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Using Artificial Intelligence for Assistance in University Help Desk Concerns

Project Proposal

3BSCS-1

Instructor: Professor Jeremias Celestino Esperanza

Subject: CSLEL2-18



Rationale

Every university receives a lot of concerns from students asking for assistance with their enrollment and education. While most people prefer interpersonal communication, having one person answer simple concerns can greatly slow down the dissemination of information, which takes time away from those with more urgent problems.

At New Era University, students with easily solvable concerns queue for up to five hours to talk to their college's help desk and learn how to solve their issues. The long queue is an inefficient system that causes frustration and disappointment for the students and long workdays for the faculty members.

Implementing a centralized platform where students and parents can ask for assistance will lessen wait times for help desks in various colleges. Only challenging problems and concerns will need assistance from a human, while other questions are answered quickly with the help of artificial intelligence.



Research Problems To Be Addressed

Long Wait Times

- Problem: Waiting times for college help desks can take several hours to reach the front desk. Virtual offices have no assistance at all times.
- Research focus: Creating a virtual assistant using artificial intelligence to answer questions concurrently and optimizing the tool to handle thousands of requests.

Inefficient Dissemination of Information

- Problem: Concerns that could be solved easily with detailed written instructions are given the same amount of importance and time as more pressing issues. Not all information given in help desks is written and remembered, thus creating the need to return and queue up again. There are times when there is human error, and the student's query is not fully understood.
- Research focus: Ensuring the virtual assistant has the correct information from the head of the university and can relay it appropriately and efficiently to the students, and making sure the information is written and can be saved and copied.

Conflicting Information Between Departments

- Problem: Changes within departments aren't often shared outside. Each department has information within, and when it is needed for a student to coordinate with two departments, there are conflicts in details.
- Research focus: Centralizing the stream of information from departments to the virtual assistance, instantly updating when there are changes, and connecting the students to the different departments easily.

Distinguishing Differences Between Simple and Complex Concerns

- Problem: Each student's request is given equal importance despite its urgency. Some issues need human assistance, while most are simple questions only needing a virtual assistant.
- Research focus: Using LLM to distinguish between questions that require human assistance and creating a system that forwards requests to each needed department.



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