

User Manual for IHEC Administrative Staff:

Chatbot Management and Maintenance

1. Introduction

This manual provides IHEC administrative staff with straightforward guidance on managing and maintaining the IHEC Student Chatbot, designed to assist students with their inquiries.

2. Accessing the Chatbot Management Interface

- **Login:** Use your administrative credentials to access the chatbot management portal.
- **Dashboard Overview:** The dashboard displays key metrics, including active sessions, user interactions, and system status.

3. Monitoring Chatbot Performance

- **Interaction Logs:** Review logs of user interactions to identify common queries and assess response accuracy.
- **Analytics:** Utilize built-in analytics tools to evaluate chatbot performance metrics such as response time, user satisfaction, and engagement rates.

4. Updating Knowledge Base

- Adding New Information:
 - **Procedure:** Navigate to the 'Knowledge Base' section and select 'Add New Entry.'
 - **Input:** Enter the question and corresponding answer in French, ensuring clarity and accuracy.
 - **Save:** Click 'Save' to update the knowledge base.
- Editing Existing Entries:
 - **Procedure:** Locate the entry to be edited and select 'Edit.'
 - **Modify:** Update the content as necessary.
 - **Save:** Click 'Save' to apply changes.
- Deleting Entries:
 - **Procedure:** Select the entry to be deleted and click 'Delete.'
 - **Confirm:** Confirm the deletion to remove the entry permanently.

5. Retraining the Model

- Data Preparation:

- **Collect Data:** Gather new student inquiries and their corresponding answers.
- **Format Data:** Ensure the data is structured in JSON format with 'question' and 'answer' fields.
- **Retraining Process:**
 - **Initiate Training:** Access the 'Model Training' section and select 'Retrain Model.'
 - **Upload Data:** Upload the prepared dataset.
 - **Configure Settings:** Adjust training parameters as needed.
 - **Start Training:** Click 'Start Training' to begin the process.
- **Monitoring Training:**
 - **Progress:** Monitor the training progress through real-time updates.
 - **Completion:** Upon completion, review the training summary for performance metrics.

6. Testing and Validation

- **Pre-Deployment Testing:**
 - **Procedure:** Use the 'Test Chat' feature to simulate user interactions and evaluate the chatbot's responses.
 - **Adjustments:** If discrepancies are found, adjust the knowledge base or retrain the model as necessary.
- **User Feedback:**
 - **Collection:** Encourage students to provide feedback on chatbot interactions.
 - **Analysis:** Analyze feedback to identify areas for improvement.