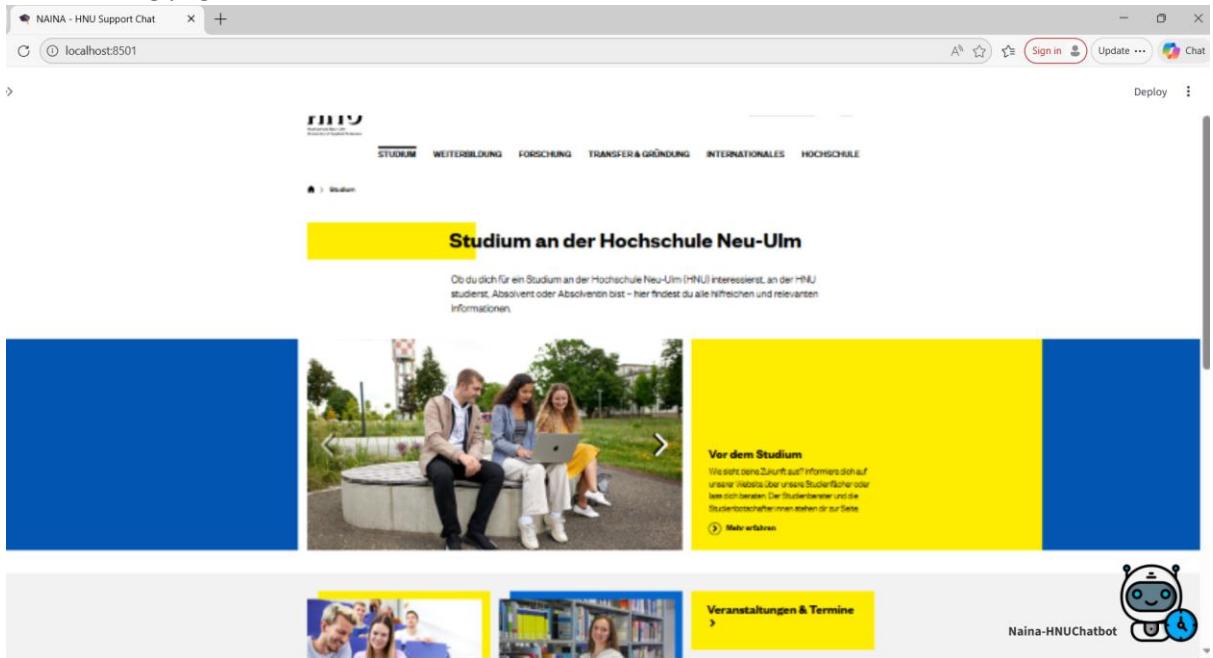
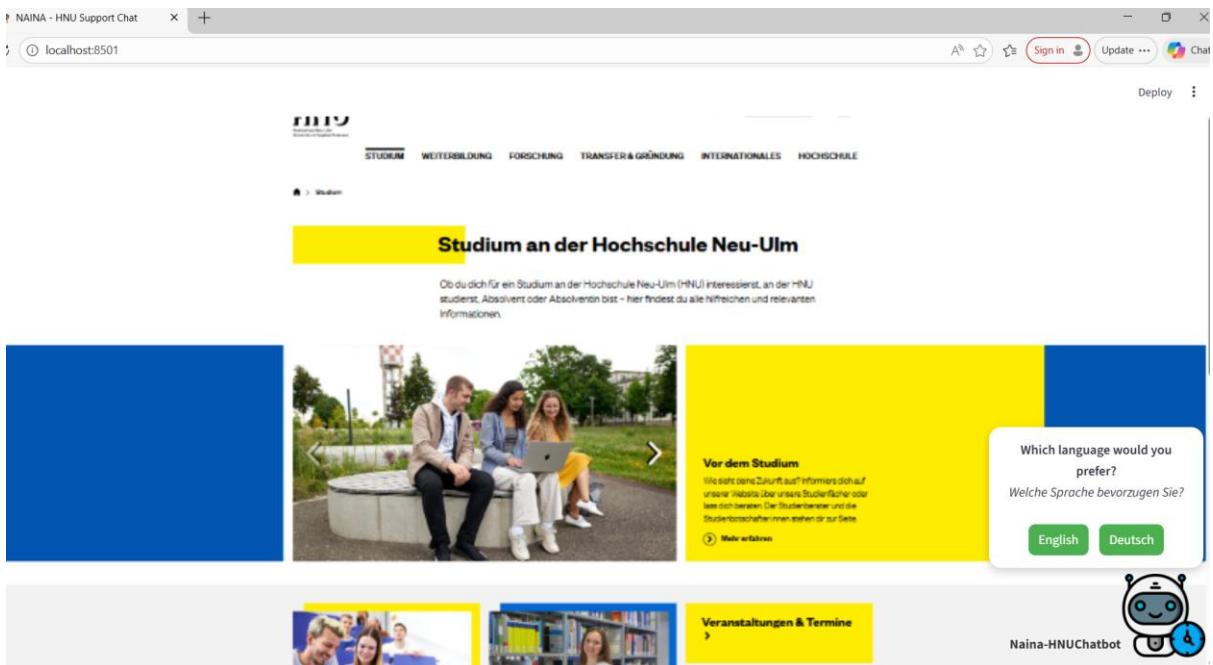


