**Task 1 - Identify the support service that CSSE students need.**

E.g. Employability, Academic Registry, IT Support, Wellbeing, Sports, Academic Support and Mentoring, Admissions,

Learning Enhancement (referencing), Course Marketing ...

**Task 2 - Explore the selected support services in depth**

1. Identify User Personas

Same Can Already Filter if it’s a prospective undergrad, postgraduate, ifb students

1. Personalised response based on the initial User Persona
2. Course Fees Information

* **Fee Breakdowns**: Provide detailed explanations of course fees, including tuition, lab fees, and any additional costs associated with specific courses.
* **Payment Options and Assistance**: Explain the various payment options available, including installment plans, scholarships, grants, and financial aid opportunities. The system could also guide students through the application process for financial support.

1. University Services

* **Academic Advising:** Offer information on how to access academic advisors, including scheduling appointments what academic advisors can assist with.
* **Career Services**: Detail the career support services offered by the university, such as resume reviews, mock interviews, career fairs, and internship opportunities with mdx employability
* **Health and Wellness**: Provide information on health services, mental health support, and wellness by the wellbeing-services

1. Evaluation and Feedback
   * **User Feedback Collection**: Regularly collect feedback through voice commands to assess the effectiveness of the support services provided by the VUI and identify areas for improvement.
   * **Analytics and Improvement**: Analyze usage patterns and satisfaction levels to continually refine and expand the VUI's capabilities, ensuring it meets the evolving needs of Computer Science students.

E.g. Employability service - Guest lectures, Calendar of Talks (Registration needed for attending talks), Job Bcard.

**Task 3 - Design**

- UI Design (web page(s) with chat like interface)

- Conversation Structures