

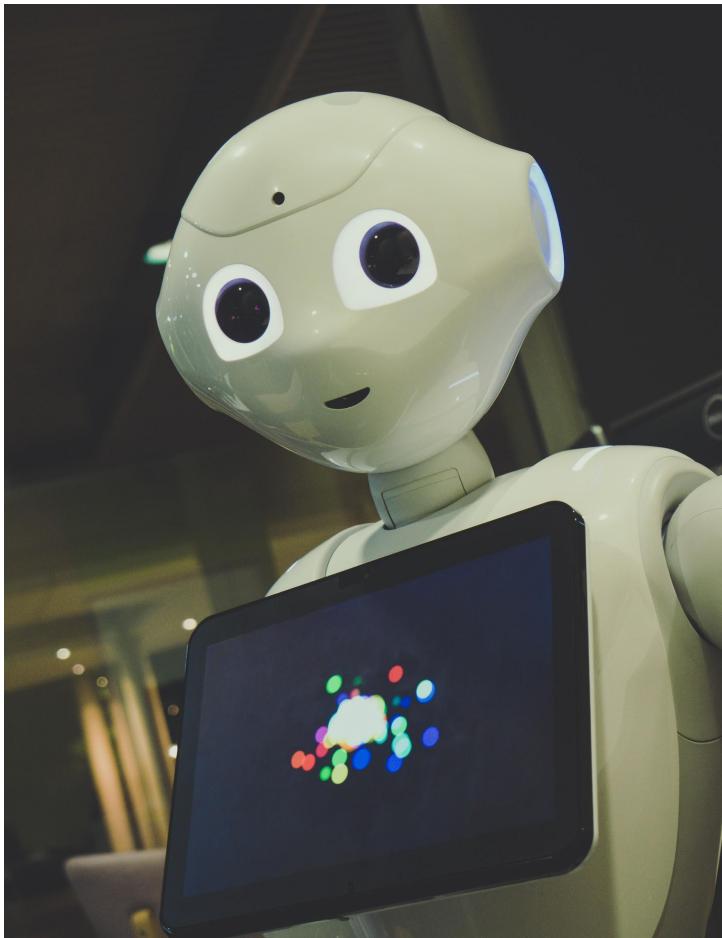


Team 2

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Oracle chatbots platform assist to interact with citizen who have submitted requests for citizen support.



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Overview

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- Model for Training the intents

How AI can be used to implement online service solution

1

Oracle AI chatbots are going to be implemented so that citizens will have assistance to

1. Submit their requests
2. Share concerns and ideas
3. Keep track of their requests through ticketing system

2

Maximize the use of AI through

1. ERP with CRM and cloud databases

Through their website



Through their messaging applications



Phone calls





Technologies & platforms

Oracle Digital Assistants (ODA)

Why we chose it?

- Users will easily perform submissions
- The assistant will help the user to access and input data.
- The ease of development of solutions within the ODA has been taken into consideration



ORACLE®
Digital Assistant



What are the benefits of the selected technology?

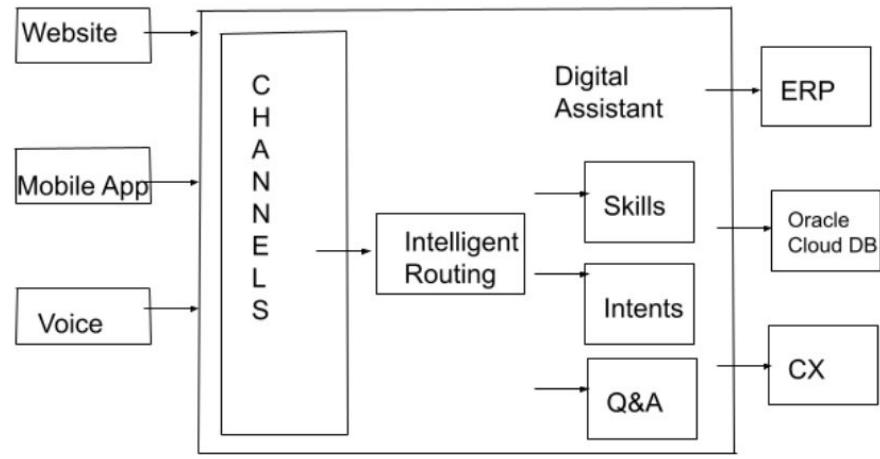


ODA will benefit us in the following ways:

- It will greet user upon access to their website on
-www.csu.mu
- Routes explicit user requests to appropriate skill
- Handles interruptions to the flow
- Handles requests to exit the skills
- Deliver 24/7 automated customer service
- Increase in customer engagement leading to increased in customer satisfaction

High level Architecture

1.4.4 High Level Architecture





AI Model



Components and process of Building the AI model

- 01 | Creating the digital assistant and creating a skill
- 02 | Create the intents and utterances
- 03 | Add entities and associate the intent for this skill creation that will help the skill to fulfill a task
- 04 | Define the conversational flow of the skill through dialog flow
- 05 | Validate, train and test the skill
- 06 | Publish model and integrate citizen support with the digital assistant
- 07 | Test the digital assistant on the citizen support platform
- 08 | Create the greetings, age custom component and the integration of the skills.
- 09 | Digital Assistant user channel configuration - Exposing the Digital Assistance to users through the web channel on CSU.mu



Skills



**Keeping track of their inventory |
requests**



Submission time cards



Submission and handling complaints and producing financial reports



Utterances

User will be able to perform actions ;



Entities



Intent	Related Utterances	Entities
ShowMenu	"Hello"	
	"Hi"	
	"Good morning"	
SubmitRequests	"Submit my request"	
	"Submit request"	
	"Submit the request"	
GeneralInquiry	"I want to enquire about something"	
	"I have a question"	
	"I have a general enquiry"	
	"Can I ask a question?"	

TrackRequest	"Check my request status"	
	"Check status of my request"	
	"I want to track my request"	
	"Track my request"	
ShareConcerns	"I want to share concerns to the Ministry of Local Government and Disaster Risk Management."	Ministry of Local Government and Disaster Risk Management.
	"Share concerns"	
ShareSuggestion	"I want to share my suggestions"	
	"Share my suggestions"	
FileComplaint	"Submit my complaints"	
	"Submit the complaints to the department of Prime Minister's Office"	Prime Minister's Office
	"I want to submit some complaints to the department of gender equality"	Gender equality
Exit	"close"	
	"exit"	
	"done"	



Model for training the intents

As we have 2 model trainer namely :

1. Trainer Ht
2. Trainer Tm

We are going to use trainer Ht because it uses pattern matching compared to trainer Tm which uses detection variations in user input. Trainer Ht is rule-based and faster to deploy as our model. But as we gather more sample of user input we can shift to trainer Tm



Thank you.

