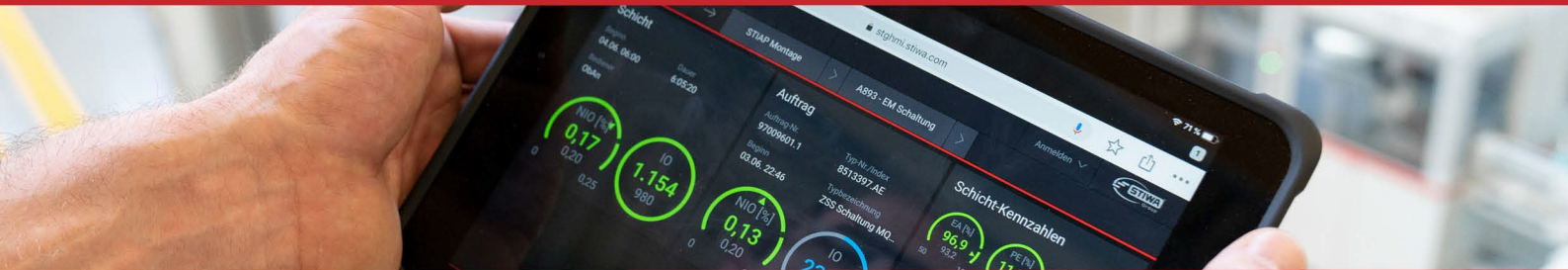


Implementation of a chatbot for finding information in the product documentation



Master's Thesis

Unser Ziel ist die tiefgreifende Beherrschung des Systems und der Prozesse in der vernetzten Produkt- und Hochleistungsautomation, der intelligenten Gebäudeautomation und in präanalytischen Vorgängen im Labor. Damit begeistert STIWA Software mit über 150 Mitarbeitern und 30 Jahren Erfahrung weltweit Kunden aus den unterschiedlichsten Branchen.

Motivation

It is often difficult to find the right information in large amounts of product documentation. In many cases, the information itself is available, but it is difficult or impossible to find the relevant articles using traditional search engine technologies. Furthermore, the information you are looking for is often spread over several systems (e.g. support ticket system, FAQ, etc.). In addition to the STIWA product documentation, other sources of information such as our support tickets and FAQs should help you to find the right information quickly.

Targets

- The first step is to create a chatbot that finds the right articles in our documentation systems based on specific questions.
- A possible second step is an automatic system analysis (e.g. based on log files) of our software products and the automatic derivation of recommendations for action.

Tasks

- Evaluation of the right technologies for the implementation of such a chatbot, taking into account framework conditions such as data confidentiality, etc.
- Creation/implementation of a prototype
- Evaluation the results with questions such as "How good were the answers?", "Were answers found?", " Which questions did not have a meaningful answer?"



PLEASE CONTACT US

Send your complete application documents to:

STIWA Holding GmbH, Human Resources
Salzburger Straße 52, 4800 Attnang-Puchheim
Phone: +43 7674 603-250 | e-Mail: jobs@stiwa.com

Any questions? For information, please contact:

Phone: +43 7236 3351-9137,
e-Mail: daniel.rudelstorfer@stiwa.com