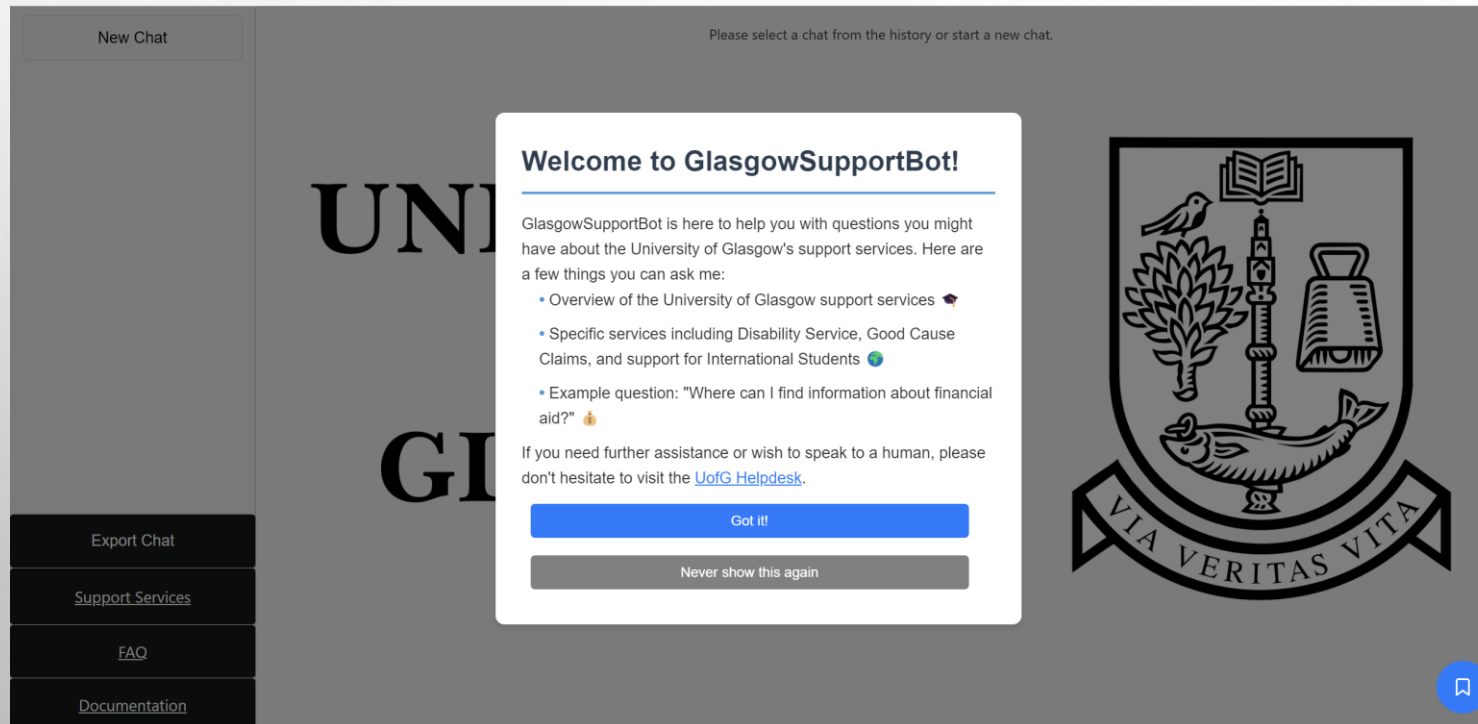


The background of the entire page is a light gray gradient. It is decorated with numerous realistic water droplets of various sizes. Some droplets are large and prominent, while others are small and subtle. They are scattered across the page, with a higher concentration in the top-left and bottom-right corners. The droplets have highlights and shadows, giving them a three-dimensional appearance.

