Proposed Topic: Ashesi Support ChatBot

**Problem description**

The Ashesi Support Center is intended as a one-stop shop for reporting and getting solutions/answers to problems/questions members of the Ashesi community have. Accessing information and reporting issues through other sources about Ashesi can be tedious, time consuming and boring process. The currently available sources such as Ashesi Support Center and website have problems associated with them. It is time consuming to open different Ashesi website pages before one access the information they want. The website does not have insufficient information. For instance, one might want a quick response of Dennis Owusu’s office. This information is not found on the website.

With the Ashesi Support Center email, one must patiently wait for the person behind the computer to respond or forward their petition to the right person who can address their problem. As the number of emails increase, it will take a longer time before emails received are routed to the people who can respond to them. This project seeks to address this problem by providing ready information in a way that mimic a human conversation.

The job of the Ashesi support bot is to attempt to automatically answer queries that are directly posed to it within Ashesi context. The chatbot will also guide people to resolve some of the issues for which they contact support. For example, it can take one through a process of resolving an internet connection problem. This solution allows to shorten response time which is favorable to the Ashesi community.

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