



DIBBY

It's your friendly printer
chatbot assistant, and so
much more!

Megan Kim, Olivia Marcelin, Riola Musoke-Lubega, Nisha Ramanna, Kevin Yap

← BACKGROUND



NYU Tandon
students use
Dibner printers



have
experienced
printer issues

How our students feel:

complicated
unclear
stressful
difficult
crowded
slow
frustrating
unreliable
ease
inconsistent
unstable

← PROBLEM STATEMENT



DIBNER PATRONS

No easy way to report or solve printer issues

DIBNER IT STAFF

Difficult to identify and address issues



← OUR SOLUTION



01



Dibby

Chatbot that leverages AI to help students troubleshoot printer errors

02



Trello

Provides an automated log of reported printer problems

03



NYU Print Mobile Admin

Displays big picture analysis of common printer issues

← OUR SOLUTION



01



Dibby

Chatbot that leverages AI
to help students
troubleshoot printer errors

The screenshot displays the NYU mobileprint.nyu.edu/myprintcenter/ website. The browser's address bar shows the URL. The page header includes the NYU logo and a 'Welcome' message. Below the header, there's a 'Activity' section with buttons for 'Refresh', 'Upload', and 'Delete'. A table with columns 'Type', 'Title', 'Print Preview', and 'Pages' is visible, but it contains no data. A chatbot interface for 'Dibby' is overlaid on the right side. Dibby is a purple flame-like character with glasses. The chat window shows a message from Dibby: 'Hi! I'm Dibby, your digital printing assistant. How can I help you today?'. Below the message are two buttons: 'The printer is broken' and 'Where can I color print?'. At the bottom of the chat window is a text input field labeled 'Type a message...' and a send button. The bottom of the page shows a 'Payment method' section with 'My Funds : \$46.15' and 'Print Grant : \$46.15'. To the right, there's a 'Print options' section with dropdown menus for 'Color' (set to 'Color'), 'Pages per side' (set to '1'), 'Sides' (set to 'Single Sided'), and 'Copies' (set to '1'). There's also a 'Page range' field with a placeholder 'e.g. 1-5, 8, 11-13'. The footer of the page includes the copyright notice '© Copyright 2023 - Powered by Pharos®' and a link to 'NYU Print Service Help'.

