



**OPS I+IT AI HACKATHON**

January 29 - 31, 2019

Team: D  
GoBot



# Problem Statement - Original

Reduce the administrative burden on the Grants Ontario customer service team.

Document query

EDW Query

Perform a system function through the bot

# Problem Statement - Revised

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Not-for-Profit Organization  
(Grant Applicant)



Grants Ontario  
Help Desk

# Not for Profit Applicants

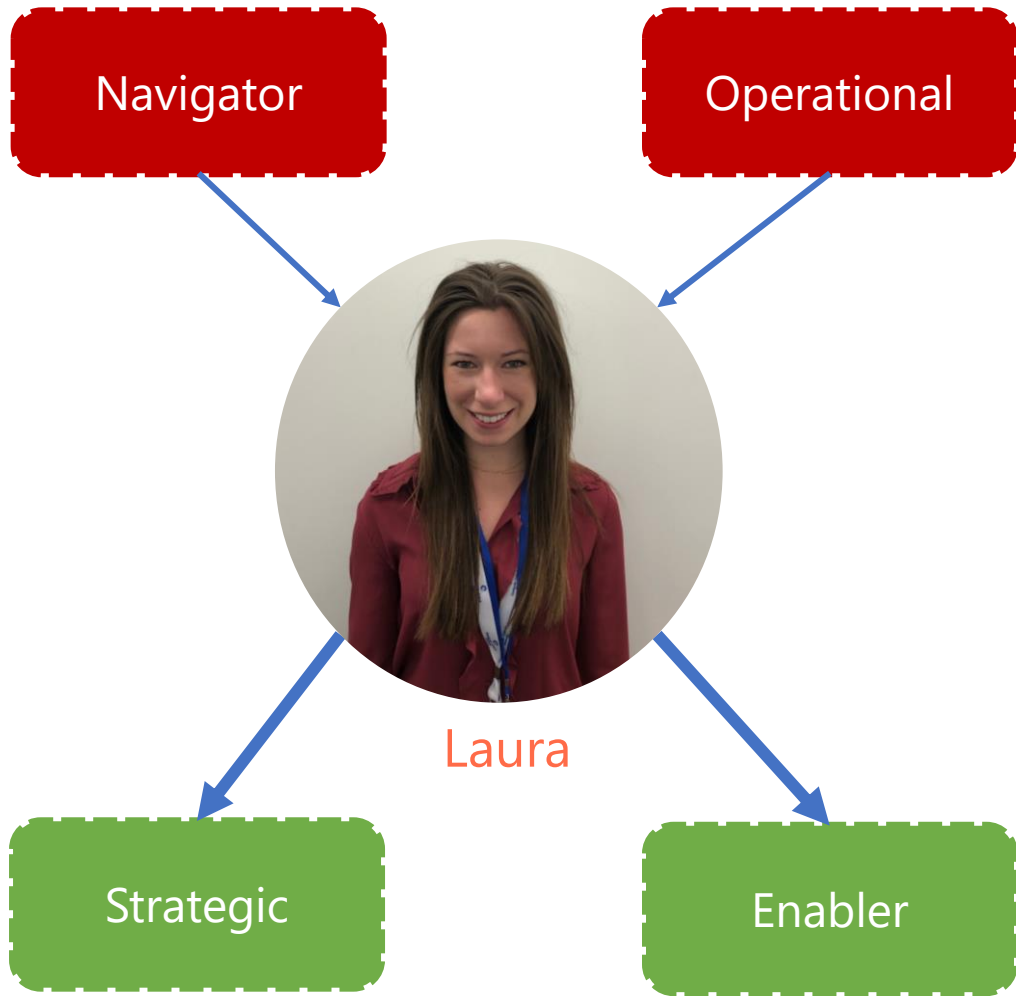


*"Half the non-profit sector has no paid staff and the majority of other non-profits are very small."*