GLASGOWSUPPORTBOT

USER GUIDE

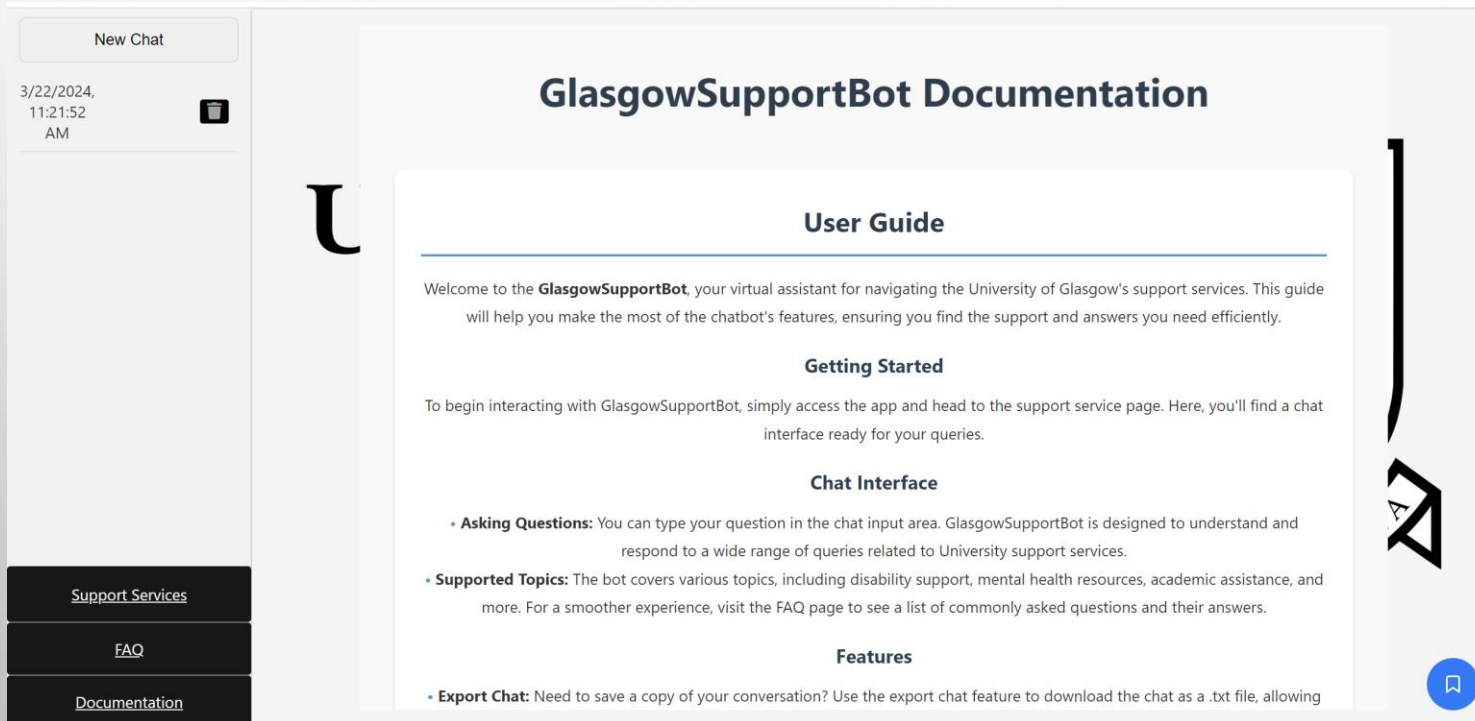
WELCOME POP UP



Welcome Feature

When first using the GlasgowSupportBot, read the welcome message to understand the types of questions and services the bot can assist with. Click 'Got it!' to confirm the message and proceed to use the bot.

DOCUMENTATION




Documentation Page

By pressing the Documentation button on the bottom left you will be directed to the documentation page. This Page contains a brief user guide, as well as the installation process if it would be run locally, some libraries and other helpful information.

