- 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 tried 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)

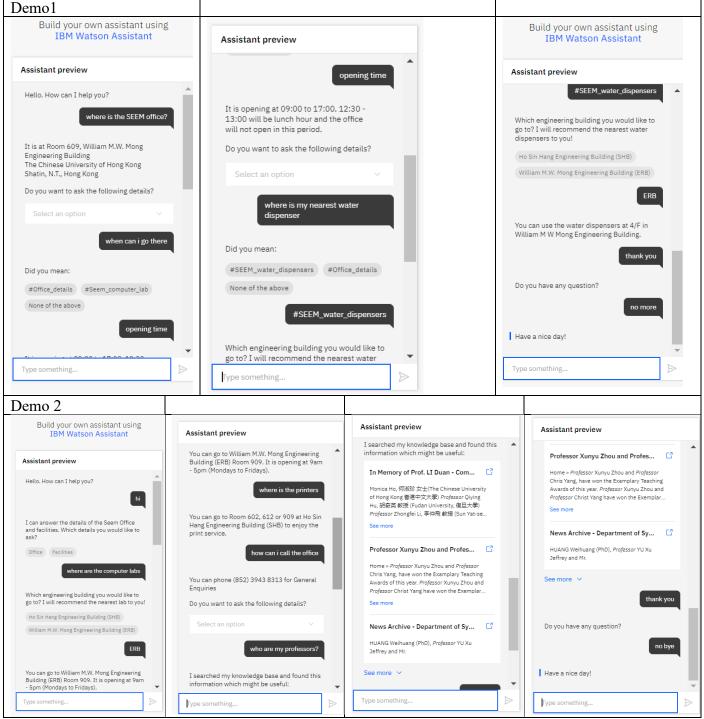
Sample dialog flow. (Asking about SEEM C	
Virtual Assistant	Student
Hello. How can I help you?	
	Where is the Seem office?
It is at Room 609, William M.W. Mong	
Engineering Building	
The Chinese University of Hong Kong	
Shatin, N.T., Hong Kong	
	When can I go to office?
It is opening at 09:00 to 17:00. 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-

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



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/