Gijima
Technology People

Customer Solution Success Story

University of Johannesburg assists staff with IT incident resolution via ICS chatbot

🕐 May 2020 (Microsoft Bot Framework | Microsoft Azure | Artificial Intelligence)

Customer Profile

Customer
University of Johannesburg (UJ)

Country
Republic of South Africa

Industry
Academic – Tertiary

Organisation Size
5000 + Employees

Software and Services

- Microsoft Bot Framework
- Microsoft Azure
- Microsoft Azure Cognitive Services
- QnA Maker
- Language understanding (LUIS)
- Microsoft Teams

Customer Challenge

Before the introduction of the Information and Communication Services(ICS) chatbot, or more commonly known as "Robbie" within the UJ environment the UJ ICS support team struggled to provide efficient and effective support to its staff members. Some of the challenges that UJ faced were;

- Limited support staff.
- Large IT related call volumes.
- Common user related support issues.
- Lack of self-service support material availability.

The Answer

Gijima proposed the use of Artificial Intelligence (AI) and Machine learning to alleviate and remediate the problematic aspects that caused the UJ support team difficulty while working. The following technologies were selected for the components of solution;

- Microsoft Bot Framework
- Azure Cognitive services
- Azure Data Storage
- LUIS
- QnA Maker

We embarked on the development initiative by focusing on eliminating the aspects causing difficulty in the initial stages, and then progressed into refining the requirement to provide additional services and features available with the technology stack chosen. With the use of Bot Registration channels in Azure we further catered for multiple platforms to communicate with Robbie such as Microsoft SharePoint and Microsoft Teams which formed our hotspots for interactions with the chatbot.

Outcome

Post testing and AI care and nurturing, the realization of intelligence within Robbie surfaced. Upon migration to the production environment the business aspects that were of concern started to alleviate.
 What the support team noticed;

- They weren't being overwhelmed by the number of incidents logged.
- Reduction in the number of incidents logged overall.
- Commonly logged incidents such as VPN use and password reset were less frequent.
- Resolution times on high priority call time reduced, due to availability of support team.

Apart from the business-critical aspects Robbie needed to resolve, there were other additional features incorporated to enhance effectiveness;

- Conversation handover to support team.
- A chit chat knowledge base adding a degree of personality when interacting with Robbie, where users could ask non-IT related questions such as "How old are you ?"
- QnA maker knowledge base allowed for easy adjustments to the responses for questions and allowed for questions to be linked to form a guide to resolution for a specific line of questioning.
- There was also a dialog created so staff could log incidents directly from Robbie which reduced the on-call time duration for the support team.

UJ Stakeholder Aaron Bessick: "*It has been a long learning experience that would not have been possible without the patience and great effort for Gijima to understand our needs from the developers.*"

This customer story underlines Gijima's ability to successfully execute on AI chatbot developments engagements, providing true value to our customers.

Contact Gijima for any further information on how we can assist you in your digital journey