FAQ

New Chat

3/22/2024,
11:21:52
AM



[Support Services](#)

[FAQ](#)

[Documentation](#)

Frequently Asked Questions

Here you can find answers to frequently asked questions about GlasgowSupportBot and its services.

What services does GlasgowSupportBot offer?


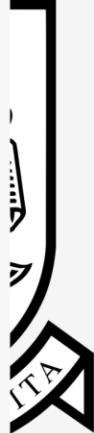
GlasgowSupportBot is your digital assistant, dedicated to providing swift answers about the University of Glasgow's comprehensive support services. This includes guidance on the Disability Service, Good Cause claims, support for International Students, Mental Health Services, Peer Wellbeing Support, assistance for Students with Caring Responsibilities, information for Student Parents, Study Support, and the University of Glasgow Careers Service, among others.

How can I interact with GlasgowSupportBot?

Engaging with GlasgowSupportBot is straightforward: simply type your question into the chat interface. Include specific keywords or topics related to your query for more precise assistance. GlasgowSupportBot will then provide you with relevant information or direct you to the appropriate support service.

What should I do if GlasgowSupportBot can't answer my query?

Should GlasgowSupportBot fall short in providing the answer you need, visit the University of Glasgow's official website or reach out directly to the specific department. Please be specific with the question you are asking. The bot is only trained on the



Frequently Asked Questions Page

By pressing the FAQ button on the bottom left you will be directed to the Frequently Asked Questions Page. This Page contains the answers to the frequently asked questions about GlasgowSupportBot and its services

SUPPORT SERVICES

The screenshot shows a chatbot interface for the University of Glasgow Support Services. On the left is a sidebar with a 'New Chat' button at the top, a timestamp '3/22/2024, 11:21:52 AM' and a small icon below it, and three buttons at the bottom: 'Support Services' (highlighted), 'FAQ', and 'Documentation'. The main chat area has a header 'University of Glasgow Support Services' with a large 'U' logo on the left. Below the header is a section titled 'The Disability Service' with a description: 'Supporting students with disabilities, chronic medical conditions, physical or sensory impairments, mental health difficulties, or specific learning difficulties to ensure equal access to educational opportunities.' This is followed by a section 'Potential Questions to Ask:' containing a bulleted list of topics. At the bottom of the chat area is a section titled 'Good Cause'. On the right side of the chat area, there is a large stylized 'A' icon and a blue circular button with a white bookmark icon.

New Chat

3/22/2024,
11:21:52
AM

University of Glasgow Support Services

The Disability Service

Supporting students with disabilities, chronic medical conditions, physical or sensory impairments, mental health difficulties, or specific learning difficulties to ensure equal access to educational opportunities.

Potential Questions to Ask:

- How to register for support and the necessary documentation.
- Information on the Disabled Students' Allowance (DSA).
 - Accessibility features and facilities on campus.
 - Available assistive technology and training.
 - Process for arranging exam accommodations.
 - Financial assistance and DSA claims process.
 - Support options for international students.
 - Guidance on how to get support and advice.
 - Contact information for the Disability Service.

