



# Tech Bytes: Ask Teddy

Bringing CSUDH Up-to-Date on Information Technology

Presented by: Bill Chang, Deputy CIO  
Natalie Alarcon, Associate Director, Enterprise Apps



# What is Artificial Intelligence (A.I.) Chatbot?

- A chatbot is a computer program that simulates human conversation through voice commands or text chats or both.
- Artificial intelligence (A.I.) makes it possible for machines to learn from experience, adjust to new inputs and perform human-like tasks.



# Why A.I. Chatbot?

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- Limited resources
- Limited budget
- Extended support hours
- Easy to use for basic questions
- Learns from every conversation and improves responses



# AskTeddy Chatbot

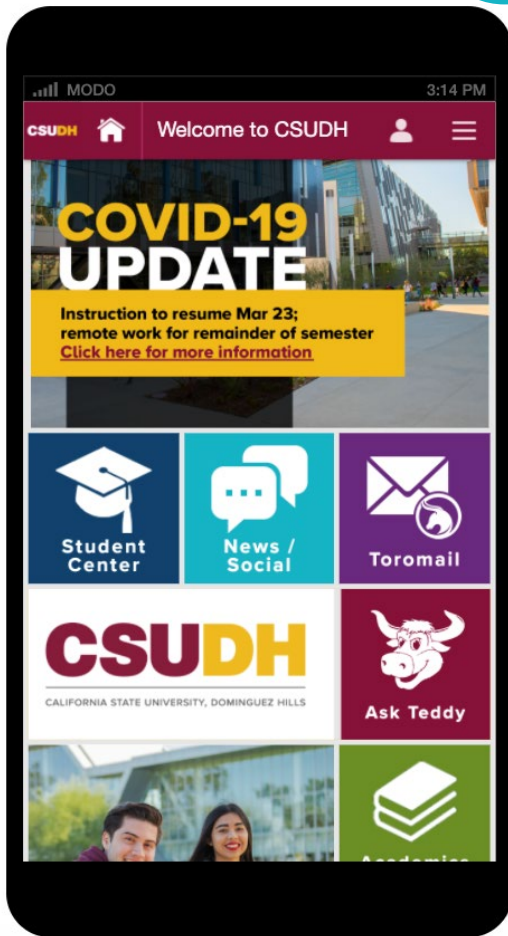
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- Chatbot “brain” from websites
- Student focus groups
  - Use of acronyms varied
  - Slang or casual references
- Testing and more testing
- Answers are not always perfect
- Chatbot “brain” needs to be maintained and continuously expanded with new information

