

UTM Campus Assistant Chatbot - User Guide

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Getting Started

The UTM Campus Assistant Chatbot helps you manage all your campus facility needs in one place. You can report problems, book facilities, get directions, and ask questions using our smart AI assistant.

Creating Your Account

The screenshot shows a web browser window with the title 'Register - UTM Campus Assistant'. The URL in the address bar is 'skink-evident-tuna.ngrok-free.app/register'. The page has a dark header with the text 'UTM Campus Assistant' and navigation links for 'Login' and 'Register'. The main content area is titled 'Create Account' and contains fields for 'Username' (alan_turing), 'Email' (alan_turing@graduate.utm.my), 'Full Name' (Alan Turing), 'Student ID (Optional)' (MEC001912), 'Role' (Student), 'Password', and 'Confirm Password'. A large red 'Register' button is at the bottom. Below the form, a link says 'Already have an account? Login here'.

1. **Sign Up:** Click "Register" on the login page
2. **Fill Your Details:**
 - Username (4-20 characters)
 - Your UTM email address
 - Full name
 - Student ID (optional)
 - Secure password (minimum 6 characters)
3. **Select Role:** Choose "Student" from the dropdown
4. **Submit:** Complete registration and login

Your Dashboard

The dashboard features a top navigation bar with links for ChatGPT, General, Social Media, Cash&Bills, Finance, Learning Kubernetes, Learning, UTM, and CHATBOT. A user profile for 'Alan Turing' is shown. Below the navigation is a green header bar with a welcome message: 'Welcome back, Alan Turing!'. The main content area is divided into several sections:

- Quick Stats:** Three cards: 'Total Issues' (3, red background), 'Resolved Issues' (0, green background), and 'Resolution Rate' (0%, blue background).
- Quick Actions:** Buttons for 'Chat Assistant', 'Report Issue', 'Facility Info', and 'Book Facility'.
- My Recent Bookings:** A table showing recent bookings:

Tutorial Room	Jul 02 • 08:00 - 22:00	Cancelled
Kejora Hall	Sep 08 • 08:00 - 22:00	Pending
Gymnasium	Jun 23 • 08:00 - 09:00	Approved
- Recent Issues:** A table showing the latest 5 issues:

ID	Title	Type	Priority	Status	Date	Actions
#5	Issue with Kejora Hall	Equipment	Urgent	In Progress	07/01/2025	...
#4	Issue with Gymnasium	Equipment	Low	Reported	07/01/2025	...
#3	Issue with Male Hostel Block C	Hygiene	Medium	Closed	07/01/2025	...

After logging in, your dashboard shows:

- **Quick Stats:** Your active issues and bookings
- **Recent Activity:** Latest updates on your requests
- **Quick Actions:** Fast access to common tasks
- **AI Chat:** Direct access to the smart assistant

Navigation Menu

The main menu gives you access to:

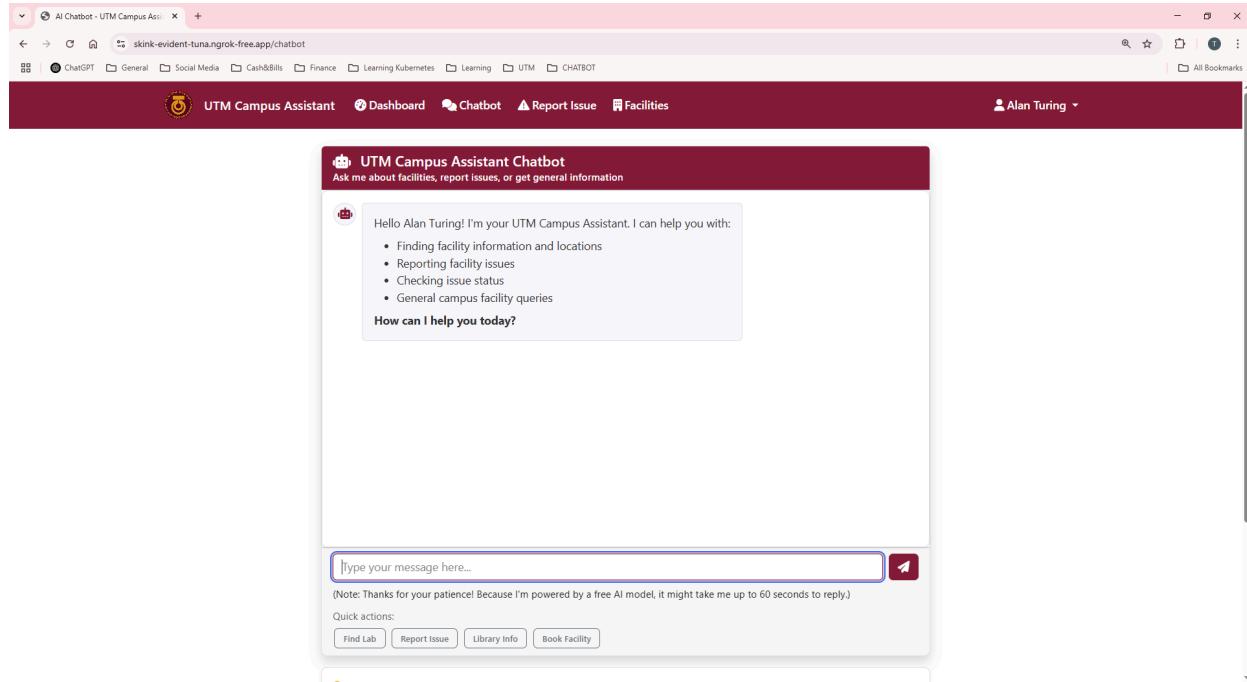
- **Dashboard:** Your personal overview
- **Chatbot:** AI assistant for questions
- **Facilities:** Browse and book campus facilities
- **Report Issue:** Submit facility problems

