May 26th 2024

Paris AI Hackathon

API Track

Tribe PARI

Firstly, We Listened!

Case of ESSEC BUSINESS SCHOOL

"Our teammates from ESSEC have raised 65 tickets, combined, over 16 months"

Student 1

Theft of residence permit. #177925
Created on Fri, 10 Nov, 2023 at 7:05 PM Agent: Laura RUTH

Regarding Residence Permit #185092
Created on Mon, 11 Mar at 11:02 AM Agent: Laura RUTH

Support and information regarding work visa for Belgium #182558
Created on Thu, 1 Feb at 2:14 PM Agent: Laura RUTH

Re: ESSEC Business School - CVEC 2023/2024 - New reminder #17629
Created on Fri, 13 Oct, 2023 at 7:17 PM Agent: Jona Harpa GYLFADOTTIR

Residence permit renewal - update #169185
Created on Fri, 28 Jul, 2023 at 4:43 PM Agent: Laura RUTH

Re: Your French residence permit renewal #158026
Created on Mon, 22 May, 2023 at 9:27 PM Agent: Othmane CHAHID

Workshop renewal of residence permit - confirmation of registration
Created on Wed, 17 May, 2023 at 10:59 AM Agent: Othmane CHAHID

Workshop renewal of residence permit - confirmation of registration
Created on Tue, 2 May, 2023 at 10:55 AM Agent: Othmane CHAHID

Enrollment certificate and Transcripts for Visa renewal #154528
Created on Tue, 4 Apr, 2023 at 5:29 PM Agent: Laura RUTH

Student 2

Visa Renewal Application - Confirmation #158570
Created on Fri, May 26, 2023 at 4:44 am Agent: Othmane CHAHID

Workshop renewal of residence permit - confirmation of registration #15748
Created on Wed, May 17, 2023 at 10:55 AM Agent: Laura RUTH

Workshop renewal of residence permit - confirmation of registration #15734
Created on Tue, May 16, 2023 at 10:53 AM Agent: Othmane CHAHID

ESSEC Health Insurance #157225
Created on Mon, May 15, 2023 at 9:46 AM Agent: Jona Harpa GYLFADOTTIR

Re: Your French residence permit renewal #156689
Created on Wed, May 10, 2023 at 12:18 p.m. Agent: Laura RUTH

Re: REMINDER: French Health insurance coverage certificate #156345
Created on Thu, May 4, 2023 at 10:36 AM Agent: Jona Harpa GYLFADOTTIR

Card Vitale #156309
Created on Thu, May 4, 2023 at 1:29 PM Agent: Jona Harpa GYLFADOTTIR

Workshop renewal of residence permit - confirmation of registration #1560
Created on Tue, May 2, 2023 at 10:59 am Agent: Othmane CHAHID

Student 3

Re: ESSEC Business School - CVEC 2023/2024 - Reminder #173808
Créé le Ven, 8 Sept., 2023 à 12:14 H Agent: Jona Harpa GYLFADOTTIR

Residence permit renewal - update #173540
Créé le Mer, 6 Sept., 2023 à 10:45 H Agent: Marc ROBERTSON

Re: Renewal of your French residence permit - reminder #159330
Créé le Ven, 2 Juin, 2023 à 9:08 H Agent: Othmane CHAHID

Workshop renewal of residence permit - confirmation of registration #157489
Créé le Mer, 17 Mai, 2023 à 10:59 H Agent: Othmane CHAHID

Workshop renewal of residence permit - confirmation of registration #156070
Créé le Mar, 2 Mai, 2023 à 10:55 H Agent: Othmane CHAHID

Enrollment certificate and Transcripts for Visa renewal #154527
Créé le Mar, 4 Avr., 2023 à 5:28 H Agent: Laura RUTH

Re: Your long stay student visa must be validated #141551
Créé le Ven, 9 Sept., 2022 à 10:22 H Agent: Laura RUTH

Admission letter with dates for MS DSBA program - 2 year track #127680
Créé le Mar, 17 Mai, 2022 à 1:13 H Agent: Jona Harpa GYLFADOTTIR

[Intranet] From B00798732 : Course calendar #124298
Créé le Sam, 26 Mars, 2022 à 3:34 H Agent: Edith NGUYEN

[Enrollment] From B00798732 : Next steps post enrollment #118946
Créé le Sam, 1 Janv., 2022 à 5:29 H Agent: Aurelie LEONARD

Repeated Themes | Solutions Available in the Portal | No Enhancement Initiatives

Problem In Hand

01

Overwhelming Information
- The existing FAQ portal contained vast amount of information spread across numerous sections and articles.
- Students struggle to find specific answers quickly, leading to frustration and inefficiency.

02

Poor Navigation and Search Functionality
- Navigation is not intuitive, making it difficult for students to locate relevant sections.
- search functionality is often ineffective as it is just keyword based.

03

Slow Response Time
- Delayed response time from registrar that is problematic for students that need urgent assistance

04

Repeated Questions and Lack of Analytics
- Administrators face repeated questions, leading to redundancy and inefficiency.
- No initiatives to analyze the themes of tickets, preventing improvements in information availability and accessibility.

05

Frustrating Experience
- Lack of personalization and no real time assistance lead to a suboptimal user experience, deterring students from utilizing the portal effectively.
- Wastage of involved stakeholders time

CampusBOLT

Speeding Up Your Campus Success

Our RAG + Mistral LLM based AI chatbot combines the strengths of retrieval-based and generative approaches to provide accurate and contextual responses to a user's administrative concerns, in real time.

Use Cases

- ➤ Instant Information Access
- ➤ Real-Time Assistance for Urgent Queries
- ➤ Multilingual Support for International Potential and Enrolled Students
- ➤ Operational Efficiency For Administration

CampusBOLT **Demo**

Streamlit

No hallucinations, just crisp answers

Reliable

The chatbot provides accurate and trustworthy information, drawing directly from the school's official documents and resources.

Focused

The responses are carefully curated to address the specific needs of the user, without any irrelevant or hallucinated content.

Concise

The chatbot delivers its responses in a clear and succinct manner, ensuring that students quickly find the information they need.

Exact source to the answers

1

2

3

Document Retrieval

The chatbot is designed to identify and retrieve the most relevant documents from the school's knowledge base to answer each query.

Source Transparency

In addition to the response, the chatbot provides the exact source of the information, allowing students to easily verify the accuracy of the information.

Enhanced Trust

By offering this level of transparency, the chatbot builds trust and confidence in the user, ensuring a positive and reliable experience.

Raise a ticket for human agent

Seamless Escalation

If the chatbot is unable to provide a satisfactory answer, students can easily raise a support ticket to be handled by a human agent.

Personalized Attention

The ticket system ensures that each student's issue is addressed individually, with a dedicated agent providing the necessary assistance.

Continuous Improvement

The feedback and insights gathered from the ticket system will be used to further enhance the chatbot's capabilities and knowledge base.

Implementation

1. **Precise Matching with Similarity Search on Title and Content**

2. **Source Documents Quoted**

3. **Handling URLs in Answers**

4. **Conversational In Nature**

5. **Thought-Out Prompt Engineering**

6. **Multi-Lingual Support**

7. **Robust Backend Infrastructure**

8. **Scalable**

THANK YOU
QUESTIONS ?

Tribe PARI