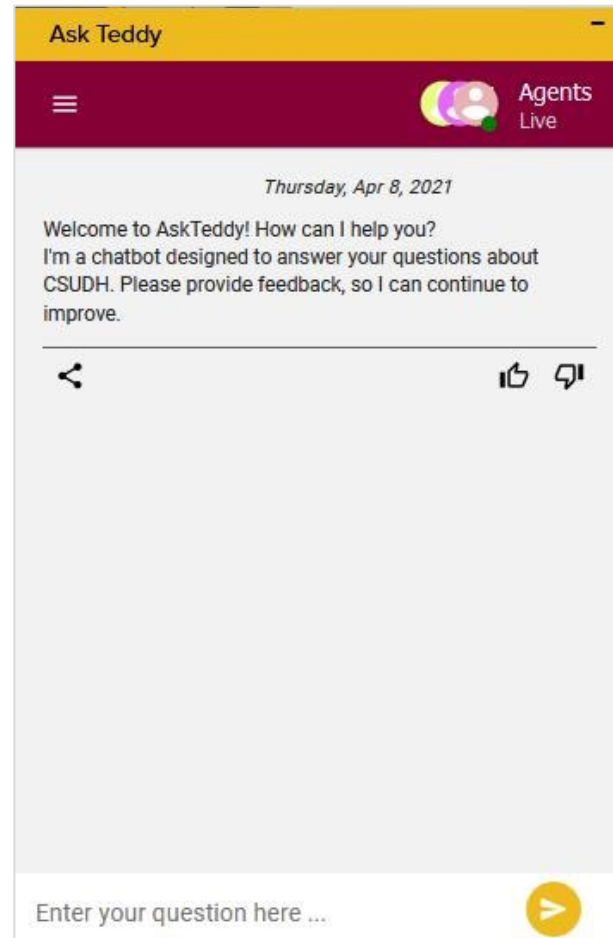


# How to Access AskTeddy

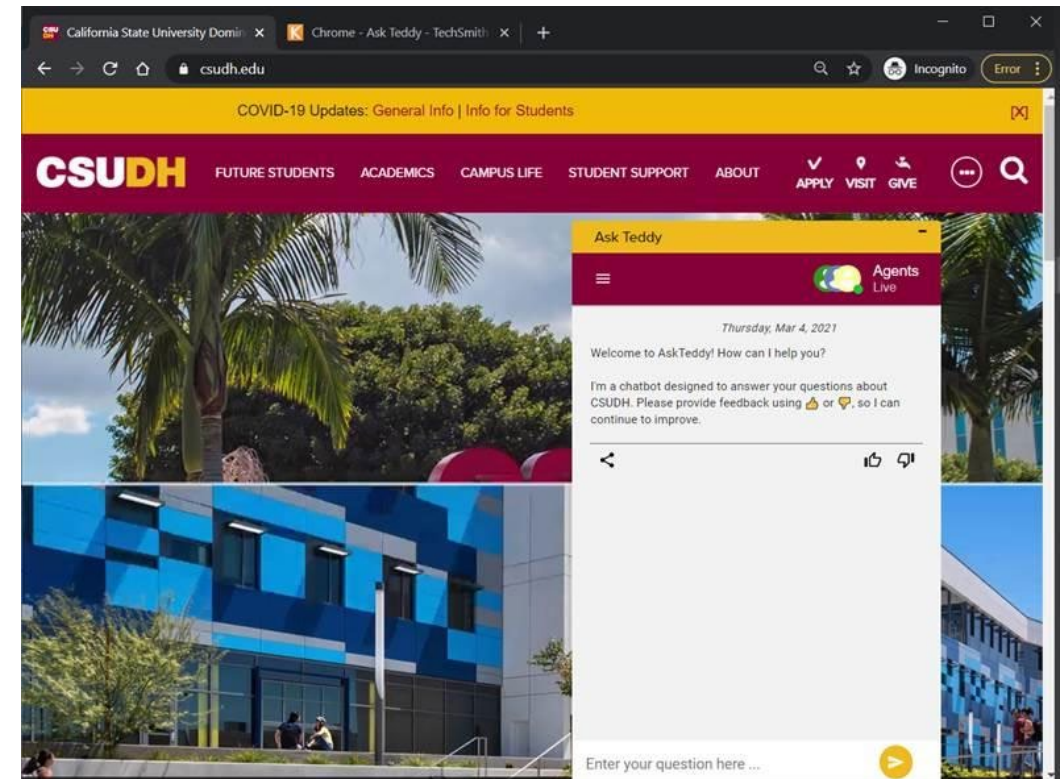
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