- **My Issues:** Track your reported problems
- **My Bookings:** View your facility reservations

Using the AI Chatbot

The AI chatbot is your smart assistant that understands natural language and can help with facility-related questions.

Starting a Conversation



1. **Access Chat:** Click "Chatbot" in the main menu
2. **Type Naturally:** Ask questions in plain English
3. **Get Responses:** The AI provides helpful information and suggestions

What You Can Ask

Facility Information:

- "Where is the main library?"
- "What time does the gym close?"
- "How many people can fit in Lecture Hall A?"

_UTM Campus Assistant Chatbot

Ask me about facilities, report issues, or get general information



Hello Alan Turing! I see you're asking about **Kejora Hall** at N28a, FC. Since you were looking at directions, I can help you with:

- Specific questions about Kejora Hall
- Facility amenities and capacity information
- Alternative facilities with similar features
- Directions and navigation help
- Reporting issues with this facility

How can I help you today?



Hi, are there air conditioning in this facility?

12:52 AM

Getting Directions:

- "How do I get to the engineering lab?"
- "Where is the nearest parking to Block C?"
- "Can you give me directions to the cafeteria?"

_UTM Campus Assistant Chatbot

Ask me about facilities, report issues, or get general information



Hi there! Yes, Kejora Hall at N28a, FC is air-conditioned. If you're planning an event there, you can book it through the campus booking system. Let me know if you'd like more details! 😊

12:53 AM

Intent: general_info

Entities: {"component": "air conditioning", "facility": null, "issue_type": null, "location": null}



In Kejora Hall, the air conditioning is not working, what do I do?

12:55 AM

Booking Help:

- "Can I book the computer lab tomorrow?"
- "What facilities are available for group study?"
- "How do I reserve a meeting room?"

General Campus Questions:

- "What dining options are available?"
- "Where can I print documents?"
- "What sports facilities do we have?"



Ask me about facilities, report issues, or get general information



Hello Alan Turing! I see you're asking about **Kejora Hall** at N28a, FC. Since you were looking at directions, I can help you with:

- Specific questions about Kejora Hall
- Facility amenities and capacity information
- Alternative facilities with similar features
- Directions and navigation help
- Reporting issues with this facility

How can I help you today?

Chat history cleared

What is $1 + 1$?

01:02 AM



UTM Campus Assistant*

- can help you with:

Type your message here...



(Note: Thanks for your patience! Because I'm powered by a free AI model, it might take me up to 60 seconds to reply.)

