

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.

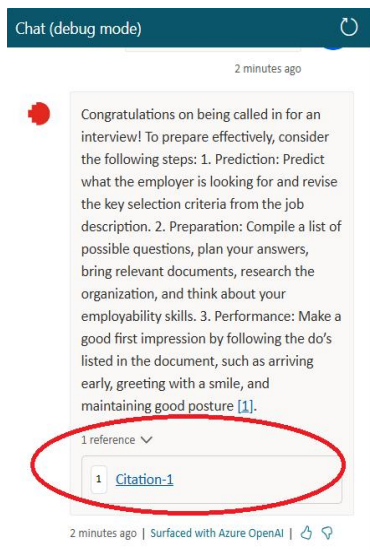


Figure 1 Response from the document.

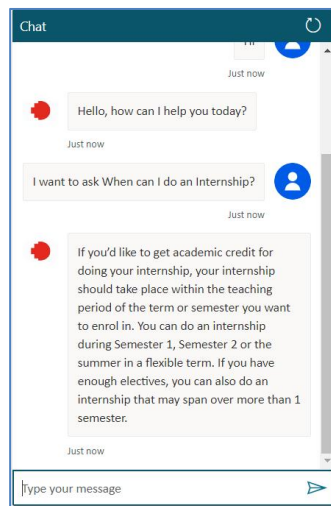


Figure 2 Response With now reference or link.

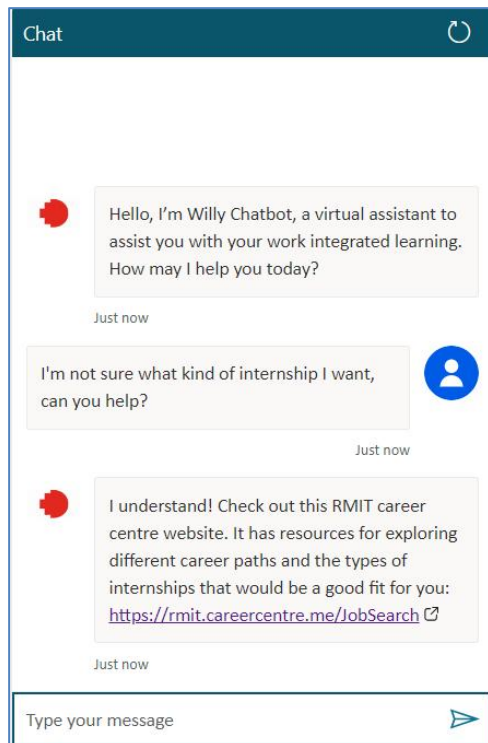


Figure 3 Response with a manually inserted web link.

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.

← → ↻ rmit.edu.au/about/schools-colleges/college-of-business-and-law/industry/work-with-our-students ☆

Gmail Spotify – Web Player Mail - Pankaj Kumar... Dashboard

RMIT UNIVERSITY RMIT Australia ▾

Students Alumni Staff Library RMIT Online ♥ 🔍

Courses Study with us Life at RMIT About Research Partner International

Work with our students

College of Business and Law Industry Engagement Industry Advisory Board Work with our students

Home / About RMIT / Schools and Colleges / College of Business and Law / Industry Engagement / Work with our students

RMIT University's College of Business & Law (CoBL) offers a wide range of internships that can benefit your organisation. From short to long-term placements, you can hire from a broad range of disciplines and study levels. Our dedicated team will help you to explore what works for your business and hiring needs.

Web page for Partners.

WIL contacts and supports

Careers & opportunities / Internships, work experience and WIL / WIL contacts and supports

Find how to contact your WIL coordinator, who to contact in an emergency, or how to access InPlace support.

WIL activity Emergency Wellbeing & support InPlace support

WIL activity contacts

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
 - School of Design, email design.wil@rmit.edu.au
 - School of Property, Construction and Project Management, email employerofchoicepcpm@rmit.edu.au
 - School of Media and Communication, email 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
 - 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 displays the Microsoft Copilot configuration interface. At the top, a box indicates it is 'Triggered by copilot (preview)' with an 'Edit' link. Below this, a description reads 'Describe what the topic does' followed by the text 'I want to talk to WIL team?, WIL team Addre...'. A plus sign icon leads to a 'Create generative answers' panel. This panel has an 'Input' section with a dropdown menu showing '(x) Activity.Text string' and a 'Data sources' section with a globe icon and an 'Edit' link. Under 'Data sources', 'Bing Custom Search' is listed. To the right, a sidebar shows 'Search public data' with a link to 'Search with Bing Custom Search'. Below this is the 'Bing Custom Search' section, which includes a text input field containing the ID '0e5bccd5-1cba-4106-9c36-c2b843f1...' and a plus icon. Further down is the 'SharePoint' section with a 'Manual input' dropdown and a text input field labeled 'Enter text'. At the bottom of the sidebar is the 'Azure OpenAI Services on your data' section, which includes a description and an 'Add connection' button.

Willy's Responses after this solution After this Solution:

The screenshot shows a Copilot response to the question 'What is WIL?'. The response text states: '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]'. Below the text, there are two references listed: '1 Internships, work experience and ...' and '2 Work Integrated Learning - RMIT U...'. The response is timestamped '6 minutes ago' and includes a 'Test your copilot' button at the top left.