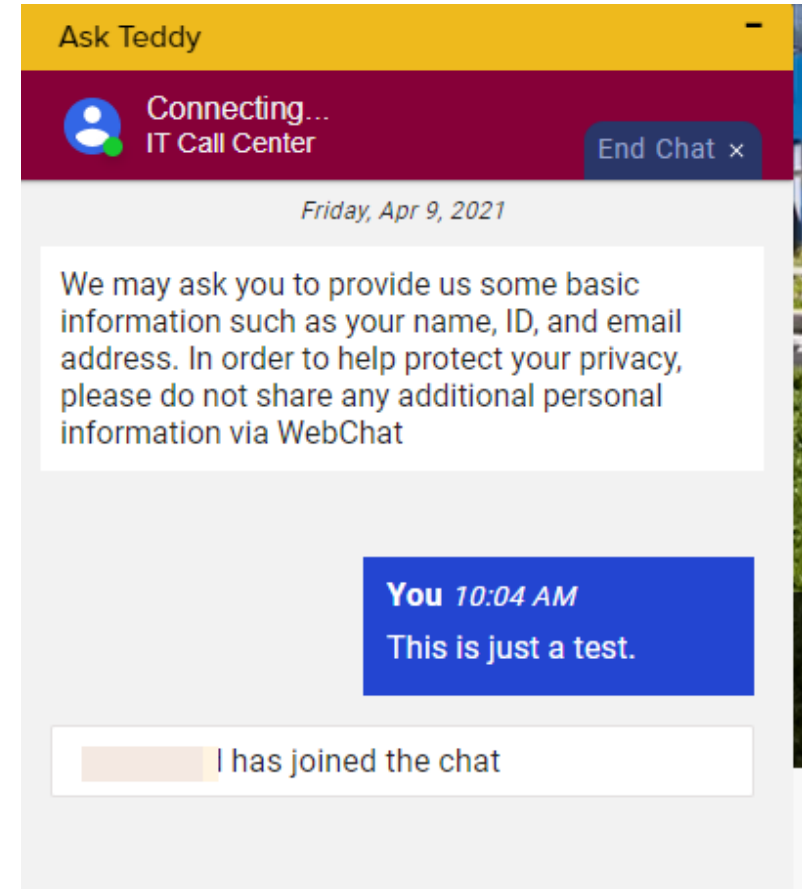
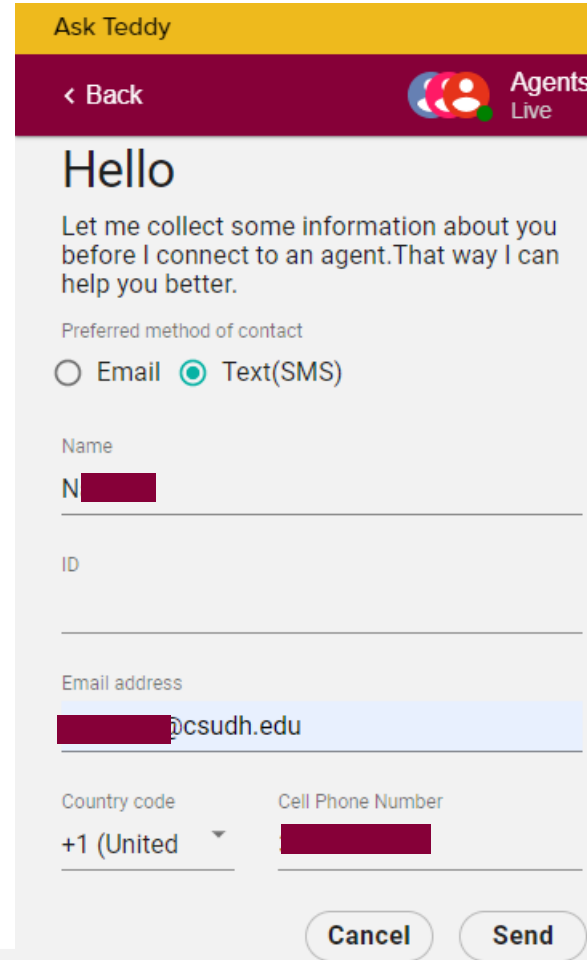
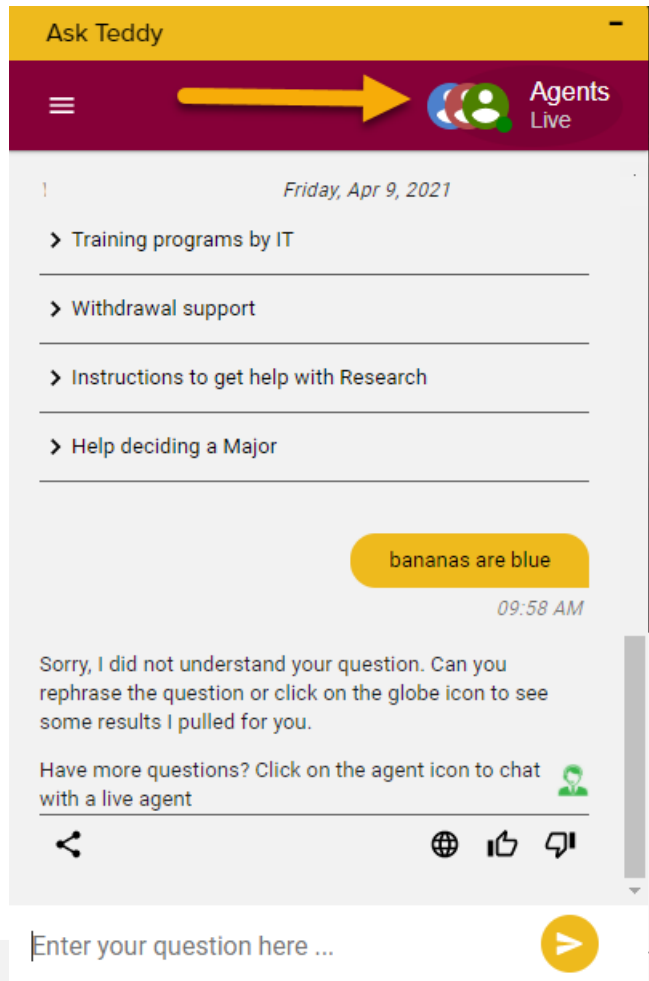