Quick actions:

[Find Lab](#)

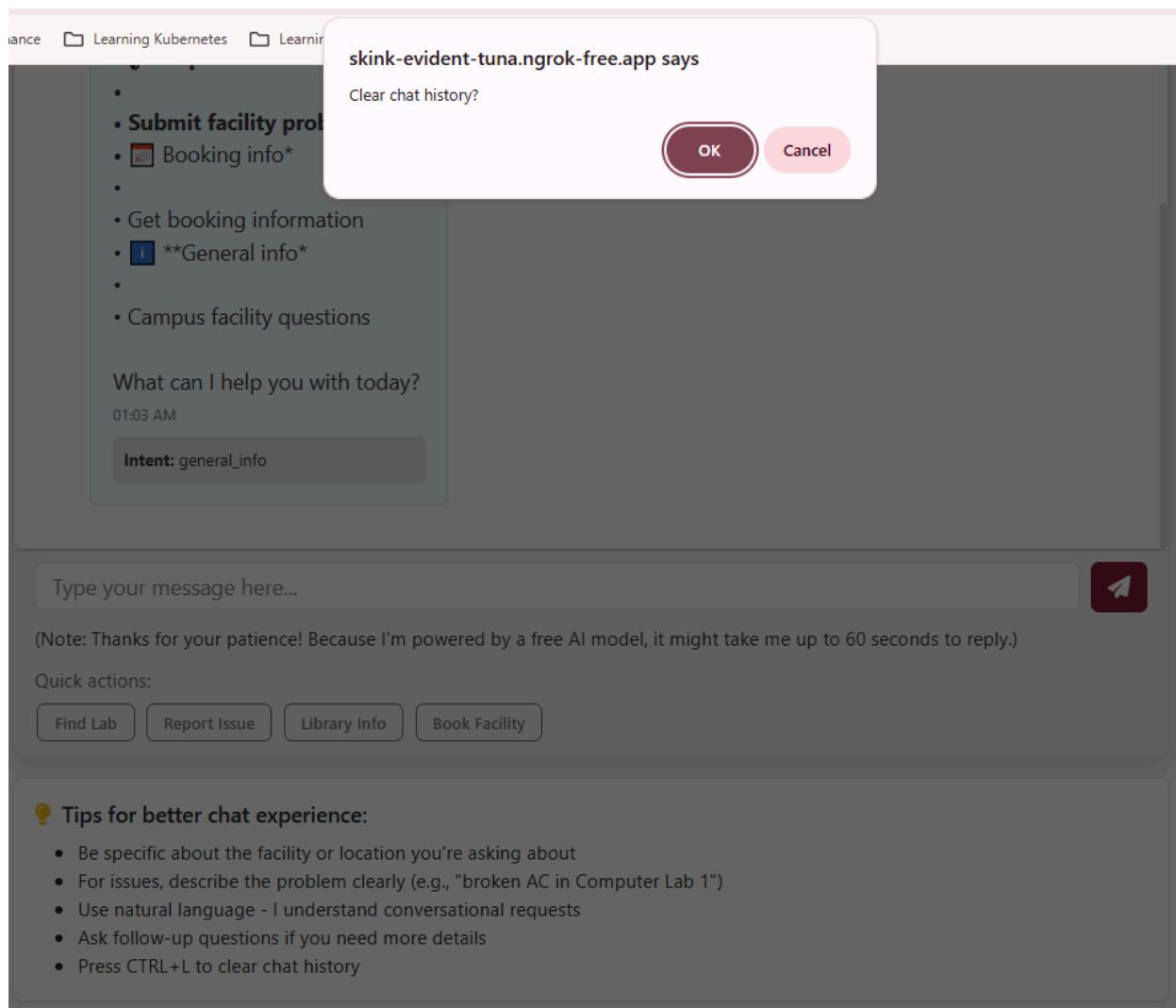
[Report Issue](#)

[Library Info](#)

[Book Facility](#)

Chat Features

Clear Chat: Use the "Clear Chat" button to start fresh conversations



Smart Responses: The AI remembers your conversation context and provides relevant follow-up suggestions

Helpful Links: The AI can direct you to specific pages for booking or reporting issues

Reporting Facility Issues

When you notice problems with campus facilities, you can easily report them for quick resolution.

How to Report Issues



Report Facility Issue

Before reporting: Please check if this issue has already been reported. Our AI will help classify your issue automatically for faster resolution.

Issue Title
e.g., Broken air conditioning in Computer Lab 1
Provide a clear, descriptive title for your issue

Description
Describe the issue in detail: What's wrong? When did you notice it? How does it affect you?
The more details you provide, the faster we can resolve your issue. Our AI will analyze your description to classify the issue type.

Location
e.g., Block A, Level 2, Computer Lab 1
Specify the exact location of the issue

Issue Type
Electrical
Select the closest category. Our AI may adjust this based on your description.

