

1. Current information needs of SEEM students
Office Location, Office working Hour, Contact method, Laboratory location
2. Business value of a virtual assistant
A virtual assistant can help us to increase the flexibility. CUHK is an international university, so we have many foreign students. If the students are in other countries for some reason, the time zones problem will bring a difficult task to normal working hours. However, a virtual assistant can help us to tackle this problem. It can also help us to increase our productivity. Normal people will be tired when they worked for long hours and sometimes the people may make mistakes. A virtual assistant can work for 7/24 and never tired can be easy to help us. The last but not the least, a virtual assistant can help us improve our work quality as it can help us answer many petty things and we can focus on some trouble questions.
3. SEEM Office and facilities detail. Seem student will be the end users. The students will mostly ask where the office is. The students should know where the buildings are. The virtual assistant should provide the room name of different facilities to students. When the students ask about the word 'office', the assistant will have sample questions 'When the office open', 'What is the phone number of the office' to guide students.
4. Sample questions→Is Seem student have free print services? Where can I print? What is the opening time of the laboratory? Which laboratory is open for students?
5. Sample dialog flow. (Asking about SEEM office)

Virtual Assistant	Student
Hello. How can I help you?	
	Where is the Seem office?
It is at Room 609, William M.W. Mong Engineering Building The Chinese University of Hong Kong Shatin, N.T., Hong Kong	
	When can I go to office?
It is opening at 09:00 to 17:00. 12:30 - 13:00 will be lunch hour and the office will not open in this period.	
	Thx
Do you have any question?	
	No.
Have a nice day!(Random)	

Sample Questions (for testing):

1. Where is the nearest water fountain?
2. Where is the nearest computer lab?
3. Where is the SEEM office location?
4. When will the office open?
5. How can I call the office?
6. How can I send email to the department's
7. Where are the printers?
8. How much printing quota will I have?
9. How can I fax the office?
10. What is the website of the department?

The web test for the assistant: <https://web-chat.global.assistant.watson.cloud.ibm.com/preview.html?region=eu-gb&integrationID=b1b14c66-df41-4fe4-95f4-84f4622166ce&serviceInstanceID=49865205-2137-45f9-8757-5bd3b34fa3ff>

Demo1			
<p>Build your own assistant using IBM Watson Assistant</p> <p>Assistant preview</p> <p>Hello. How can I help you?</p> <p>where is the SEEM office?</p> <p>It is at Room 609, William M.W. Mong Engineering Building The Chinese University of Hong Kong Shatin, N.T., Hong Kong</p> <p>Do you want to ask the following details?</p> <p>Select an option</p> <p>when can i go there</p> <p>Did you mean:</p> <p>#Office_details #Seem_computer_lab</p> <p>None of the above</p> <p>opening time</p> <p>Type something...</p>	<p>Assistant preview</p> <p>opening time</p> <p>It is opening at 09:00 to 17:00. 12:30 - 13:00 will be lunch hour and the office will not open in this period.</p> <p>Do you want to ask the following details?</p> <p>Select an option</p> <p>where is my nearest water dispenser</p> <p>Did you mean:</p> <p>#SEEM_water_dispensers #Office_details</p> <p>None of the above</p> <p>#SEEM_water_dispensers</p> <p>Which engineering building you would like to go to? I will recommend the nearest water</p> <p>Type something...</p>	<p>Build your own assistant using IBM Watson Assistant</p> <p>Assistant preview</p> <p>#SEEM_water_dispensers</p> <p>Which engineering building you would like to go to? I will recommend the nearest water dispensers to you!</p> <p>Ho Sin Hang Engineering Building (SHB)</p> <p>William M.W. Mong Engineering Building (ERB)</p> <p>ERB</p> <p>You can use the water dispensers at 4/F in William M W Mong Engineering Building.</p> <p>thank you</p> <p>Do you have any question?</p> <p>no more</p> <p>Have a nice day!</p> <p>Type something...</p>	
Demo 2			
<p>Build your own assistant using IBM Watson Assistant</p> <p>Assistant preview</p> <p>Hello. How can I help you?</p> <p>hi</p> <p>I can answer the details of the Seem Office and facilities. Which details you would like to ask?</p> <p>Office Facilities</p> <p>where are the computer labs</p> <p>Which engineering building you would like to go to? I will recommend the nearest lab to you!</p> <p>Ho Sin Hang Engineering Building (SHB)</p> <p>William M.W. Mong Engineering Building (ERB)</p> <p>ERB</p> <p>You can go to William M.W. Mong Engineering Building (ERB) Room 909. It is opening at 9am - 5pm (Mondays to Fridays).</p> <p>Type something...</p>	<p>Assistant preview</p> <p>You can go to William M.W. Mong Engineering Building (ERB) Room 909. It is opening at 9am - 5pm (Mondays to Fridays).</p> <p>where is the printers</p> <p>You can go to Room 602, 612 or 909 at Ho Sin Hang Engineering Building (SHB) to enjoy the print service.</p> <p>how can i call the office</p> <p>You can phone (852) 3943 8313 for General Enquiries</p> <p>Do you want to ask the following details?</p> <p>Select an option</p> <p>who are my professors?</p> <p>I searched my knowledge base and found this information which might be useful:</p> <p>Type something...</p>	<p>Assistant preview</p> <p>I searched my knowledge base and found this information which might be useful:</p> <p>In Memory of Prof. LI Duan - Com...</p> <p>Monica Ho, 何滿珍 女士 (The Chinese University of Hong Kong 香港中文大學) Professor Qiying Hu, 胡奇英 教授 (Fudan University, 復旦大學) Professor Zhongfei Li, 李仲飛 教授 (Sun Yat-se...</p> <p>See more</p> <p>Professor Xunyu Zhou and Profes...</p> <p>Home » Professor Xunyu Zhou and Professor Chris Yang, have won the Exemplary Teaching Awards of this year. Professor Xunyu Zhou and Professor Christ Yang have won the Exemplar...</p> <p>See more</p> <p>News Archive - Department of Sy...</p> <p>HUANG Weihuang (PhD), Professor YU Xu Jeffrey and Mr.</p> <p>See more</p> <p>Type something...</p>	<p>Assistant preview</p> <p>Professor Xunyu Zhou and Profes...</p> <p>Home » Professor Xunyu Zhou and Professor Chris Yang, have won the Exemplary Teaching Awards of this year. Professor Xunyu Zhou and Professor Christ Yang have won the Exemplar...</p> <p>See more</p> <p>News Archive - Department of Sy...</p> <p>HUANG Weihuang (PhD), Professor YU Xu Jeffrey and Mr.</p> <p>See more</p> <p>thank you</p> <p>Do you have any question?</p> <p>no bye</p> <p>Have a nice day!</p> <p>Type something...</p>

The search skill that is connected to the bot is using web crawl function and therefore cannot export models, as it does not support html. The web crawl is on <https://www.se.cuhk.edu.hk/>