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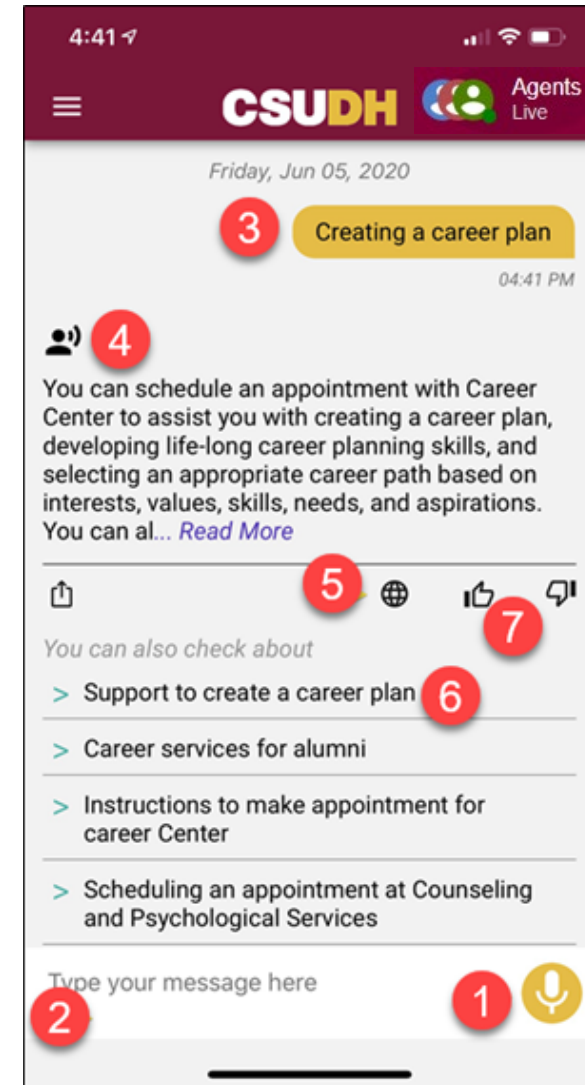
# AskTeddy a Question & Help Him Get Smarter

- **Agents Live** option in the upper right corner of AskTeddy allows you to email or text chat with a live support person.



# Live Agent Support

1. Tap on microphone to ask Teddy a question
2. Type a question
3. Your question
4. Teddy's response
5. Opens web link where Teddy located the response
6. List of relevant and/or related topics
7. You can help train AskTeddy by providing feedback:
  - Click **Thumbs Up** when Teddy provides a **good response**.
  - Click **Thumbs Down** when the response is **not helpful**. A window will pop up for you to explain why you did not like the response.





# Questions?







# Thank You

[bchang@csudh.edu](mailto:bchang@csudh.edu) 