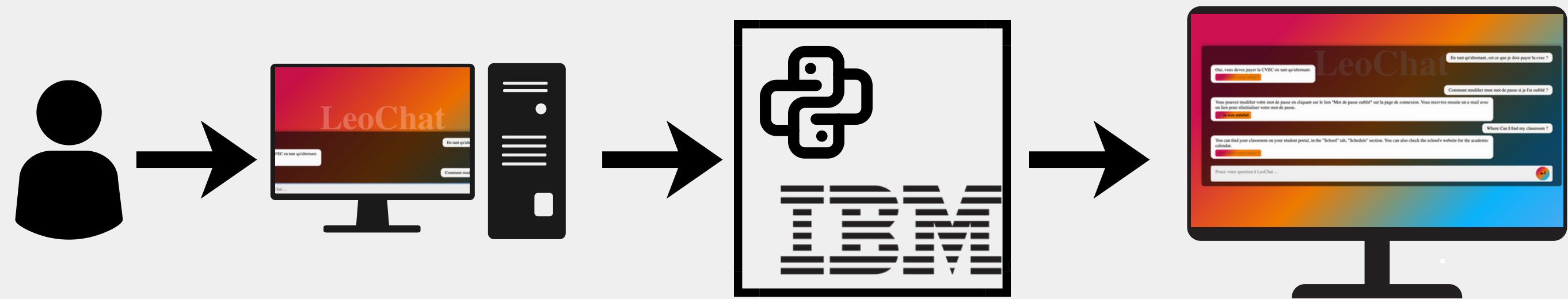
- Remove empty rows
- Select columns
- Standardize content
- Use questions/answers

## ■ Video Processing

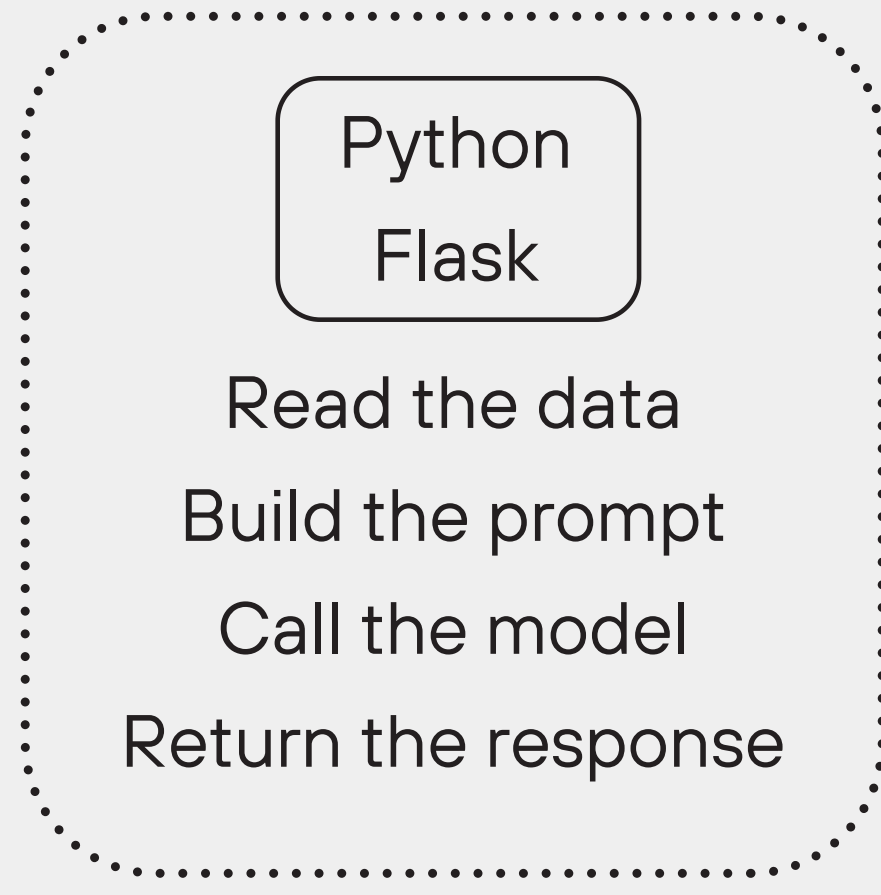
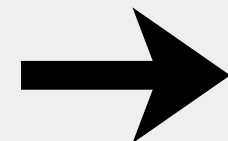
- Transcribing videos into text
- Using the Whisper library