# UI Images of Naina- HNU chatbot

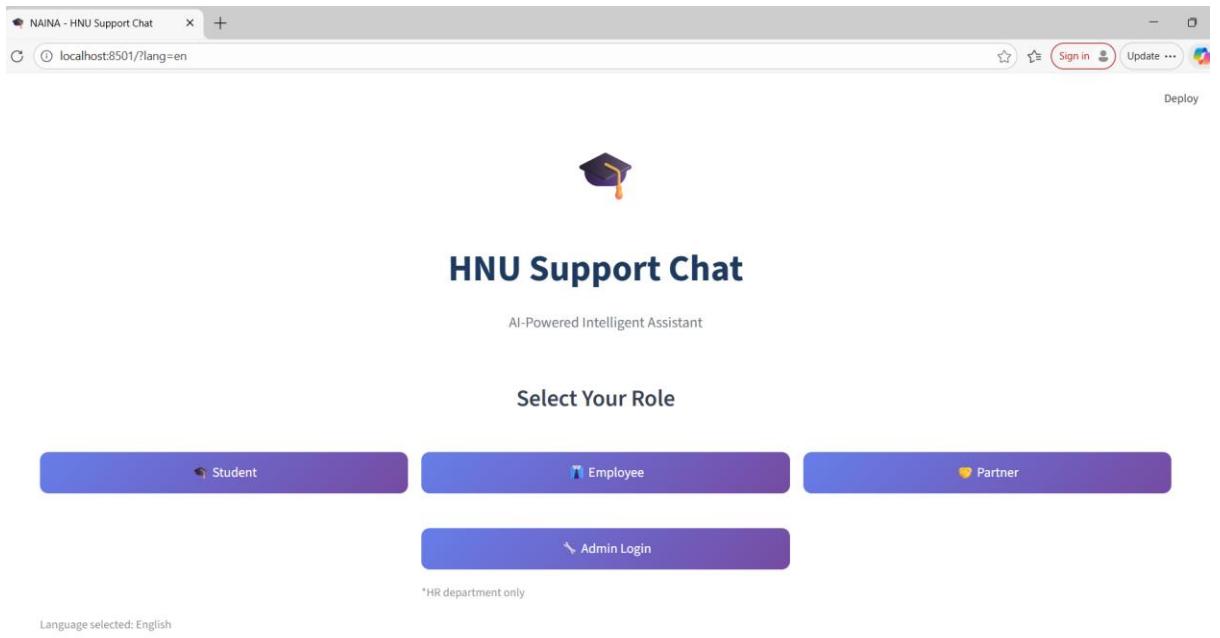
## 1) Main landing page:



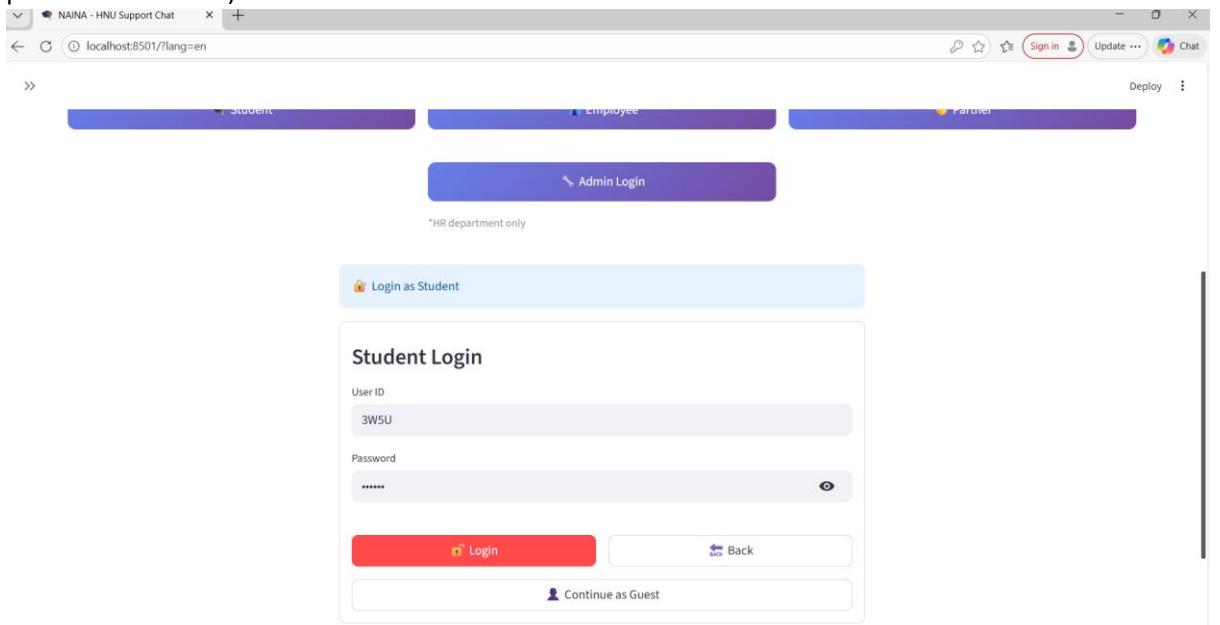
## 2) Double-Click on chatbot icon:



## 3) Selecting English as option and got login page for student/employee and partners:



- 4) Selecting student and entering credentials from students.xlsx ( example user id is 3W5U and password is Ekhft1)



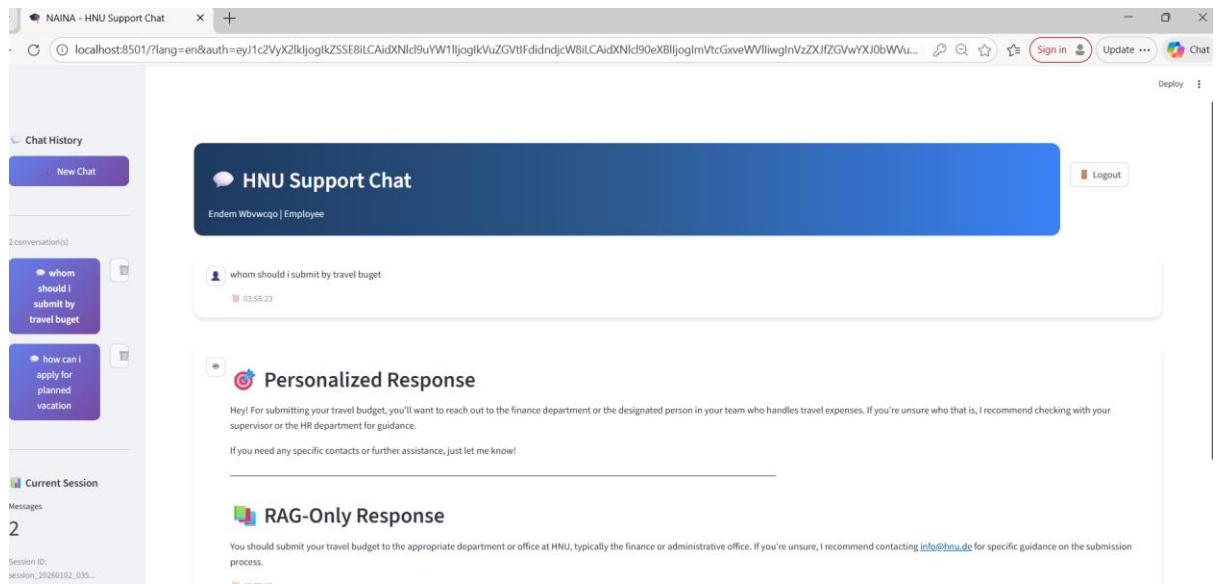
- 5) After clicking on Login, chat page will appear. Here user can enter the query and see the response. Here personalized response is the one which is based on thesis and other Rag response is a basline response:

The screenshot shows a web-based chat interface for NINA - HNU Support Chat. On the left, there's a sidebar with 'Chat History' and a 'New Chat' button. Below it, there are three conversation cards: 'how can i apply for scholarship', 'how can i de-register for the course', and 'how can i get the degree certificate'. The main chat window shows a message from a user asking about applying for a scholarship, followed by a 'Personalized Response' from the bot. The response is friendly and informative, mentioning the application process involves checking eligibility, gathering documents, and filling out forms. It also provides links to the HNU website and financial aid office. Below this, there's another section titled 'RAG-Only Response' with similar information.

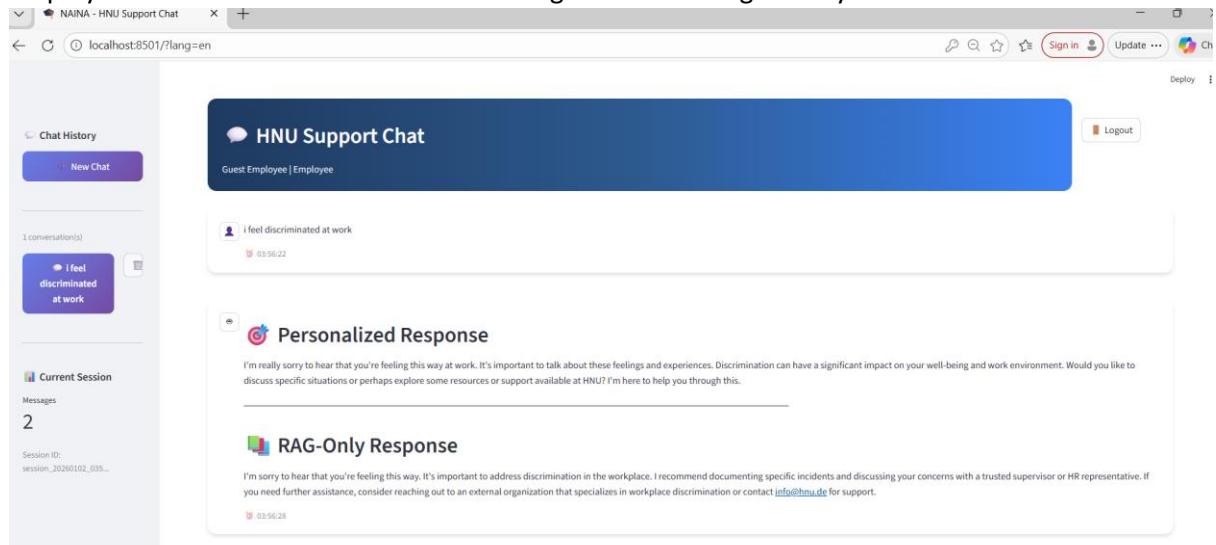
- 6) In reference to point 4 if student doesn't have credentials yet( prospective student), they can still access the bot via guest mode and ask the query

This screenshot shows the same HNU Support Chat interface but from a guest student's perspective. The sidebar indicates the user is a 'Guest Student | Student'. The main chat window shows a user asking about getting an admission letter for a visa process. The bot responds with a 'Personalized Response', explaining that letters are typically sent within a few weeks after the application deadline and offers to check the status or guide the user. Below this, there's another 'RAG-Only Response' section with similar information.