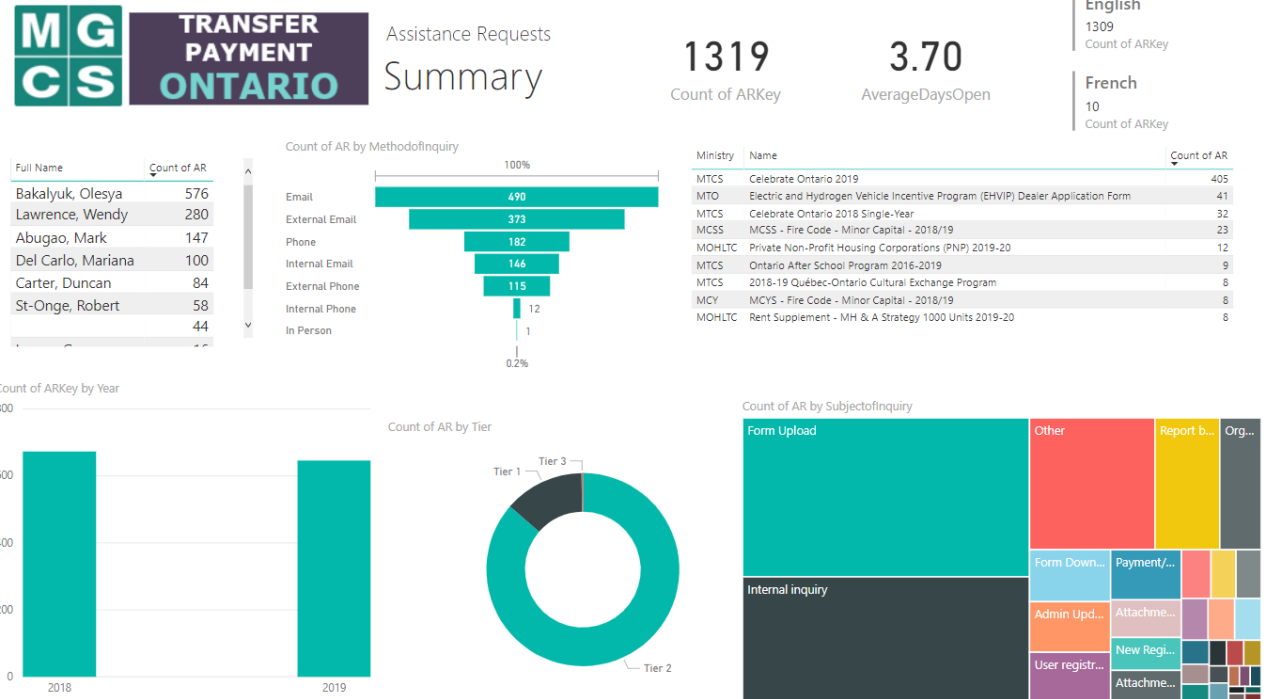
- Ontario Non Profit Network Report (2019)

*"...over 40 systems used to manage TPAs...status quo is duplicative and burdensome... Streamlining systems would lead to reduced burdens for both sectors, including: reduced manual data entry, manual report preparation, staff time..."*

