

Problem Statement

Problem Statement: Dell Boomi's legal department spends too much time answering important, although straightforward questions from other departments increasing tensions during crunch time. The proposed solution is to create an automated resolution "bot" that provides answers to commonly asked questions in real-time, which will free up resources for the legal department leaders to focus on more pressing- and more complicated - tasks. The goals are to develop an automated Q&A, available to various departments and stakeholders outside of legal, to reduce busywork, improve response times, create consistencies in answers and resolutions, advance customer interaction, and allocate resources to imperative deals.

Assumptions

- This software will only be used between Dell Technologies departments.
- Commonly asked questions will be gathered and set before the resolution bot is deployed. Those questions can be updated, and new questions added, periodically.
- The bot will not include out of the scope questions, including those that do not lend themselves to straightforward and consistent answers. Those more complex questions will continue to be fielded and handled by the legal department. (Note: If an answer is not needed at the moment, another feature could be added to accept new questions and responded to by the legal department and added as a new commonly asked question if it meets criteria.)
- The software will be built on current systems used by the department to ease the transition.
- This software will be managed and updated from time-to-time by the Dell Boomi legal team, and only be used internally as a resource between Dell Technologies departments. (This is a HUGE assumption as to what will occur if the program crashes, has bugs, invalid entries within the database, etc. {This is a topic to be talked about later}).
- Resolution "bot" will use machine learning to identify past questions and related questions to precisely choose the correct answer for the same questions written differently.