

We started working on our solution, initially by adding two websites of WIL RIMT to Willy and because we can only add up to 2 levels, we failed to achieve correct responses from Willy. So instead of finding the root cause and then creating a solution, we switched to another solution in which we put all the information in documents and feed those documents to Willy, and finally, we achieved the correct responses, but that was not good enough because:

1. It limits our chatbot's scope of providing correct information as it can only access the document or two levels of website RMIT WIL Websites.
2. From students preceptive we don't know if the information provided by the chatbot is correct or not as there is no reference list.
3. We must update or feed new documents every time there is an update or new information.
4. we see a citation under each response rather than a web page link because of the document knowledge source.
5. we have to manually add a WEB Page link in a response, which we need to update every time there is new information or update.

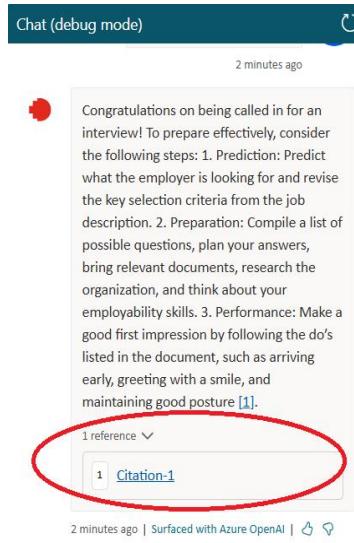


Figure 1 Response from the document.

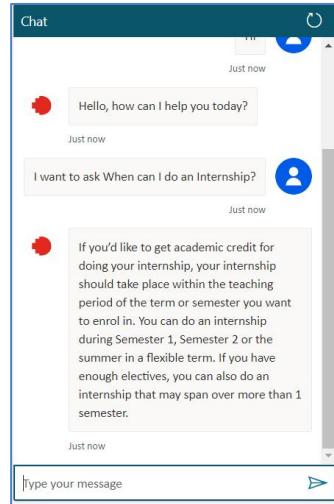


Figure 2 Response With now reference or link.

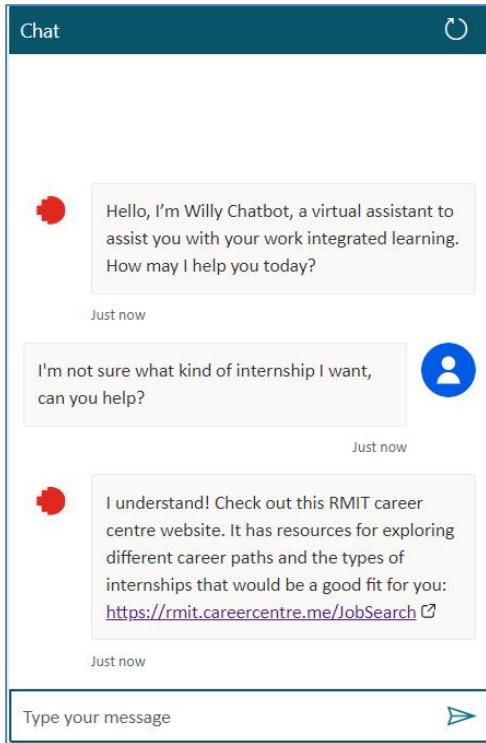


Figure 3 Response with a manually inserted web link.

Our team did the root cause analysis, and figured out that there are multiple sources of information on RMIT's website, and that each webpage is to cater different categories like different colleges, partners, and students. It was hard for Willy to gather accurate info, particularly for the students of CoBL. Here are some examples.

The screenshot shows the RMIT Australia website with a dark blue header. The header includes the RMIT logo, navigation links for Students, Alumni, Staff, Library, RMIT Online, and a search bar. Below the header, there's a main menu with links for Courses, Study with us, Life at RMIT, About, Research, Partner, and International. A red horizontal bar highlights the 'Work with our students' link in the main menu. The page title 'Work with our students' is displayed in white text on a dark background.

The screenshot shows the RMIT Australia website with a dark blue header. The header includes the RMIT logo, navigation links for Students, Alumni, Staff, Library, RMIT Online, and a search bar. Below the header, there's a main menu with links for Courses, Study with us, Life at RMIT, About, Research, Partner, and International. A red horizontal bar highlights the 'WIL contacts and supports' link in the main menu. The page title 'WIL contacts and supports' is displayed in white text on a dark background.