# Grants Help Desk



Laura



646 Tickets (Nov' 18 - TD)  
 65% - Email  
 23% - Phone

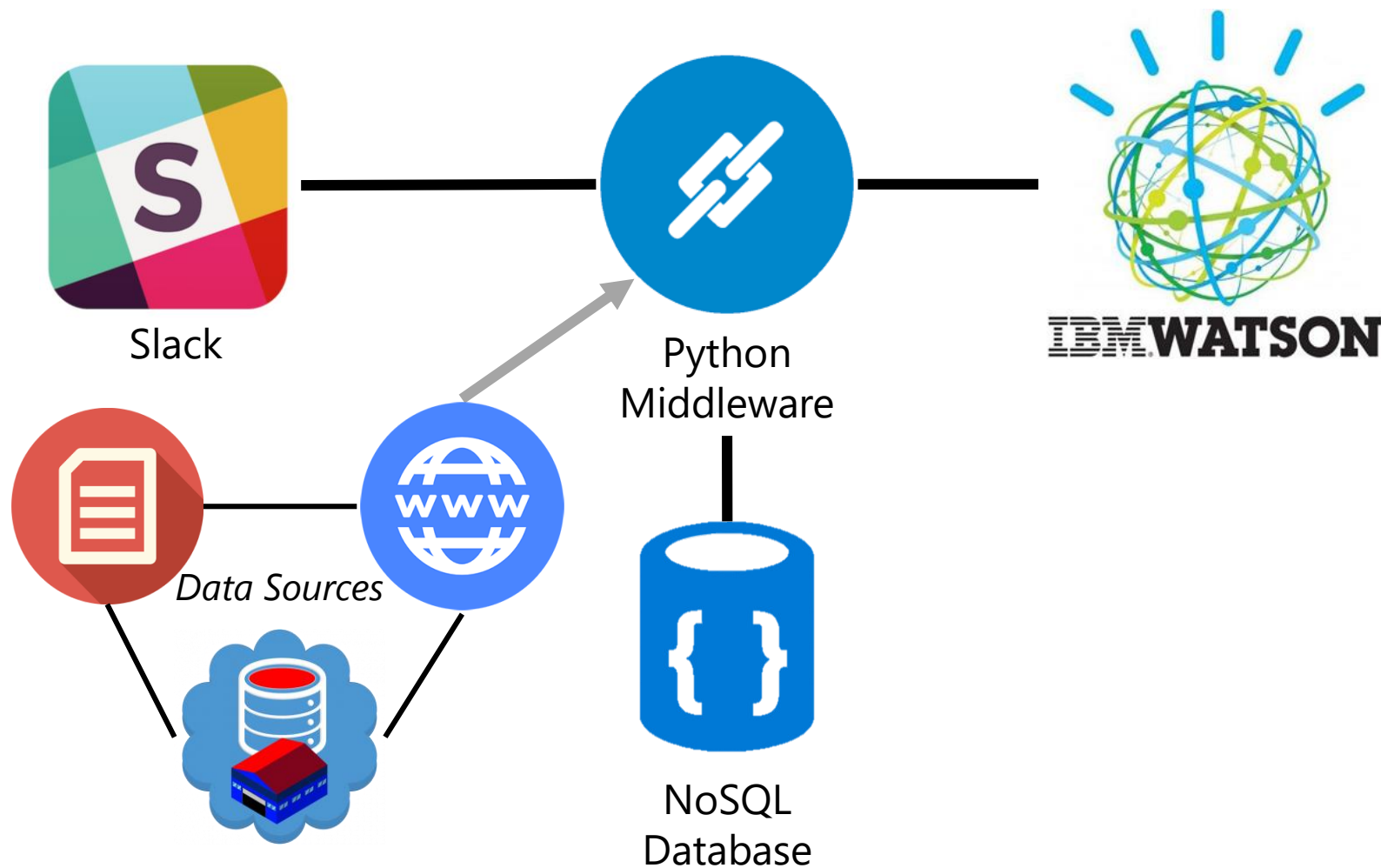
Form Upload

Program Details

Payment Details



# Solution



## Features

Provide Case Updates

Parse Program Guidelines

Provide Application Insights (ML)



Parse System Guides

Email Relevant Documents

Crawl Website(s)


# Demo


The screenshot shows a Slack chat window for a group named 'Chatbotgroup'. The chat history shows a conversation between a user named 'Chinmaya' and a bot named 'watsongobot'. The bot's messages include a greeting, a question about a statement, and a detailed update about case approvals. The user's responses are 'greet', 'I didn't get your meaning.', 'about you', 'hello', and 'hi'. The 'Apps' section in the left sidebar is highlighted with a red box, showing 'GoBot', 'gobotwatson', and 'watsongobot'.


