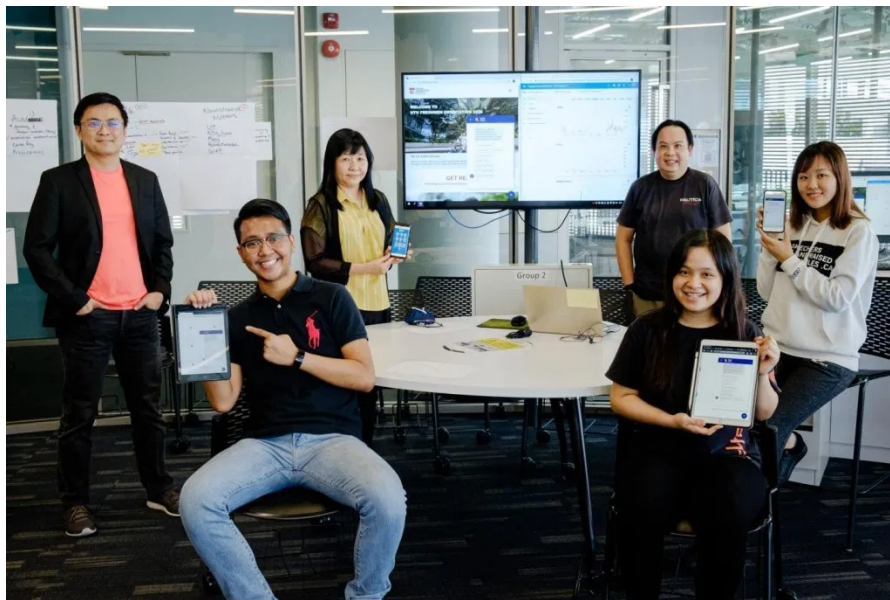# A rapid-response chatbot to deal with freshmen queries

The joint NTU taskforce who developed the Lyon Chat Bot utilizing Google Cloud's platform which permits incoming college students to simply get data on cellular gadgets and internet: (Clockwise from left) NTU's Centre for IT Companies, Enterprise IT Senior Assistant Director Ng Kee Haur; Director of Enterprise IT, Vivienne Lim; Supervisor Samuel Ng, Information Science and Synthetic Intelligence program 12 months two scholar, Wei Yao; Linguistics and Multilingual Research 12 months two scholar Le Ha Phuong; and Pc Engineering 12 months three scholar Aleem Siddique. Credit score: NTU Singapore

Nanyang Technological College, Singapore (NTU Singapore) has rolled out a brand new digital assistant powered by Google Cloud to assist some 6,000 incoming freshmen transition to school life on the NTU Sensible Campus.

Named Venture Lyon 2.0, the digital assistant chatbot enhances the digital Freshmen Orientation held on-line, which replaces the annual Freshman Orientation program as a result of COVID-19 pandemic.

The undertaking demonstrates the NTU Sensible Campus imaginative and prescient to harness digital technology (https://techxplore.com/tags/digital+technology/) and tech-enabled options to assist higher studying and residing experiences, the invention of recent data, and the sustainability of sources.

Aimed toward offering the newly matriculated college students an easy-to-use cellular expertise, the digital assistant will assist to direct them to the suitable sources that they want and to help the college within the easy operating of onboarding actions.

Along with cloud consulting companion OniGroup, NTU's Centre for IT Companies (CITS) labored with Google Cloud to program and 'prepare' the brand new chatbot to supply a greater expertise, which was developed with inputs from college students.

Powered by Google Cloud's Mega Agent expertise, the brand new chatbot has enhanced conversational flows, permitting it to carry a dialog just like speaking with an actual particular person, which is able to assist to drive a wider utilization of the chatbot among the many freshmen and different customers in NTU.

Ms Tan Aik Na, Senior Vice President (Administration), NTU Singapore, stated, "The chatbot is a good instance of how the college's employees and college students can work collectively synergistically to develop and deploy a strong technological resolution on the NTU Sensible Campus, which helps to make sure the protected onboarding of recent college students amidst the COVID-19 pandemic".