- 7) When clicked on employee using employee.xlsx and entering the credentials of ID as FRHO and password as Endem1 and clicking on login:



## 8) Employee can also chat with bot without using credentials to go anonymous



## 9) Partners do not need any credentials they can straight way use the bot by clicking on partner

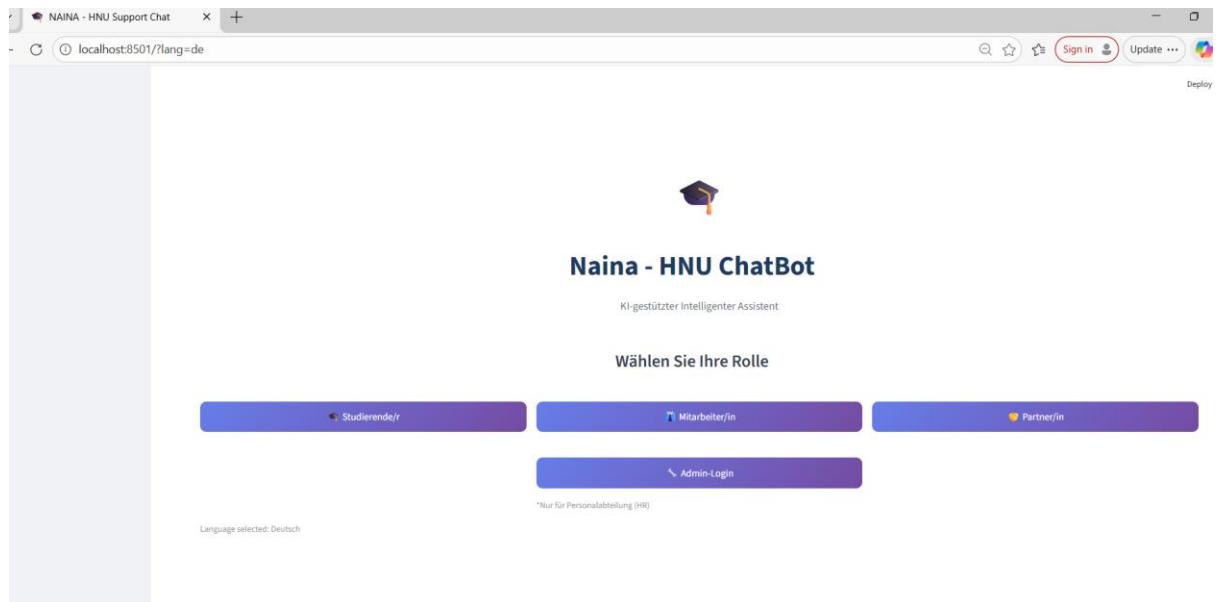
The screenshot shows a web-based chat interface for NAINA - HNU Support Chat. On the left, there's a sidebar with 'Chat History' and a 'New Chat' button. A message from a user is shown: 'how can i promote my company at hnu' (02:59:15). Below this, a 'Personalized Response' section provides advice on promoting the company at HNU, mentioning sponsorship opportunities, career fairs, workshops, and collaborative projects. It ends with a note about more specific details. At the bottom, there's a 'RAG-Only Response' section with a link to contact info@hnu.de.

- 10) Clicking on admin to see the dashboard make sure to take the Depatment as HR from employee excel and the respective ID like 14FF and password