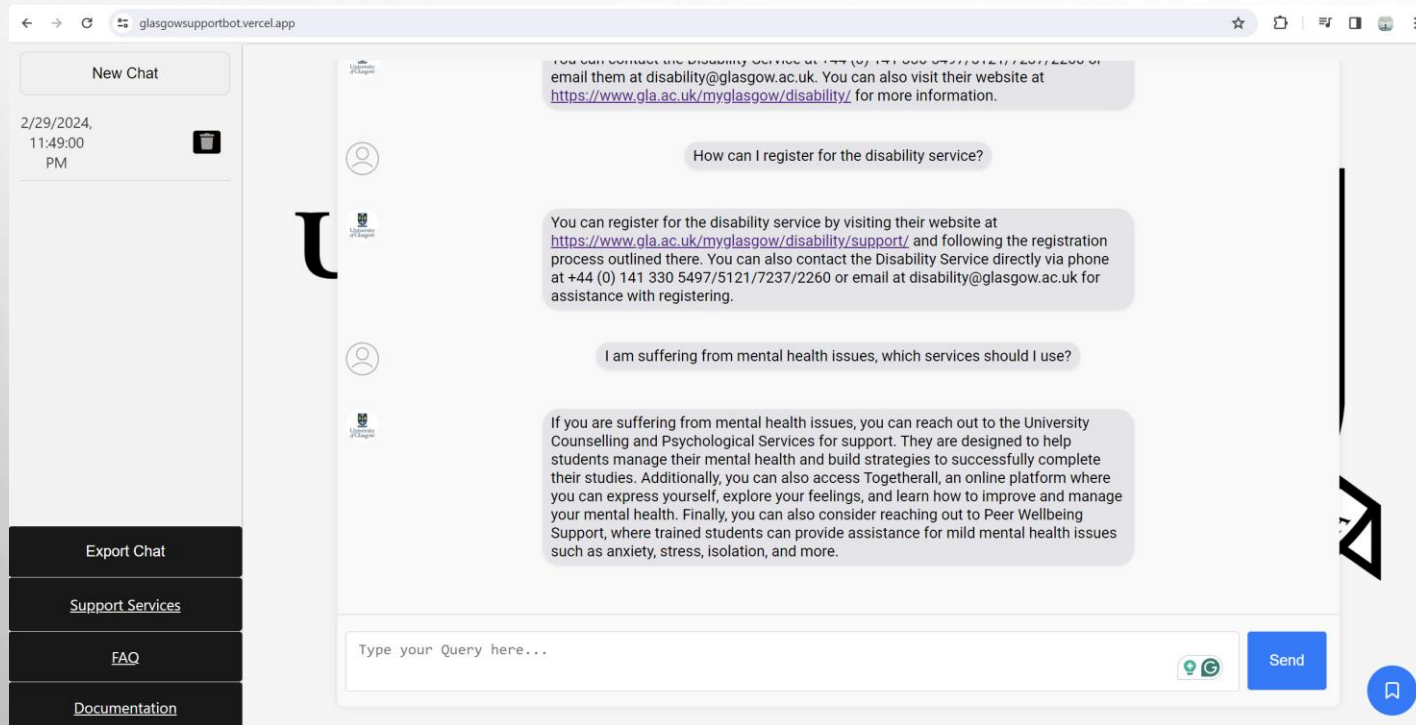
Good Cause

Support Services
FAQ
Documentation

Support Services Page

By pressing the Support Services button on the bottom left you will be directed to the Support Services Page. This Page contains the data GlasgowSupportBot is trained on. The user can only ask questions based on the topics mentioned in this page. Topics such as disability service, and good claims are good examples.

