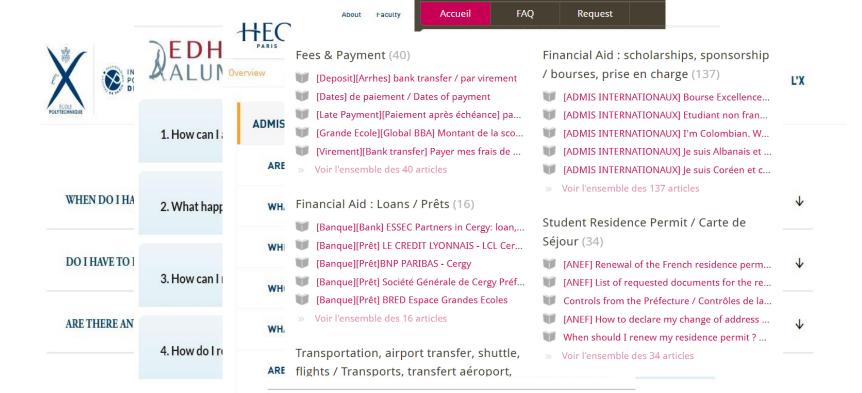
Paris Al Hackathon

API Track



Firstly, We Listened! ESSEC Registrar



Case of ESSEC BUSINESS SCHOOL

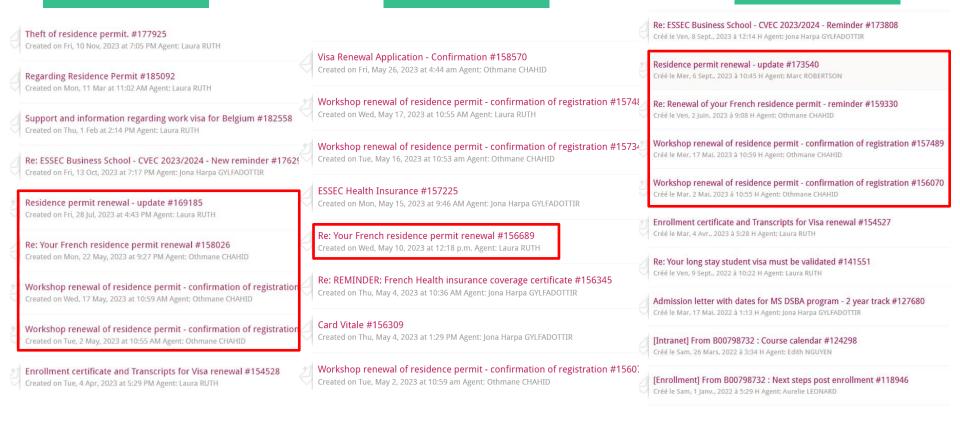
https://ernest.essec.edu/

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

Student 1

Student 2

Student 3



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



No hallucinations, just crisp answers





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

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?