Priority
Medium
Priority Guide: **Urgent** Safety hazards, complete failures | **High** Major disruptions | **Medium** Moderate issues | **Low** Minor problems

Issue Type Examples

- Electrical:** Power outages, faulty wiring, broken lights
- Hygiene:** Unclean restrooms, overflowing trash, pest issues
- Structural:** Leaks, cracks, broken windows, doors
- Equipment:** Broken computers, projectors, furniture
- Security:** Access card issues, broken locks, safety concerns
- Other:** Issues that don't fit other categories

[Back to Dashboard](#) [Submit Issue](#)

AI-Enhanced Reporting: Our system uses artificial intelligence to automatically classify and prioritize your issue based on your description, ensuring faster and more accurate resolution.

1. **Access Form:** Click "Report Issue" or ask the chatbot

2. **Fill Details:**

- **Title:** Brief description of the problem
- **Description:** Detailed explanation (minimum 10 characters)
- **Issue Type:** Select category (electrical, hygiene, structural, equipment, security, other)
- **Priority:** Choose urgency level
- **Location:** Specify where the problem is

3. **Submit:** Your report goes directly to administrators

Issue Categories

Type	Examples
Electrical	Broken lights, power outlets not working, electrical hazards
Hygiene	Dirty restrooms, overflowing trash, cleaning needed
Structural	Broken doors, leaky roofs, damaged walls
Equipment	Broken projectors, faulty computers, lab equipment issues

Type	Examples
Security	Broken locks, access card problems, safety concerns
Other	General maintenance, air conditioning, other problems

Tracking Your Issues

The screenshot shows the UTM Campus Assistant interface. At the top, there's a navigation bar with icons for Dashboard, Chatbot, Report Issue, and Facilities. A user profile for 'Alan Turing' is also visible. Below the navigation is a detailed view of an issue report titled 'Issue #5: Issue with Kejora Hall'. The report status is 'In Progress'. It includes fields for Type (Equipment), Priority (Urgent), Location (N28a, FC), and dates (Created: 2025-07-01 16:23, Last Updated: 2025-07-01 16:26). The 'Description' field contains a note about lights and mic not working. The 'Admin Notes' field shows a message from maintenance staff. On the right, there's an 'Actions' panel with a 'Back to Dashboard' button.

You can track your reported issues:

- **Status Updates:** See progress from "Reported" to "Resolved"
- **Admin Notes:** Read updates from maintenance staff
- **Resolution Timeline:** Know when issues are fixed
- **Feedback Option:** Rate the resolution quality

Issue Lifecycle

Your reported issues follow this process:

Your Report → Admin Review → In Progress → Resolved → Closed

You'll receive updates at each stage and can provide feedback when issues are resolved.

Finding Facility Information

The system helps you discover and learn about all campus facilities.

Browsing Facilities



Campus Facilities



Search facilities by name or location...



Activity Learning Lab

Location: Level 5 N28, FC
Description: Modern activity learning space with flexible seating arrangement. Features air-conditioning, ceiling... [Read more](#)
Capacity: 30 people
Hours: 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)
Landmarks: Near Faculty of Computing N28A, close to Arked Angkasa food court

[Directions](#)[Report Issue](#)

Lecture Room Type A

Location: N28a, FC
Description: Traditional lecture hall with tiered seating for 45-60 people. Equipped with desktop PC, ceiling-mou... [Read more](#)
Capacity: 52 people
Hours: 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)
Landmarks: Faculty of Computing N28A building, near Arked Angkasa

[Directions](#)[Report Issue](#)

Lecture Room Type B

Location: Level 1 N28 & N28a, FC
Description: Mid-sized lecture room with modern amenities. Features ceiling-mounted projector, air-conditioning, ... [Read more](#)
Capacity: 35 people
Hours: 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)
Landmarks: Ground floor of N28 & N28a buildings, Faculty of Computing area

[Directions](#)[Report Issue](#)

Computer Lab

Location: N28 & N28a, FC
Description: Well-equipped computer laboratory with individual workstations. Features ceiling-mounted projector, ... [Read more](#)
Capacity: 55 people
Hours: 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)
Landmarks: N28 & N28a buildings, Faculty of Computing complex

[Bookable](#)[Directions](#)[Book](#)[Report Issue](#)

CCNP Network Lab

Location: Level 4 N28, FC
Description: Specialized networking laboratory for CCNP training and network configuration. Equipped with ceiling... [Read more](#)
Capacity: 37 people
Hours: 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)
Landmarks: Level 4 N28 building, Faculty of Computing area