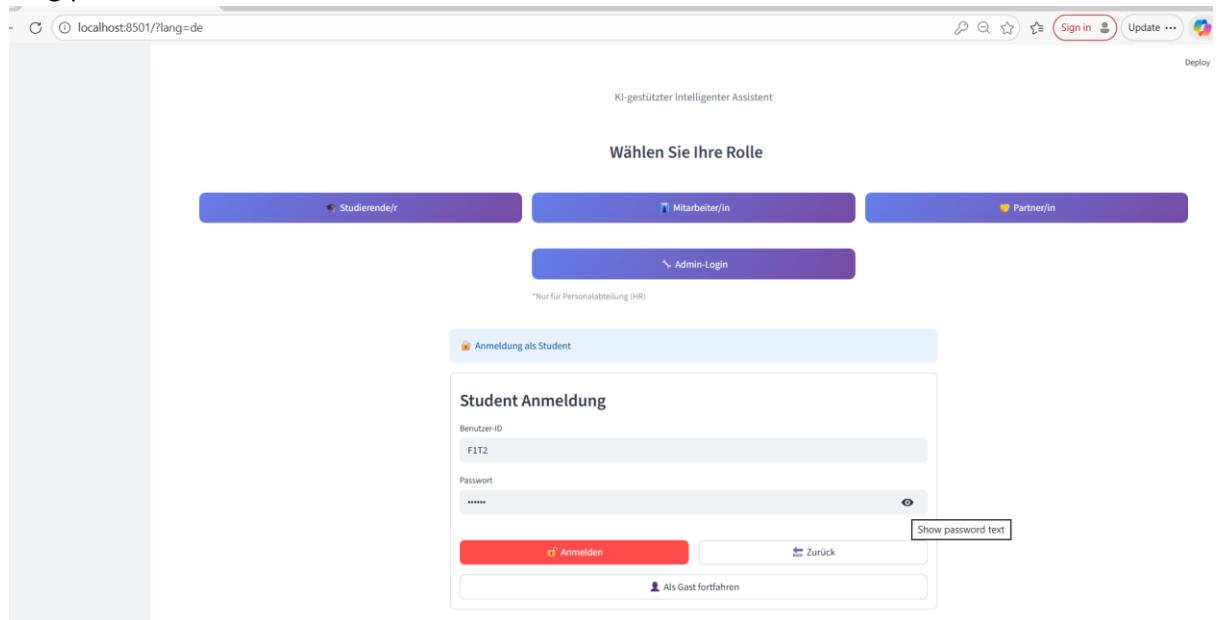
The screenshot shows the HNU Admin Dashboard. On the left, there are filters for 'User Type' (All), 'Date Range' (2025/10/15 - 2026/01/02), and 'Sentiment' (positive, neutral, negative). The main area displays key metrics: Total Queries (112), Active Users (57), Positive Sentiment (1.8%), and Frustration Rate (11.6%). Below this is a 'Detailed Query Logs' section with a table of recent queries:

date	user_type	content	intent	sentiment	lead_score
1 2026-01-02	partner	Ich bin externer Projektpartner. An wen kann ich mich wenden, um eine Zusammenarbeit mit der HNU zu ermöglichen?	partnership_inquiry	neutral	73
13 2026-01-02	employee	I feel discriminated at work	general_query	neutral	65
19 2026-01-02	student	when will get my admission letter, i would be needing this urgently for my visa process	enrollment_student	neutral	75
17 2026-01-02	employee	how can i apply for planned vacation	research_grant_info	neutral	65
15 2026-01-02	employee	whom should I submit by travel budget	travel_expense_claim	neutral	55
3 2026-01-02	employee	Ich arbeite an der HNU, möchte aber anonym bleiben. Wo finde ich Informationen zu internen Meldest.	document_access	neutral	68
11 2026-01-02	partner	how can i promote my company at hnu	event_planning	neutral	65
5 2026-01-02	employee	Wo kann ich meine Dienstreise beantragen und welche Unterlagen muss ich dafür einreichen?	payroll_inquiry	neutral	63

- 11) On clicking the Deutch button, the login page appears



- 12) On clicking on studierende button and adding the credentials as ID F1T2 and password as Srngq1



- 13) The chat page for student in german language will appear:

The screenshot shows a web-based support chat interface. On the left, there's a sidebar with a purple header 'Chatverlauf' and a 'Neuer Chat' button. Below it are several messages from a user: 'Ich bin neu an der HNU. Wie kann ich mich für meine Kurse anmelden und wo finde ich den Stundenplan?' and 'Hey! Willkommen an der HNU! Um dich für deine Kurse anzumelden, kannst du das Online-Portal der Hochschule nutzen. Dort findest du alle Informationen zur Kursanmeldung. Für deinen Stundenplan kannst du ebenfalls ins Portal schauen, wo du alle Stundenpläne für dein Studienfach finden kannst. Falls du weitere Fragen hast oder etwas unklar ist, lass es mich wissen!' followed by a RAG-Only Response message.