← OUR SOLUTION

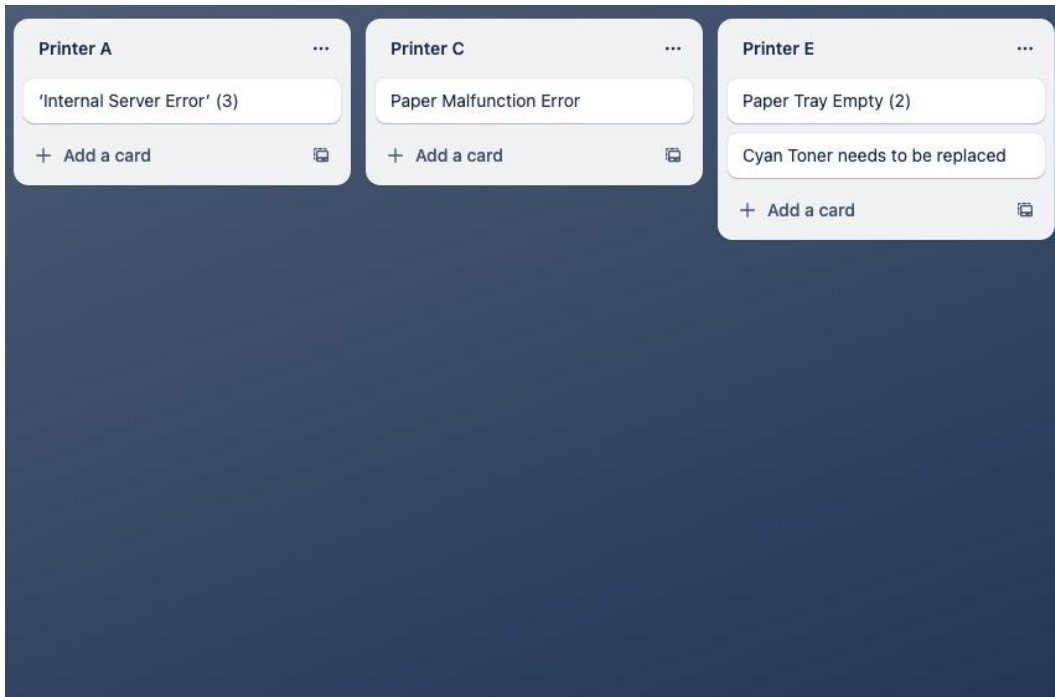


02



Trello

Provides an automated log
of reported printer
problems



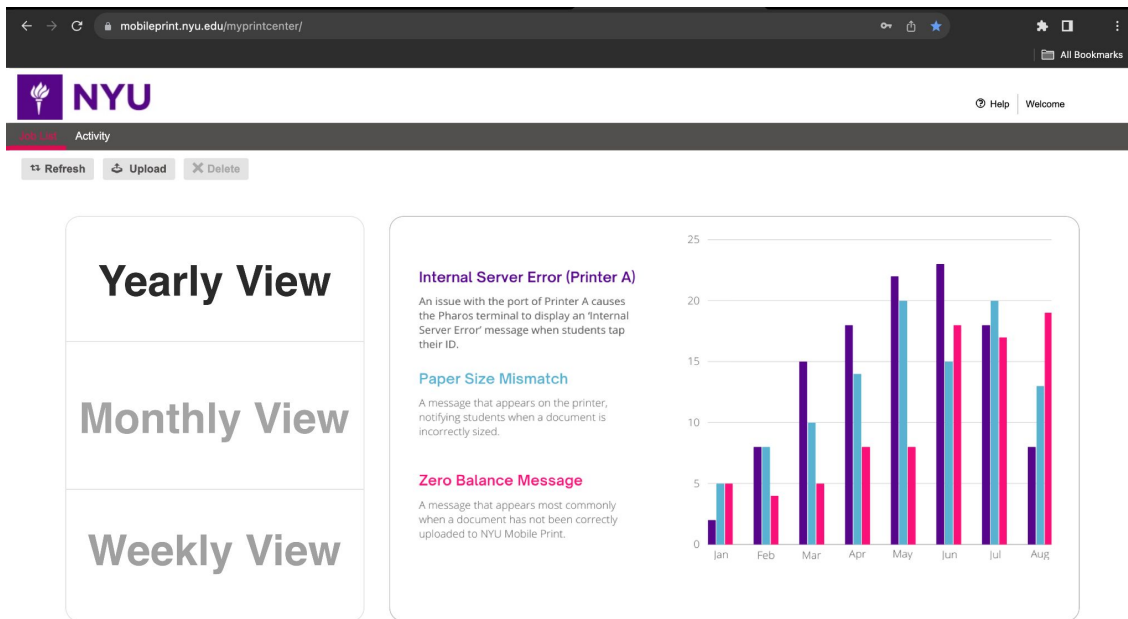
← OUR SOLUTION



03

NYU Mobile Print Admin

Displays big picture analysis of common printer issues



← MEET DIBBY!





The image features a stylized illustration of a web browser window. The window has a dark purple header bar with a white 'X' icon on the left and three white dots on the right. The main content area is white and contains the text 'STUDENT IMPACT' in a bold, sans-serif font. The word 'STUDENT' is purple, and 'IMPACT' is a muted blue-grey. Below the content area is a dark purple footer bar with a white rounded rectangle and a white circle icon on the right. The entire window is set against a light purple background.

STUDENT IMPACT

← RESEARCH



73%

Cited printing
as a main qualm
with Dibner



← RESEARCH



“When my prints fail, it genuinely **messes up my schedule**. It’s even caused me to be **late to an exam**”

- Jessica Bek, Student

← STUDENTS



- ✗ **Frustration** with broken printers
- ✗ **37%** attempt **troubleshooting**



- ✓ Provide **printer display status**
- ✓ Walk-through for **safe troubleshooting**

