

Purdue University - CX Transformation with Google Dialogflow CX

Partner developed and implemented conversational interface leveraging Google Dialogflow CX for generating multi-factor auth. bypasscode for students and faculty. Partner also developed custom messenger using Google Functions and Google Firebase.

The challenge

Purdue University was looking for a technology solution that will strategically improve student experience and increase productivity of the faculty and staff. University team realized an opportunity to improve how students are interacting with IT helpdesk.

The solution

We build conversational interface using Google Dialogflow CX. Additionally, we built custom integration with external UiPath robotic process automation system using Google Functions and Firebase. Presidio built custom messenger using Cloud functions. Custom reporting was built using BigQuery and Data studio.

The results

Presidio positioned Conversational Ai solution based on Google Dialogflow CX. Conversational chatbot helps students and faculty to reset their Cisco DUO password and enroll new device into the multi-factor auth. During the first week, system handled over one thousand customer inquiries. The bot saved over 27 hours of the IT help desk tech time and provided 50+% containment rate

“ Dubbed “BoilerBot,” the new feature will help faculty, staff, and students who are unable to access the services protected by BoilerKey because they have lost access to their phone, or because they have not set up self-recovery. By automating the BoilerKey passcode reset process, ITaP hopes to both speed up the time it takes to resolve individual BoilerKey issues ”

Dan Rhine, associate director, IT Service Management



About Purdue University

Purdue University is a top public research institution developing practical solutions to today's toughest challenges. See how Purdue never stops in the persistent pursuit of the next giant leap at <https://stories.purdue.edu>.

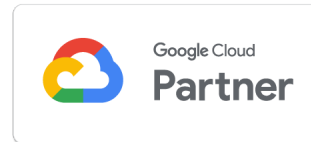
Industry: Education

Primary project location: United States

PRESIDIO[®]
Future. Built.

About Presidio Networked Solutions, Inc.

Presidio is a leading IT solutions provider assisting clients in harnessing technology innovation and simplifying IT complexity



Products

Google Cloud Platform