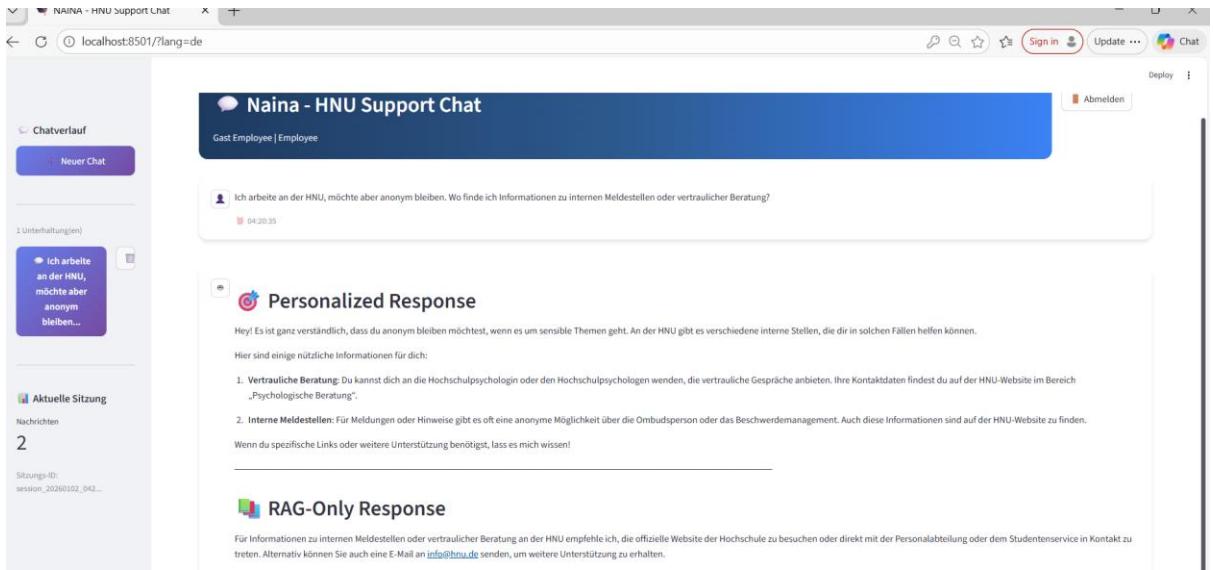
14) Similarly the guest mode will also work for students in german language

This screenshot shows the same interface but with the language set to German ('Deutsch'). The user's message 'Ich interessiere mich für ein Studium an der HNU ...' is responded to with detailed information about the application process at Neu-Ulm University, including steps like online application, submission of documents, and admission decisions. A RAG-Only Response message follows.

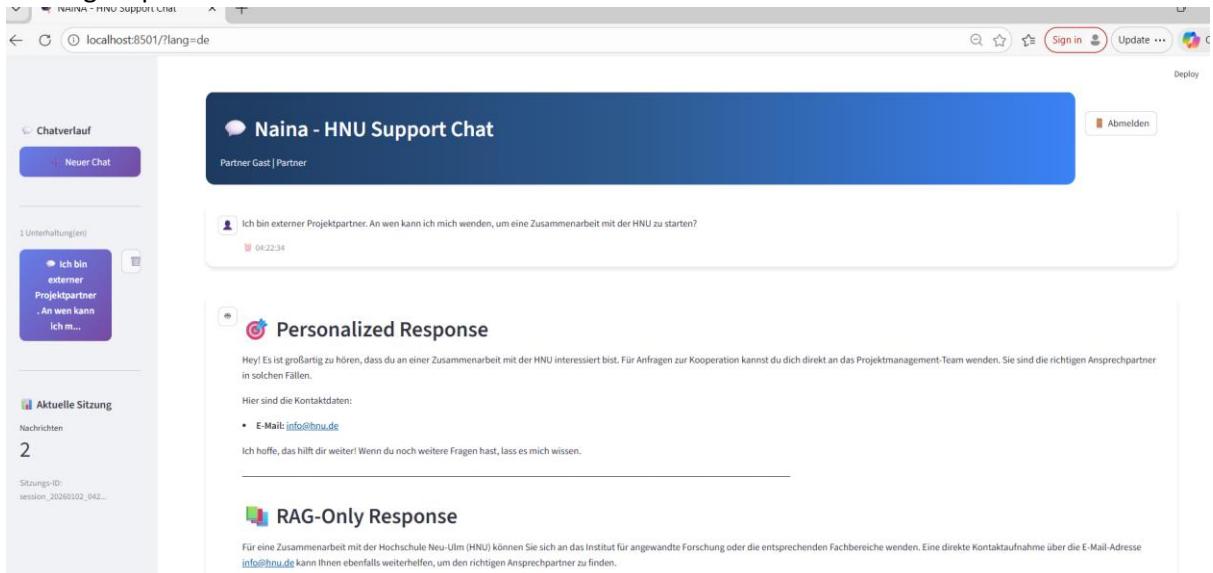
15) Clicking on Mitarbeiter(employee) and using the credentials ID as HJ75 and password as Grigid1