[Bookable](#)[Directions](#)[Book](#)[Report Issue](#)

Tutorial Room

Location: Level 1 N28a, FC
Description: Intimate tutorial space designed for small group discussions and tutoring sessions. Features ceiling... [Read more](#)
Capacity: 22 people
Hours: 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)
Landmarks: Ground floor N28A building, Faculty of Computing

[Bookable](#)[Directions](#)[Book](#)[Report Issue](#)

Meeting Room

Location: N28a, FC and N28, FC
Description: Professional meeting space with tiered seating arrangement. Equipped with air-conditioning, computer... [Read more](#)
Capacity: 30 people
Hours: 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)
Landmarks: N28A and N28 buildings, Faculty of Computing complex

[Bookable](#)[Directions](#)[Book](#)[Report Issue](#)

Kejora Hall

Location: N28a, FC
Description: Large seminar hall suitable for major events, conferences, and large gatherings. Features ceiling-mo... [Read more](#)
Capacity: 200 people
Hours: 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)
Landmarks: N28A building, Faculty of Computing, near main campus center

[Bookable](#)[Directions](#)[Book](#)[Report Issue](#)

Discussion Room

Location: Level 2 N28a, FC
Description: Small discussion room perfect for team meetings and group work. Features air-conditioning, ceiling-m... [Read more](#)
Capacity: 9 people
Hours: 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)
Landmarks: Level 2 N28A building, Faculty of Computing area

[Bookable](#)[Directions](#)[Book](#)[Report Issue](#)

UTM Facility

Campus Building

Gymnasium

Location: Sports Complex
Description: Indoor gymnasium for sports activities
Hours: 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)

[Bookable](#)[Directions](#)[Book](#)[Report Issue](#)

UTM Facility

Campus Building

Male Hostel Block C

Location: Hostel Area
Description: Male student accommodation
Hours: 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)

[Directions](#)[Report Issue](#)

UTM Facility

Campus Building

Female Hostel Block D

Location: Hostel Area
Description: Female student accommodation
Hours: 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)

[Directions](#)[Report Issue](#)

1. **View All:** Access "Facilities" from the main menu
2. **Filter Options:** Use filters to find specific types

3. Search: Look for facilities by name or location

The screenshot shows the UTM Campus Assistant interface with a dark red header bar. The header includes the logo, 'UTM Campus Assistant', and navigation links: 'Dashboard', 'Chatbot', 'Report Issue', 'Facilities', and a user profile 'Alan Turing'. Below the header is a search bar with the placeholder 'Search facilities by name or location...'. The main content area displays two facility cards:

- Computer Lab**:
 - Location:** N28 & N28a, FC
 - Description:** Well-equipped computer laboratory with individual workstations. Features ceiling-mounted projector, ... [Read more](#)
 - Capacity:** 55 people
 - Hours:** 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)
 - Landmarks:** N28 & N28A buildings, Faculty of Computing complex
 - Bookable**
- CCNP Network Lab**:
 - Location:** Level 4 N28, FC
 - Description:** Specialized networking laboratory for CCNP training and network configuration. Equipped with ceiling... [Read more](#)
 - Capacity:** 37 people
 - Hours:** 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)
 - Landmarks:** Level 4 N28 building, Faculty of Computing area
 - Bookable**

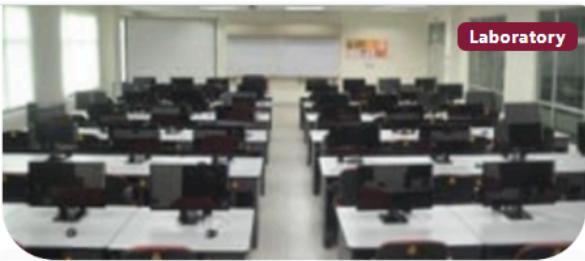
At the bottom of each card are three buttons: 'Directions', 'Book', and 'Report Issue'.

The footer of the page includes the 'UTM Campus Assistant Chatbot' logo, the text 'Enhancing campus facility management through AI', and the Universiti Teknologi Malaysia logo.