Figure 4 What is WIL?

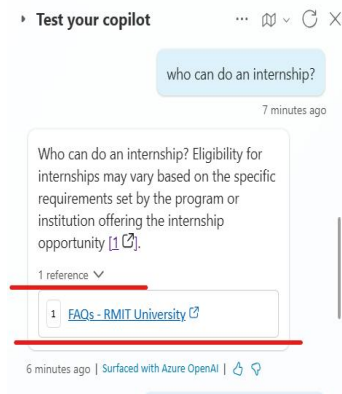


Figure 5 FAQ's

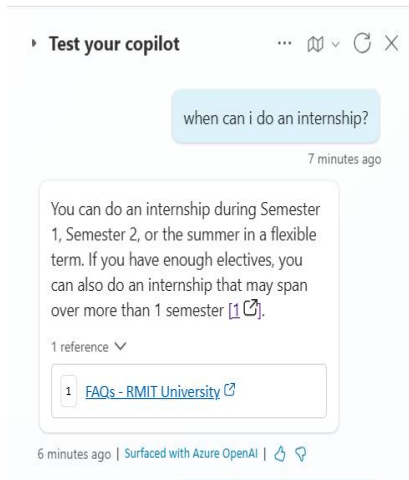


Figure 6 FAQ's2

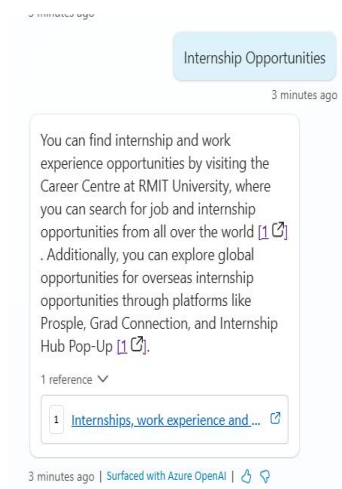


Figure 7 Internship oportunities

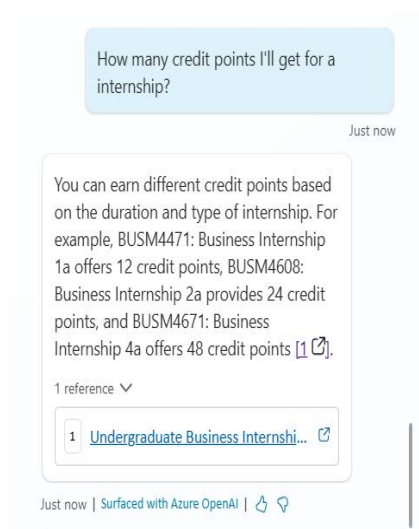


Figure 8 Credit points

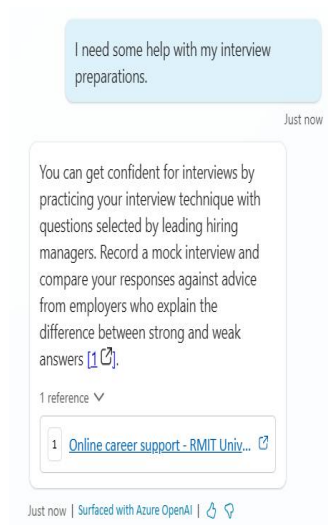


Figure 9 Interview assistance

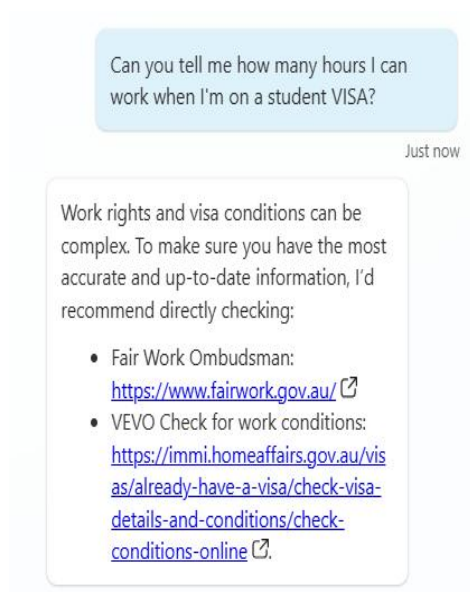


Figure 10 Work Rghts and Visa

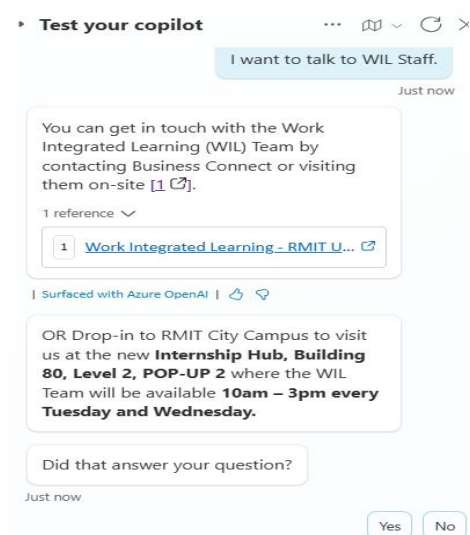


Figure 11 Escalate the Issue.