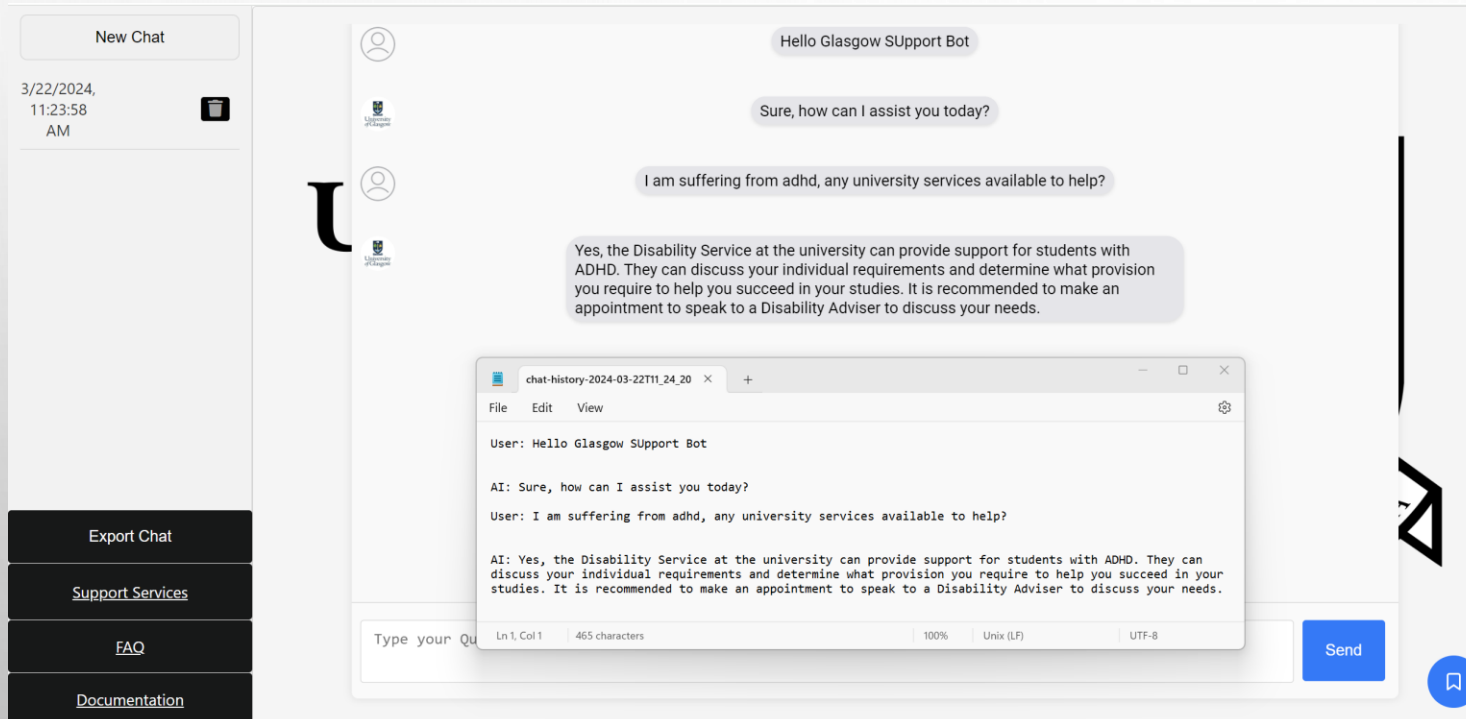
CHATTING FEATURE



Querying the Bot

To begin, create a new chat by clicking the button on the top left. Once clicked, a chat will be created for you, and you will automatically be directed to the chat interface. Next, type your query in the box located at the bottom of the page, then press enter or send to let the bot process it. After submitting, please wait a moment until you receive a response. Additionally, you have the option to delete the chat by clicking the bin icon to the right of the initiated chat. Sometimes responses provide clickable links as well depending on the query.

