

VisioCoaching Chat Bot



Vlad Lavrynenko
Software Development



Alona Zherdetska
Software Development



Shakir Sultanov
Software Development



Stanislav Makov
Business Analysis

Prototype description

A **chat-bot** that answers frequently asked administrative questions.

Examples

- *How do I report that I'm sick?*
- *How do I fill in the timesheet?*
- *My PC doesn't work properly*



Target audience



Personal and professional development for work integration

Clients	Participants of coaching, job coaching, training programs who ask frequent administrative questions
Company	Employees who handle such questions manually

Benefits

Clients	Solving the typical issues quickly . Without <ul style="list-style-type: none">○ In-person appointments○ E-mails	Now ~15 min per in-person inquiry
Company	Reduced workload	1hr human hours per day vs. ~ several minutes AI per day
	Cost-efficiency	Total cost of 1000 AI requests ~15 CHF

Key values

#1

**AI recognition of
questions**

#2

**Easy-to-navigate
admin panel**

- ◆ Keeping track of users inquiries
- ◆ Knowledge base management

#3

**AI suggestions
on updating
the knowledge
base**

Success factors

#1

**Cooperation
with stakeholder
and mentor**

#2

**Mutual respect
in the team**

#3

**Readiness to
adopt new
technologies**