Facility Categories

- **Academic:** Classrooms, lecture halls, libraries
- **Laboratory:** Research labs, computer labs, teaching labs
- **Sports:** Gyms, fields, courts, fitness centers
- **Administrative:** Offices, meeting rooms
- **Dining:** Cafeterias, food courts, coffee shops
- **Event:** Auditoriums, conference rooms

Getting Detailed Information



Computer Lab

Location: N28 & N28a, FC

Description: Well-equipped computer laboratory with individual workstations. Features ceiling-mounted projector, WiPG wireless system, air-conditioning, microphones, white board, and WiFi connectivity. Projector (ceiling mounted), WiPG Wireless system, Air-Conditioner, Microphone provided, White Board, WiFi facility, Total of 12 Computer lab, Located in N28 & N28a FC Directions: From main entrance: Proceed to Faculty of Computing buildings (N28 & N28A). The computer labs are distributed across both buildings. Look for "Computer Lab" signage. There are 12 computer labs total - some in N28A and others in N28 building. [Read less](#)

Capacity: 55 people

Hours: 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)

Landmarks: N28 & N28A buildings, Faculty of Computing complex

Bookable

Directions

Book

Report Issue



CCNP Network Lab

Location: Level 4 N28, FC

Description: Specialized networking laboratory for CCNP training and network configuration. Equipped with ceiling... [Read more](#)

Capacity: 37 people

Hours: 8:00 AM - 6:00 PM (Mon-Fri), 9:00 AM - 1:00 PM (Sat)

Landmarks: Level 4 N28 building, Faculty of Computing area

Bookable

Directions

Book

Report Issue

For each facility, you can see:

- **Location:** Detailed address and building information
- **Operating Hours:** When the facility is open
- **Capacity:** How many people it can accommodate
- **Equipment:** Available resources and tools
- **Contact Info:** Who to contact for more information
- **Booking Status:** Whether you can reserve it

Getting Directions

◆ Directions to CCNP Network Lab

Level 4 N28, FC

[← Back to Facilities](#) Estimated Time
5-10 minutes walking Difficulty
Easy Accessibility
Available Total Steps
5

☰ Step-by-Step Directions

1 Enter UTM campus via the main entrance gate
Show your student/staff ID at the security checkpoint
 Main Gate Security Post

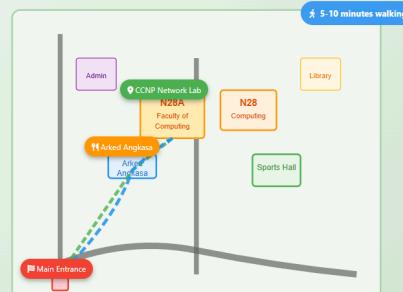
2 Head towards the Faculty of Computing area
Walk straight along the main campus road towards the center of campus
 Pass by Arked Angkasa food court on your right

3 Enter N28 building
Main Faculty of Computing building
 N28 Building entrance

4 Take elevator to Level 4
Specialized networking laboratory on 4th floor
 Level 4, N28 Building

5 Find CCNP Network Lab
Look for networking lab signage and specialized equipment
 CCNP Network Lab - Level 4

☰ Campus Map & Route



Map Legend

- Starting Point
- Landmarks
- Walking Route

☰ Facility Details



Name:
CCNP Network Lab

Category:
Laboratory

Capacity:
37 people

Description:

Specialized networking laboratory for CCNP training and network configuration. Equipped with ceiling-mounted projector, air-conditioning, desktop PC, white board, and WiFi connectivity. Air-Conditioner, Projector (ceiling mounted), Desktop PC provided, White Board, WiFi facility. Located in level 4 N28 FC. Directions: From main entrance: Head to Faculty of Computing area. Go to the N28 building and take elevator/stairs to Level 4. The CCNP Network Lab is a specialized networking laboratory located on the 4th floor of N28 building.

Universiti Teknologi Malaysia

UTM Campus Assistant Chatbot

Enhancing campus facility management through AI

- 1. Click Directions:** Use the "Get Directions" button
- 2. Step-by-Step:** Follow detailed walking directions
- 3. Landmarks:** Use campus landmarks for navigation
- 4. Map Reference:** Visual route information

Ask the AI



UTM Campus Assistant Chatbot
Ask me about facilities, report issues, or get general information

Hello Alan Turing! I see you're asking about **Activity Learning Lab** at Level 5 N28, FC. Since you were looking at directions, I can help you with:

- Specific questions about Activity Learning Lab
- Facility amenities and capacity information
- Alternative facilities with similar features
- Directions and navigation help
- Reporting issues with this facility

How can I help you today?

Type your message here... 

(Note: Thanks for your patience! Because I'm powered by a free AI model, it might take me up to 60 seconds to reply.)