The screenshot shows the RMIT Australia website with a dark blue header. The header includes the RMIT logo, navigation links for Students, Alumni, Staff, Library, RMIT Online, and a search bar. Below the header, there's a main menu with links for Courses, Study with us, Life at RMIT, About, Research, Partner, and International. A red horizontal bar highlights the 'WIL activity contacts' link in the main menu. The page title 'WIL activity contacts' is displayed in white text on a dark background.

For information on how to find a placement, check your [Course guide](#) or contact your School's WIL coordinator using the information below.

- If you belong to the College of Business and Law, [submit an enquiry to Student Connect](#)
- If you belong to the College of STEM, [submit an enquiry to Student Connect](#)
- If you are belong to the College of Design and Social Context:
  - School of Global, Urban and Social Studies, [submit an enquiry via Student Connect](#)
  - School of Education, email [education.placements@rmit.edu.au](mailto:education.placements@rmit.edu.au)
  - School of Design, email [design.wil@rmit.edu.au](mailto:design.wil@rmit.edu.au)
  - School of Property, Construction and Project Management, email [employerofchoicepcpm@rmit.edu.au](mailto:employerofchoicepcpm@rmit.edu.au)
  - School of Media and Communication, email [mediacomm.wil@rmit.edu.au](mailto:mediacomm.wil@rmit.edu.au)
- If you belong to the College of Vocational Education:
  - For compliance requirements and administration, email [ve.wil.placements@rmit.edu.au](mailto:ve.wil.placements@rmit.edu.au)
  - For help sourcing industry connections and placements, contact your discipline Program Manager

Not sure which College you belong to? Check [School and Colleges contacts](#).

## WIL contacts.

## Internship Hub Pop-Up – Sem 1

Drop in to Building 80 during Semester 1 to learn about gaining academic credit for internships and how to secure your ideal placement.

[Learn more >](#)

### Who can do an internship?

[Home](#)   [Resources](#)   [FAQs](#)   [Contact us](#)

[Home](#) / [About RMIT](#) / [Schools and Colleges](#) / [College of Business and Law](#) / [Industry Engagement](#) / [Work with our students](#) / [Work Integrated Learning](#) / [FAQs](#)

Find answers to frequently asked questions about Work Integrated Learning internships.

If you are unable to find the answer you are looking for or you want further help, please raise an enquiry through [Business Connect](#) - selecting the Work & Study options.

#### General

[Expand all sections](#) 

##### [Who can do an internship?](#)



All students who have a spare elective may be eligible to undertake an internship. College of Business and Law students can check their Study Plan with Business Connect if unsure. All other students can check with their home school if it's permissible.

In the end to make the best solution team figured out a way to read information from the exact web pages with the help of Bing custom search, which helps Willy to generate more accurate responses, provide a knowledge source link with every response and we do not have to feed documents if there is any updates or new information about WIL.

WE USE BING CUSTOM Search ID in our topics to guide Willy to a particular webpage.

# My Custom Search Instances

Create and manage your custom search instances. ⓘ

New Instance

Name

Creation Date↑

Forms and agreements

5/22/2024, 5:39 PM

RMIT

5/22/2024, 5:32 PM

Business connects

5/22/2024, 5:16 PM

Interview assistance

5/22/2024, 5:01 PM

WIL

5/22/2024, 4:43 PM

resume assistance

5/22/2024, 3:59 PM

Credit Points

5/22/2024, 1:51 AM

Internships

5/22/2024, 1:30 AM

FAQ's

5/20/2024, 11:18 PM

Using Custom ID in Our Topics:

The screenshot shows the Microsoft Copilot interface for creating generative answers. At the top, a box indicates it's triggered by copilot (preview). Below, a text input field contains the query "I want to talk to WIL team?, WIL team Addre...". A large blue button labeled "Create generative answers" is centered. To the left, a sidebar lists "Data sources" including "Bing Custom Search". On the right, there are sections for "Search public data" (using Bing Custom Search), "SharePoint" (with a "Manual input" dropdown and a text input field), and "Azure OpenAI Services on your data" (with a "Add connection" button).

## Willy's Responses after this solution After this Solution:

A screenshot of a response from a copilot. The header says "Test your copilot" and includes icons for more options, refresh, and close. The main content is a question "What is WIL?" followed by a detailed definition: "WIL is a learning activity where academic learning is applied in a real-life situation, collaborating with a real industry or community partner. It allows students to gain real work experience as part of their academic studies and develop transferable skills for their future career [1] [2] [3].". Below this, a section titled "2 references" lists two items: "Internships, work experience and ..." and "Work Integrated Learning - RMIT U...". The bottom of the screen shows a footer with the text "6 minutes ago | Surfaced with Azure OpenAI | ⌂ ⓘ".