"Throughout this difficult interval the place all actions are inspired to go digital, Venture Lyon Chatbot is now a crucial characteristic of the upcoming freshmen orientation, as a part of the college's digitalisation efforts. Our college students have been guided and empowered to create a helpful chatbot for his or her friends, they usually additionally picked up precious chatbot improvement abilities within the course of."
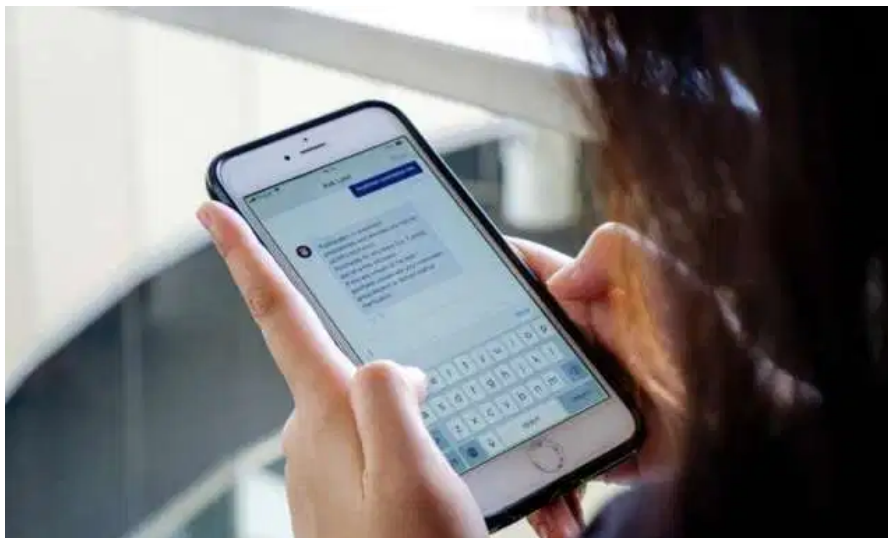
An NTU scholar asking a query utilizing the brand new Lyon chatbot on the digital NTU Freshmen Orientation web site. Credit score: NTU Singapore
Mr Gary Lim, Public Sector—Training Lead, Google Cloud, Southeast Asia, stated "NTU is the primary training establishment in Southeast Asia to make use of Google Cloud's Dialogflow Mega Agent, which was launched globally this 12 months in February.

The Dialogflow Mega Agent can course of as much as 20,000 intents (queries), thereby offering college students with a greater variety of related data associated to freshmen, or another subjects that Lyon 2.Zero will likely be used for sooner or later.

As an illustration, the brand new chatbot can handle questions like "Methods to register for programs?" and "Are you able to present me the examination timetable?". It might additionally counsel appropriate F&B choices or assist

college students navigate their method on campus, for instance discovering their approach to their tutorial rooms or labs."

"Answering the myriad of questions that new college students have could be tough, particularly in a time the place bodily interactions are restricted," Mr Lim stated. "With the convenience of integration and the improved variety of intents that the brand new agent is ready to deal with, we consider that the brand new chatbot will serve the wants of the NTU college students, serving to them take their rst steps as a college scholar and to seek out their sense of belonging to NTU."

One of many key hurdles that the joint job power led by NTU had overcome was the chatbot's interactivity and skill to supply solutions to quite a lot of subjects and questions that the brand new college students might have now or sooner or later.

Conventionally, a chatbot makes use of a single Synthetic Intelligence (AI) agent to carry out a question. However to create richer conversations, the Mega Agent can use as much as 10 AI brokers to deal with queries, which was supreme for the digital channel that NTU was searching for to interact the freshmen.

The Venture Lyon Chatbot has now been rolled out for the brand new batch of scholars who begin their time period in August 2020.

Coaching of the chatbot will proceed, with an NTU staff comprising of scholars from the Information Science and Synthetic Intelligence Program and the Linguistics and Multilingual Research. They'll work to incorporate extra localized nuances of queries that could be requested by freshmen and to enhance the accuracy of the chatbot (https://techxplore.com/tags/chatbot/) in answering questions appropriately.