← UX FEATURES



Accessibility



Ease of Access

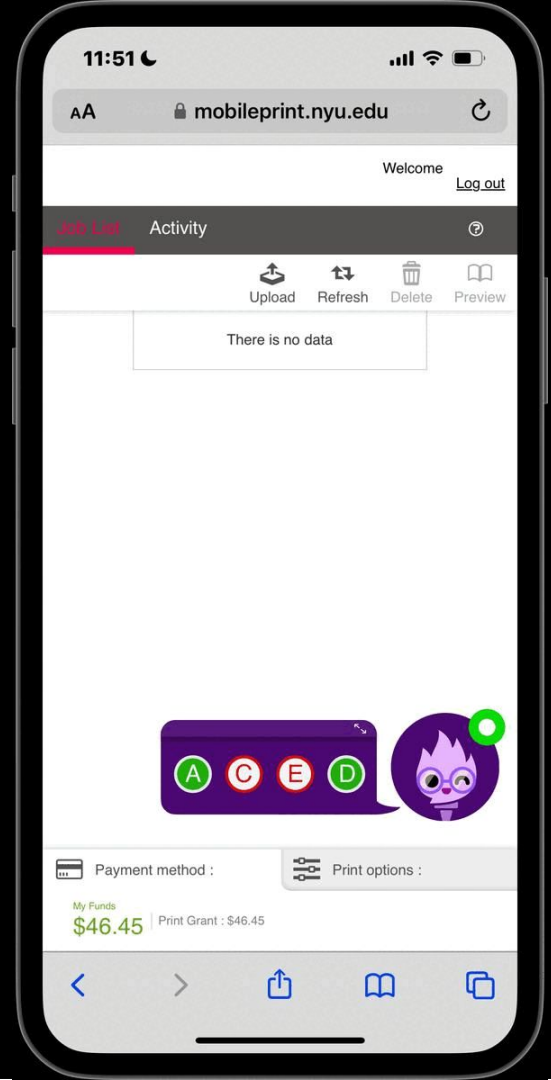


User
Friendliness

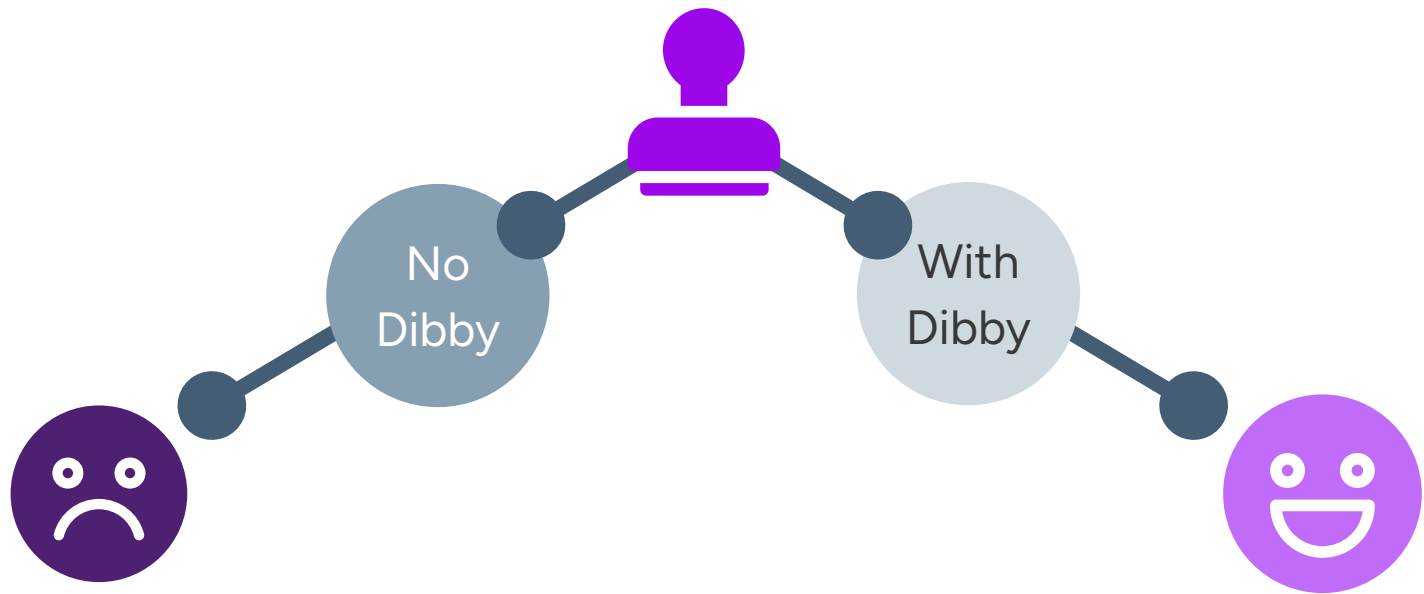
conducted

9

user interviews



← USER IMPACT





STAFF IMPACT

← STAFF



✗ **54%** don't know how to **report** issues

✗ **Large scale fixes** are hard w/o
adequate info on **printer errors**



✓ **Automatic** reporting, sent to **Trello**

✓ **Monthly analysis reports** on printers'
functionality

← STAFF IMPACT



Connects
Students and IT



Tracks Printer
Failure Details



Provides Insight on
Printer Issues

← FEASIBILITY & COST



Simple AI, easy to deploy



Continuously improves over time



Seamless integration with Dibner IT



Low cost

← CONCLUSION



Saves time



Promotes success



Scalable

Dibby: Seamless. Frustration-free. Efficient.



DIBBY

It's your friendly printer
chatbot assistant, and so
much more!

Megan Kim, Olivia Marcelin, Riola Musoke-Lubega, Nisha Ramanna, Kevin Yap