

#### **Anhang 4: FAQs (Frequently Asked Questions)**

Q: Who can use the chatbot?

A: Ednic is available to all students from the department of Business Administration at the University of Applied Sciences in Munich.

Q: Where will Ednic be available?

A: Ednic will be available via the platform Moodle, which the university uses for education matters.

Q: How can I use Ednic?

A: The access to Ednic runs via Moodle. After logging in to Moodle, Ednic can be used via a small window that appears on the bottom right area of the screen.

Q: Why is there a specialization on certain groups of customers? (e.g. students of FK 10)

A: In the first step, the chatbot is made for the students of the department of Business Administration. In the future, the chatbot will be expanded to other departments, so that in the long term all HM students can use the chatbot.

Q: Is this service really free?

A: Yes. The service is free of charge for all students.

Q: What current efforts should the Bot reduce?

A: Students don't have to search for the information they need on many different platforms the HM uses, as Ednic serves as one contact point. This saves a lot of time and nerves. As students can ask Ednic, Professors of the HM no longer have to answer simple questions of the students and therefore save a lot of time.

Q: What is the benefit for the customer?

A: The main benefit is that the information can be received quickly and 24/7 from one contact point that combines all the information from the different platforms from the university. This saves a lot of time and nerves.

Q: What does the name Ednic mean?

A: Ednic is a chatbot regarding the education of the University of Applied Sciences in Munich. Therefore, the name contains parts of the words "Education" and "Munich".

Q: When and how do first semester students get information about Ednic?

A: The chatbot service is introduced to the students during the Welcoming Days and in the welcome information letter that they receive before the start of their studies.

Q: How does the conversation with Ednic start?

A: After the student logs on to Moodle, Ednic appears on the bottom right corner of the screen and greets him/her. After asking a question, Ednic provides the required information. Furthermore, Ednic suggests topics which belong to the student's question.

Q: Is it possible to save the chat history?

A: At the moment it is not possible to save the chat history.

Q: Is my personal information safe?

A: Yes, like all other HM web functions we ensure the GDPR.

Q: Where does Ednic get the students data from?

A: The Chatbot automatically gets the students' data from the registration in Moodle.