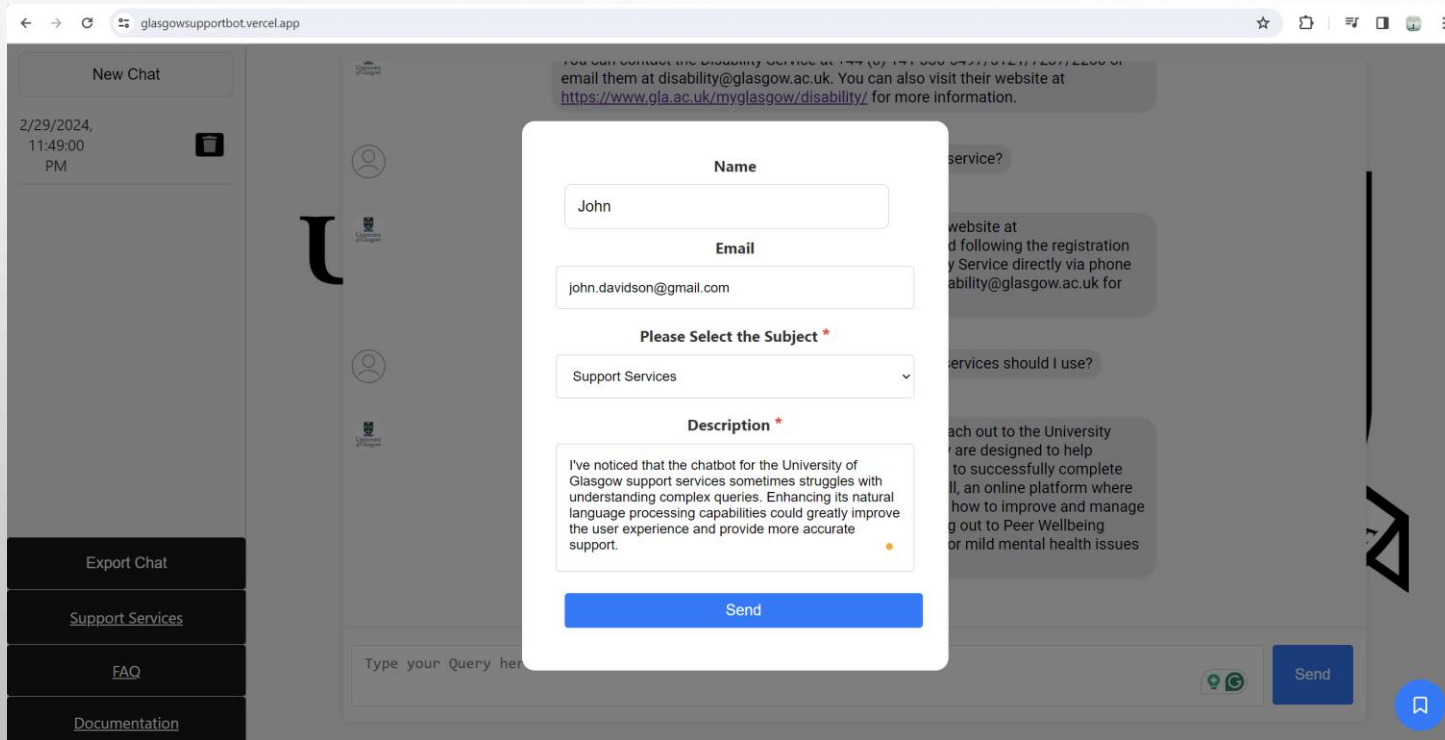
EXPORTING CHAT



Export Feature

After a chat is initiated and a conversation took place. you can save a copy of your conversation by clicking on the bottom left Export Chat Button. This will download the chat as a .txt file to your device.

FEEDBACK EMAIL



The screenshot shows a web browser window with the URL `glasgowsupportbot.vercel.app`. The background is a chat interface with a sidebar on the left containing a 'New Chat' button, a timestamp '2/29/2024, 11:49:00 PM', and buttons for 'Export Chat', 'Support Services', 'FAQ', and 'Documentation'. The main chat area displays a message from the University of Glasgow support services. Overlaid on this is a white feedback form with the following fields:

