

CHATBOT POC-GRDC Assistant

1. Executive Summary

Objective

To develop a chatbot that help users for GRDC related issues during submission of forms.

Scope

Inclusion- transactional

Exclusion- Technical and system development.

2. Use Case

User can ask questions like:

- a) I am unable to login to the GRDC URL.
- b) system is showing blank status.
- c) Please see the attachment.
- d) Suggest process to resolve it.

User Journey:

- a) User open the Chat.
- b) Ask question or select option like CFIN,GR,GRDC,AFO,DM,GAIMS,NETWORK.
- c) Bot will respond with relevant options.
- d) User follow the instructions with another query or ends session if satisfy.

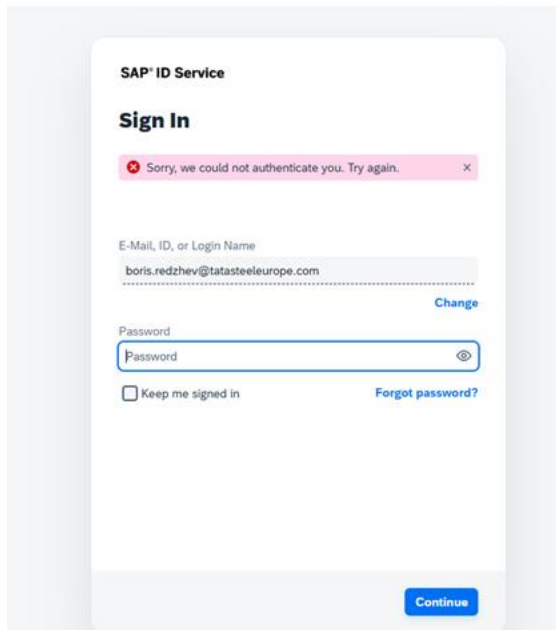
3. Component

- a) Chat Interface//web-based/mobile based.
- b) NLP engine/OPEN-AI/TDA
- c) Backend
- d) Content stored in DB.
- e) Fallback Handling.

4. Example for POC:

Flow-1- user select the GRDC System.

User :- Unable to Login to GRDC System



The screenshot shows the SAP ID Service Sign In page. At the top, it says "SAP ID Service" and "Sign In". Below this, there is a red error message: "Sorry, we could not authenticate you. Try again." with a close button (X). The form has two main input fields: "E-Mail, ID, or Login Name" and "Password". The email field contains "boris.redzhev@tatasteeleurope.com" and has a "Change" link next to it. The password field is labeled "Password" and has a toggle icon. Below the password field, there is a checkbox for "Keep me signed in" and a link for "Forgot password?". At the bottom right, there is a blue "Continue" button.

Bot-

Hi User

Pls try below steps :

Step 1 : Reset Global Parameter in GR

Step 2 : Open Incognito

Step 3 : Put GRDC URL <https://tata-steel-grdc-sandbox-gqwhmcpk.grdc-sap.cfapps.eu10.hana.ondemand.com/cp.portal/site#Shell-home>

Step 4 : Put your Partners Mail ID

Step 5 : Click on Forgot Password

Step 6 : Go to your Partners Mail ID and Click on Link for Password Reset . Once Password reset ..

Step 7 : Follow Step 3 – Put your Partners Mail ID and new Password – It will open . Click on Package see by giving your Cons unit . If it is ok then Close it

Step 8 : Then Open Default Edge or Google or Safari – from where GR URL opens – Follow Step 7

Flow 2:

User – I have followed all the steps still unable to logon.

Bot-

Hi user

Based on the data , it seems you don't have user ID of GRDC .

CFIN ID	Name	E mail ID	CFIN ID Created
TSE.B079754	BORIS REDZHEV	boris.redzhev@tatasteelurope.com	17.05.2023

Hence request to raise request on GAIMS for ID creation under System – CFIN _ GRDC and Not SAP finance .

Flow-3

User : Is it possible to create login details for GRDC in that case then?

BOT-Yes

Hi User

Pls raise request for ID creation through Global AIMS system . then you will follow steps 1 to 9

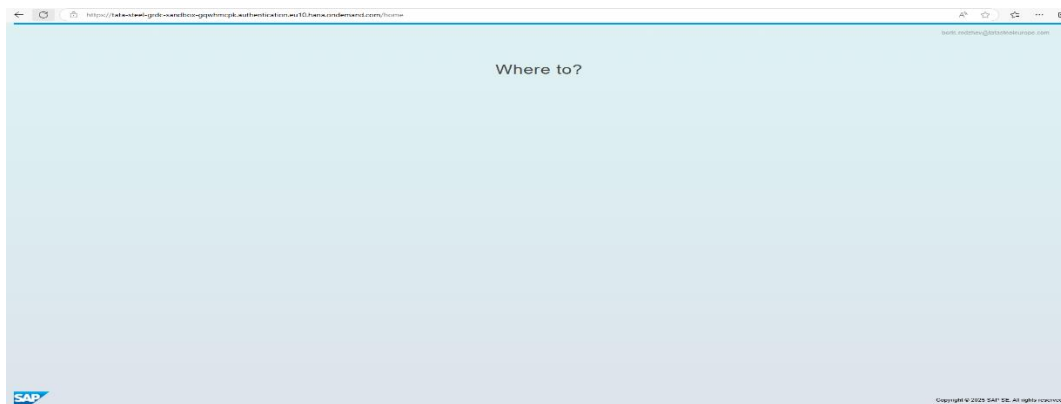
Flow-4

User :-

Hello ,

I have completed all the recommended steps to set up my GRDC account and have successfully created and logged into the account. However, after logging in, the only page displayed is the one attached below, which doesn't appear to be correct.

Could you please advise how to resolve this issue? Your assistance would be greatly appreciated.



BOT:

Ok User, please connect to MDMCFIN@TATASTEEL.COM