Figure 4 What is WIL?

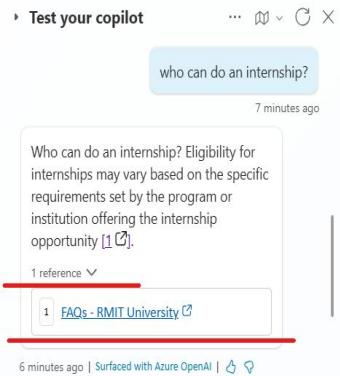


Figure 5 FAQ's

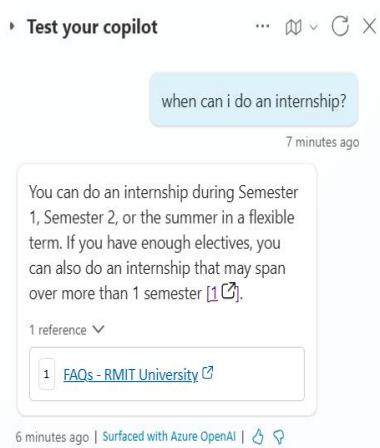


Figure 6 FAQ's2

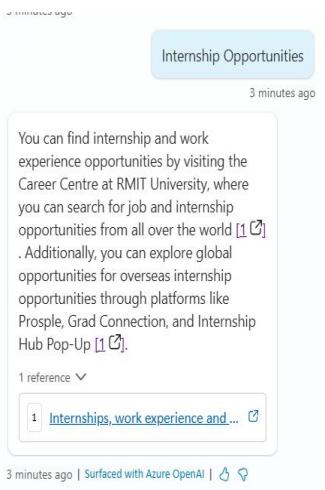


Figure 7 Internship opportunities

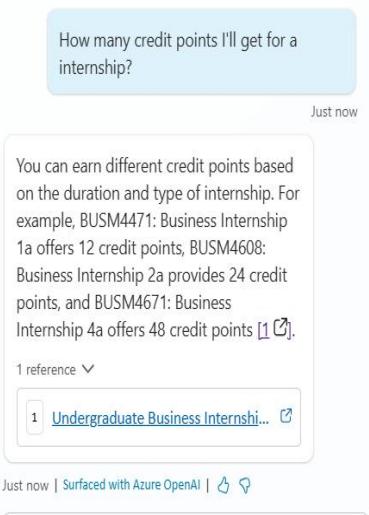


Figure 8 Credit points

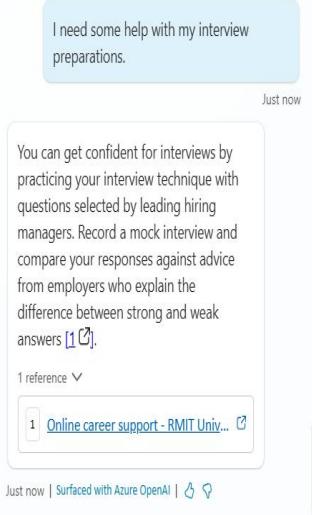


Figure 9 Interview assistance

Can you tell me how many hours I can work when I'm on a student VISA?

Just now

Work rights and visa conditions can be complex. To make sure you have the most accurate and up-to-date information, I'd recommend directly checking:

- Fair Work Ombudsman:  
<https://www.fairwork.gov.au/>
- VEVO Check for work conditions:  
<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>

Figure 10 Work Rights and Visa

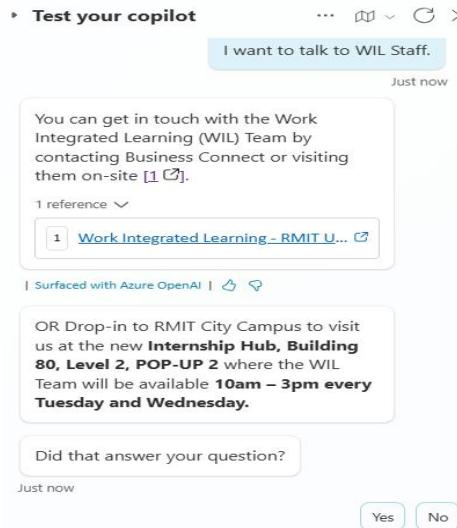


Figure 11 Escalate the Issue.