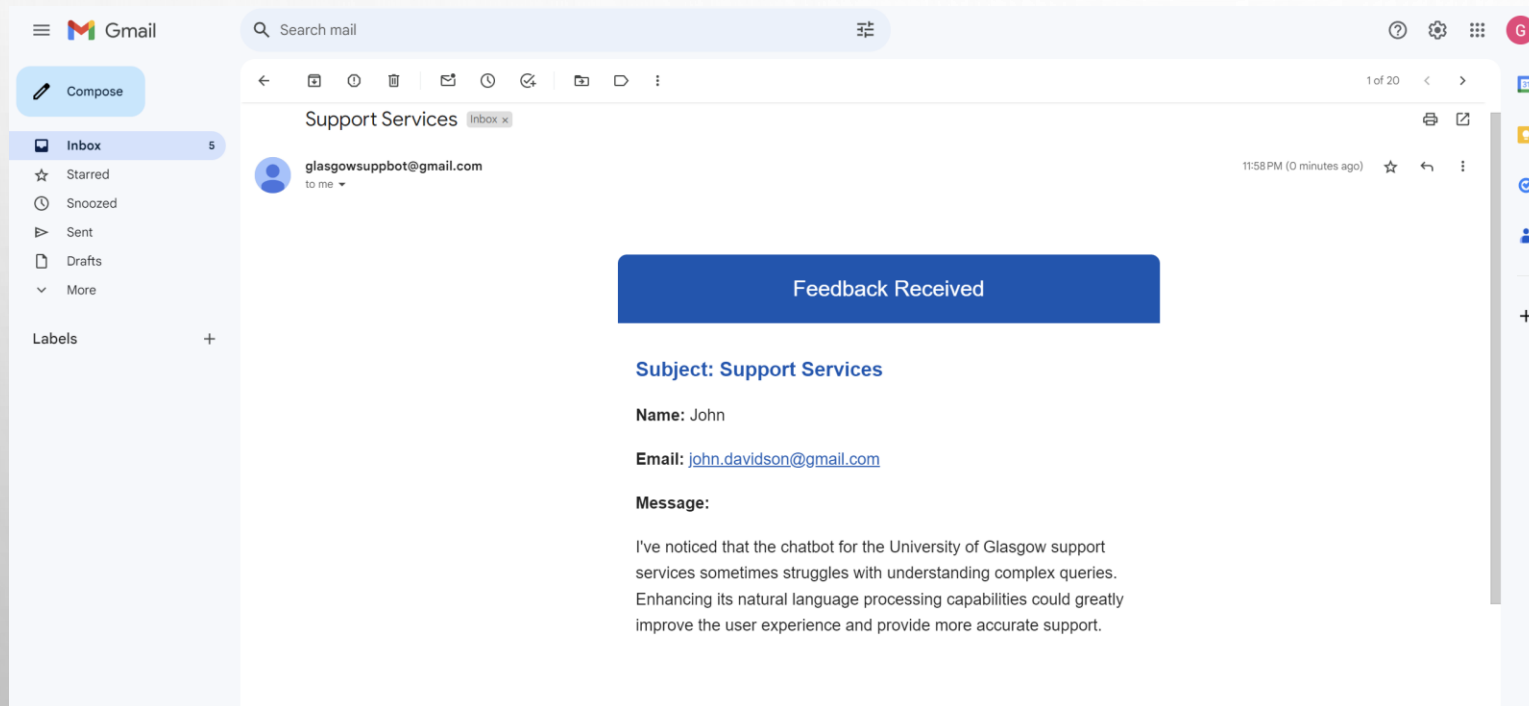
- Name**: A text input field containing 'John'.
- Email**: A text input field containing 'john.davidson@gmail.com'.
- Please Select the Subject ***: A dropdown menu with 'Support Services' selected.
- Description ***: A text area containing the text: 'I've noticed that the chatbot for the University of Glasgow support services sometimes struggles with understanding complex queries. Enhancing its natural language processing capabilities could greatly improve the user experience and provide more accurate support.'
- Send**: A blue button at the bottom of the form.

At the bottom right of the chat interface, there is a blue circular button with a white icon, which is the feedback button mentioned in the text.

Feedback Fields

The feedback button, a blue icon, is at the bottom right of the page. Clicking it opens a small interface with fields for your name, email, subject selection, and description. While name and email are optional, choosing a subject and providing a description are required. After completing the fields, your feedback will be emailed to the developers.

FEEDBACK TEMPLATE RECEIVED



Feedback Template

This feedback template appears after filling in the fields as described in the previous slide. It is well-structured, with the fields neatly presented. The developers will review this feedback and may take action to address any issues raised.