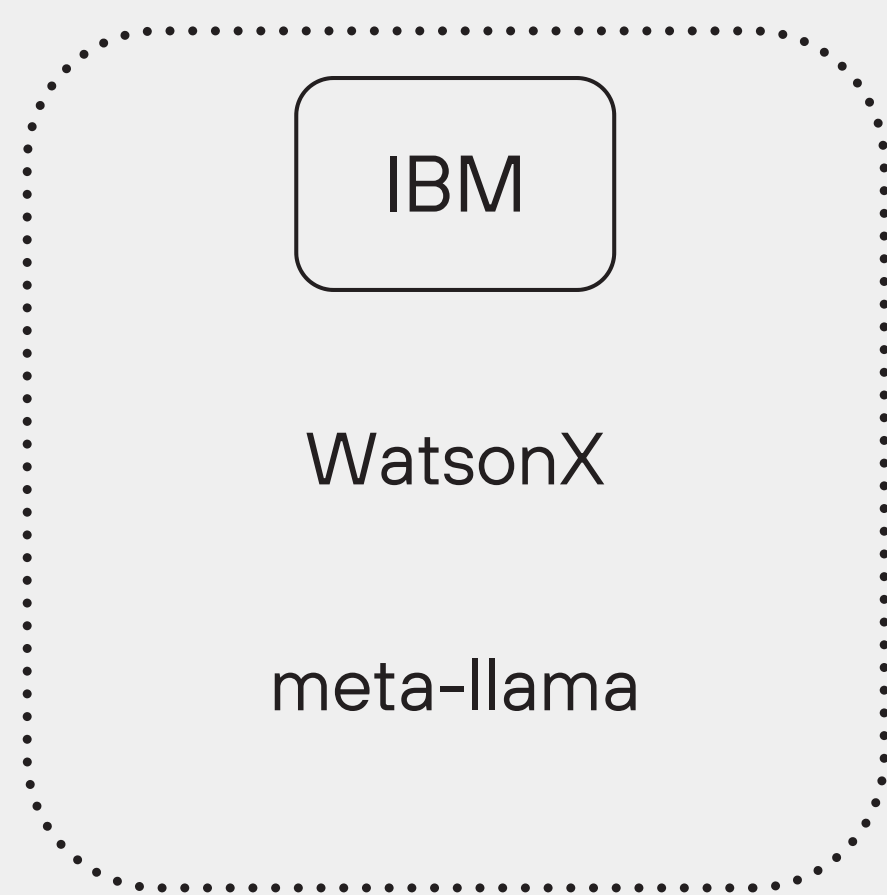
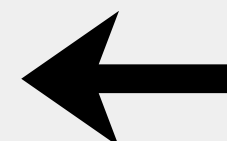
# Architecture



**Front End**



**Back End**



**Model**

# Presentation of the solution



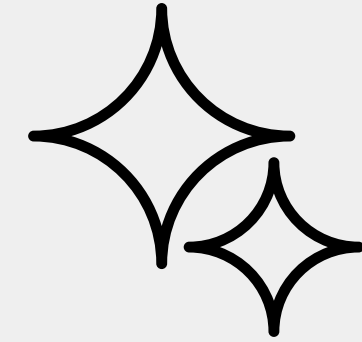
- An intelligent and interactive chat
- User feedback to feed the database
- Colors of the three schools
- Answers are fast and right

# Business Impact



- A new solution at your fingertips anytime, anywhere
- An easily deployable model for PULV.
- Reusable solution adaptable to administrative departments
- Innovative image for the institution: integration of AI to enhance the student experience

# Added value



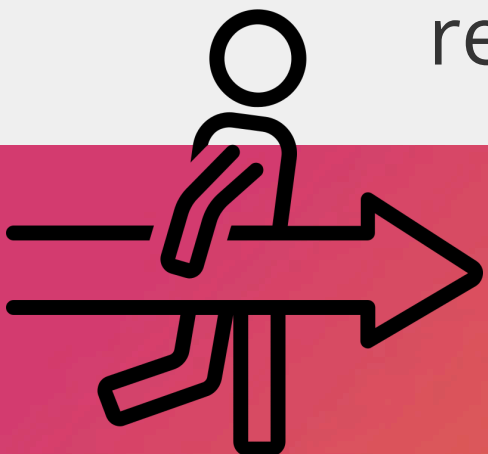
- Increased productivity: Reduced processing time for student applications
- Reduced administrative burden for student services staff and support services
- Improved user satisfaction through immediate and accurate responses, 24/7



# To go even further



- Advanced NLP: Integration of transformer-based language models for deeper semantic understanding
- Analytics dashboard: Tracking of queries, success rates, and unanswered questions for administrators
- Mobile integration: Adaptation with the Vue.js interface for mobile applications
- Continuous improvement loop: Leveraging user feedback to refine responses.



# Thank you

## Hackathon IBM X DeVinci

**GROUP 17**