**Chatbotgroup**    
Chinmaya






Jump to...

All Threads

Channels   
# general  
# random  
+ Add a channel

Direct Messages   
slackbot  
Chinmaya (you)  
Bill  
Fernando  
Henderson  
Laura Turner  
+ Invite people

**Apps**   
GoBot  
gobotwatson  
watsongobot

**watsongobot** Messages About      

Yesterday

**watsongobot** APP 3:25 PM  
Can you reword your statement? I'm not understanding.

**Chinmaya** 3:25 PM  
greet

**watsongobot** APP 3:25 PM  
I didn't get your meaning.

**Chinmaya** 3:25 PM  
about you

**watsongobot** APP 3:25 PM  
Hello. How can I help you?

**Chinmaya** 3:25 PM  
hello

**watsongobot** APP 3:25 PM  
Welcome back , since you've been away, [Case Name, Case\_ID, Approved Date] has been approved we have processed [count payments approved] and there's some new Grants available, want to take a look?




**Chinmaya** 3:32 PM  
hello

**watsongobot** APP 3:32 PM  
Welcome back , since you've been away, [Case Name, Case\_ID, Approved Date] has been approved we have processed [count payments approved] and there's some new Grants available, want to take a look?

**Chinmaya** 4:04 PM  
hello

**watsongobot** APP 4:04 PM  
Welcome back , since you've been away, [Case Name, Case\_ID, Approved Date] has been approved we have processed [count payments approved] and there's some new Grants available, want to take a look?

**Chinmaya** 4:04 PM  
hi

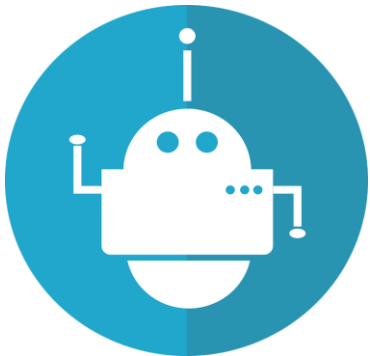
 Message watsongobot  

# Roadmap

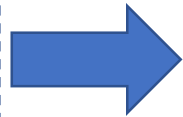
Today



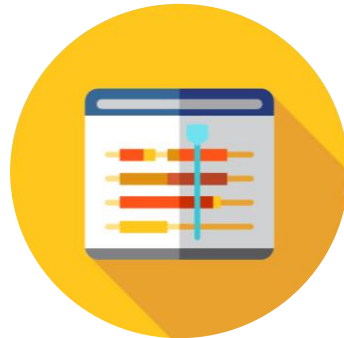
Azure Bot



Watson Bot



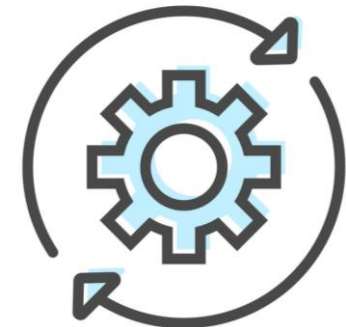
Tomorrow



Update  
Timeline



Task-Based  
Bot



Self-Learning  
Bot



# Collaborative, Multi-disciplinary Team



Developers



Watson  
Experts



Domain  
Experts

# So what?



Citizen Centric, Digital  
First



Comprehensive, On-Demand,  
and Personalized Service  
Delivery



Burden Reduction

# The Team

- Bill Dong, Developer
- Yasir Bajwa, Developer
- Samuel Jung, Developer
- Nicholas Chin, Solution Designer
- Supreet Singh, Solution Designer
- Ling Chen, Architect
- Chinmaya Madan, Business Analyst
- Henderson Zhu, Manager
- Roy Thomas, Senior Manager

## **Thank you to Center for Advanced Computing!**

- Fernando Hernandez, Trainer
- Laura Turner, Trainer