This screenshot shows the interface for an employee ('Mitarbeiter'). The user asks 'Wo kann ich meine Dienstreise beantragen und welche Unterlagen muss ich dafür einreichen?'. The response is a Personalized Response detailing the required documents: Reiseantrag (filled form), Genehmigung des Vorgesetzten (signature or confirmation), and Reisekostenaufstellung (cost overview). A RAG-Only Response message follows.

16) Guest mode for employee in german after clicking on mitarbeiter:



**17) Clicking on partner:**



**18) Admin dashboard in german Clicking on admin to see the dashboard make sure to take the Depatrment as HR from employee excel and the respective ID like 14FF and password**

**HNU Admin Dashboard**

localhost:8503/?lang=de&auth=eyJ1c2VyX2lkjogIjE0RkYlCAidXNlcj9uYW1ljjogIlireGxnEdvZ3B4a2YilCAidXNlcj90eXBlljogImFkbWluwglnVzZXJfZGVvYXJ0bWVudC16IC... [Sign in](#) [Update ...](#) [Chat](#)

Deploy

**Filter & Steuerelemente**

Nach BenutzerTyp filtern: Alle

Datumsbereich: 2025/10/15 - 2026/01/02

Nach Stimmung filtern: Positive, Neutral, Negativ

Dashboard aktualisiert um 09:54:42 [Daten aktualisieren](#)

Gefilterte Abfragen: 112

**HNU HR/Admin Dashboard**

Gesamtfragen: 112 | Aktive Benutzer: 57 | Positive Stimmung: 1.8% | Frustrationrate: 11.6%

[Stimmungsanalyse](#) [Absichtsanalyse](#) [Benutzersegmentierung](#) [Anomalien & Trends](#) [Detaillierte Protokolle](#)

**Detaillierte Abfrageprotokolle**

In Abfragen suchen:

date	user_type	content	intent	sentiment	lead_score
1 2026-01-02	partner	Ich bin externer Projektpartner. An wen kann ich mich wenden, um eine Zusammenarbeit mit der HNU zu vereinbaren?	partnership_inquiry	neutral	73
13 2026-01-02	employee	I feel discriminated at work	general_query	neutral	65
19 2026-01-02	student	when will get my admission letter, i would be needing this urgently for my visa process	enrollment_student	neutral	75
17 2026-01-02	employee	how can i apply for planned vacation	research_grant_info	neutral	65
15 2026-01-02	employee	whom should i submit by travel budget	travel_expense_claim	neutral	55
3 2026-01-02	employee	Ich arbeite an der HNU, möchte aber anonym bleiben. Wo finde ich Informationen zu internen Meldest?	document_access	neutral	68
11 2026-01-02	partner	how can i promote my company at hnu	event_planning	neutral	65
5 2026-01-02	employee	Wo kann ich meine Dienstreise beantragen und welche Unterlagen muss ich dafür einreichen?	payroll_inquiry	neutral	63

## 19) Incorrect data notification

**NAINA - HNU Support Chat**

localhost:8501/?lang=de [Sign in](#) [Update ...](#) [Chat](#)

Deploy

**Wählen Sie Ihre Rolle**

[Studierende/r](#) [Mitarbeiter/in](#) [Partner/in](#)

[Admin-Login](#)

\*Nur für Personalabteilung (HR)

**Anmeldung als Employee**

**Employee Anmeldung**

Benutzer-ID: H75L

Passwort:

[Anmelden](#) [Zurück](#)

[Als Guest fortfahren](#)

**X Ungültige Benutzer-ID oder Passwort**