Quick actions:

[Find Lab](#) [Report Issue](#) [Library Info](#) [Book Facility](#)

Tips for better chat experience:

- Be specific about the facility or location you're asking about
- For issues, describe the problem clearly (e.g., "broken AC in Computer Lab 1")
- Use natural language - I understand conversational requests
- Ask follow-up questions if you need more details
- Press CTRL+L to clear chat history

Use the "Ask AI" feature on any facility page to get instant answers about:

- Specific equipment or services
- Best times to visit
- Alternative similar facilities
- Booking procedures

Booking Facilities

Reserve campus facilities for your academic and personal activities.

How to Book Facilities



Book a Facility

Facility

Booking Date Start Time End Time

Purpose

[Back to Facilities](#) [Book Facility](#)

Available Facilities

Computer Lab
Location: N28 & N28a, FC
Capacity: 55 people

[View Schedule](#)

CCNP Network Lab
Location: Level 4 N28, FC
Capacity: 37 people

[View Schedule](#)

Tutorial Room
Location: Level 1 N28a, FC
Capacity: 22 people

[View Schedule](#)

Meeting Room
Location: N28a, FC and N28, FC
Capacity: 30 people

[View Schedule](#)

Kejora Hall
Location: N28a, FC
Capacity: 200 people

[View Schedule](#)

Discussion Room
Location: Level 2 N28a, FC
Capacity: 9 people

[View Schedule](#)

Gymnasium
Location: Sports Complex

[View Schedule](#)

- 1. Choose Facility:** Select from bookable facilities
- 2. Pick Date:** Choose your preferred date
- 3. Select Time:** Pick start and end hours
- 4. State Purpose:** Explain why you need the facility
- 5. Submit Request:** Send for admin approval

Booking Requirements

- Valid Account:** Must be registered student
- Advance Notice:** Book at least 24 hours ahead
- Reasonable Duration:** Most bookings limited to 2-4 hours
- Clear Purpose:** Explain intended use
- Academic Priority:** Educational activities get preference

Checking Availability



Discussion Room Schedule

Level 2 N28a, FC | Capacity: 9

[+ Book This Facility](#)[Back to Facilities](#)

About This Facility

Small discussion room perfect for team meetings and group work. Features air-conditioning, ceiling-mounted projector, white board, and WiFi connectivity. Air-Conditioner, Projector (ceiling mounted), White Board, WiFi facility, Total of 3 discussion room available. Located in level 2 N28a FC Directions: From main entrance: Go to Faculty of Computing buildings. Head to N28A building and proceed to Level 2. The discussion rooms are small, intimate spaces perfect for team meetings. There are 3 discussion rooms available on Level 2 of N28A.

Upcoming Bookings (Next 30 Days)

Date	Time	Duration	Purpose	Status	Booked By
July 03, 2025 Thursday	08:00 - 09:00	1 hour	To discuss and align on AI Assignment and Presenta...	Approved	Ada Lovelace

Booking Guidelines

- ✓ Bookings are available from 8:00 AM to 10:00 PM
- ✓ Minimum booking duration: 1 hour
- ✓ Maximum booking duration: 8 hours per day
- ℹ All bookings require admin approval
- ℹ Bookings can be made up to 30 days in advance
- ℹ You'll receive confirmation via the dashboard

View Schedules: Check facility calendars to see:

- Available time slots
- Existing bookings
- Popular times
- Alternative dates



Gymnasium Schedule

Sports Complex

[+ Book This Facility](#)[Back to Facilities](#)

About This Facility

Indoor gymnasium for sports activities

Upcoming Bookings (Next 30 Days)



No Bookings Scheduled

This facility is available for booking in the next 30 days.

[+ Book This Facility](#)

Booking Guidelines

- ✓ Bookings are available from 8:00 AM to 10:00 PM
- ✓ Minimum booking duration: 1 hour
- ✓ Maximum booking duration: 8 hours per day
- ℹ All bookings require admin approval
- ℹ Bookings can be made up to 30 days in advance
- ℹ You'll receive confirmation via the dashboard

Booking Status

Your requests will show one of these statuses:

- **Pending:** Waiting for admin review
- **Approved:** Booking confirmed

- **Rejected:** Request denied (with reason)
- **Cancelled:** You cancelled the booking

Managing Your Bookings

The screenshot shows the 'My Facility Bookings' section of the UTM Campus Assistant. It displays three booking entries:

- Gymnasium:** Approved status. Date: June 23, 2026, Time: 08:00 - 09:00. Location: Sports Complex. Purpose: I need to gain muscle to learn computing. Admin Notes: Hope you gain huge muscles and become a computing legend with muscles. Booked on July 01, 2025 at 04:17 PM. Action button: View Schedule.
- Kejora Hall:** Pending status. Date: September 08, 2025, Time: 08:00 - 22:00. Location: N28a, FC. Purpose: I need to present my AI thesis to Dr Shasha. This research will change the whole world. Booked on July 01, 2025 at 04:18 PM. Action button: View Schedule. Status: Awaiting approval.
- Tutorial Room:** Cancelled status. Date: July 02, 2025, Time: 08:00 - 22:00. Location: Level 1 N28a, FC. Purpose: I need to do some tutorials to pass my exams. Admin Notes: Date has passed, sorry I wasn't able to approve in time. Booked on July 01, 2025 at 04:19 PM. Action button: View Schedule.

At the bottom, there are navigation links: UTM Campus Assistant Chatbot, Enhancing campus facility management through AI, Universiti Teknologi Malaysia logo, and Alan Turing profile.

In "My Bookings" you can:

- **View All:** See all your current and past bookings
- **Check Status:** Monitor approval status
- **Cancel:** Cancel future bookings if needed
- **Reschedule:** Contact admin for changes

Booking Tips

Increase Approval Chances:

- Book during off-peak hours
- Provide clear, academic purposes
- Choose appropriate facility size
- Give advance notice
- Be flexible with times

Popular Booking Times (higher competition):

- Monday-Friday 10 AM - 4 PM
- Study period before exams

- Group project season

Best Booking Times (easier approval):

- Early morning (8-10 AM)
- Late afternoon (4-6 PM)
- Weekends
- Evening hours

Quick Tips and Best Practices

Using the System Effectively

Chatbot Tips:

- Ask specific questions for better answers
- Use facility names mentioned in the system
- Be clear about what information you need
- Try different ways of asking if you don't get the right answer

Issue Reporting Tips:

- Be specific about the location
- Include details about the problem
- Choose the right category for faster response
- Check if someone already reported the same issue

Booking Tips:

- Plan ahead - don't wait until the last minute
- Have backup options ready
- Check facility schedules before requesting
- Be flexible with times to increase approval chances

Common Questions

Q: How long does it take to get issue responses? A: Urgent issues (electrical, security) get attention within 2-4 hours. Other issues are typically addressed within 24-48 hours.

Q: Why was my booking rejected? A: Common reasons include facility conflicts, inappropriate use, or high demand. Check the admin notes for specific reasons and suggestions.

Q: Can I modify my booking after submission? A: Contact administrators through the system or visit the admin office. Some changes may be possible before approval.

Q: How do I cancel a booking? A: Use the "My Bookings" page to cancel future reservations. Cancelled bookings free up slots for other students.

Q: What if the chatbot doesn't understand my question? A: Try rephrasing your question, use specific facility names, or report the issue to help improve the system.

Getting Help

Technical Issues:

- Try refreshing the page
- Clear your browser cache
- Log out and log back in
- Contact IT support if problems persist

Account Problems:

- Use the "Forgot Password" link if you can't login
- Contact the admin office for account issues
- Make sure you're using your correct UTM email

Facility Questions:

- Use the AI chatbot for instant answers
- Check the detailed facility information pages
- Contact facility managers directly using provided contact info

Quick Reference

Key Features Summary

- **AI Chatbot:** Get instant answers about facilities and campus
- **Issue Reporting:** Report facility problems for quick resolution
- **Facility Information:** Find locations, hours, and equipment details
- **Booking System:** Reserve facilities for your activities
- **Real-time Updates:** Track your issues and bookings

Important Links

- **Login:** Main application page

- **Dashboard:** Your personal overview after login
- **Chatbot:** AI assistant for questions
- **Facilities:** Browse all campus facilities
- **Report Issue:** Submit facility problems
- **My Bookings:** Manage your reservations

Contact Information

- **Technical Support:** Contact IT help desk
- **Facility Issues:** Use the issue reporting system
- **Booking Questions:** Contact facility administrators
- **Account Problems:** Visit student services office

This user guide covers all the main features of the UTM Campus Assistant Chatbot. The system is designed to make your campus experience smoother and more efficient. For technical documentation, administrators can refer to the detailed admin manual.