



“What if AI
could read
4,000 pages
for you... in
seconds?”



Now **you** know why decision making is hindered in CSU

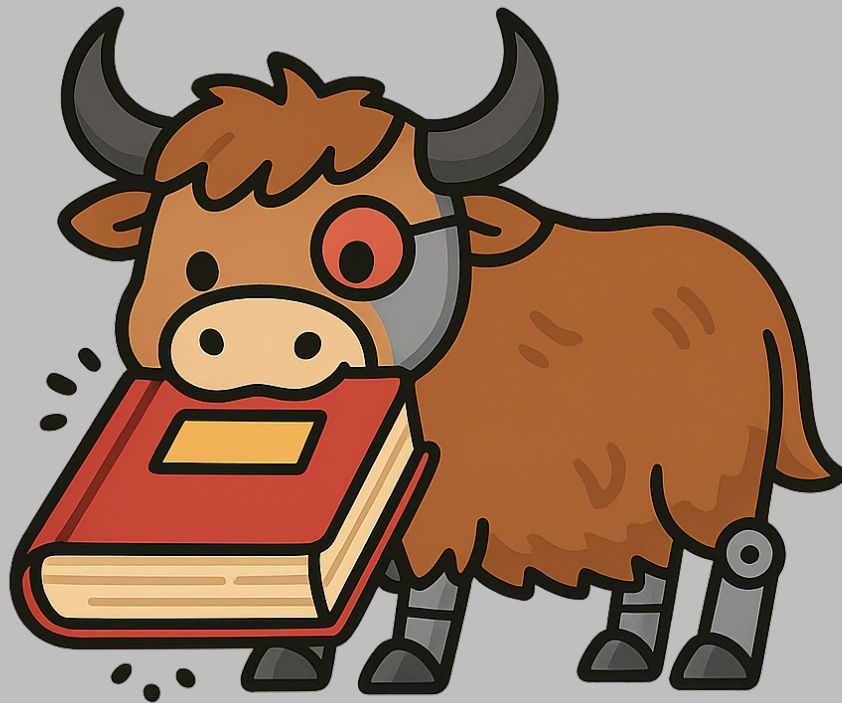
- Policies are scattered
- Hard to track updates
- Fragmented understanding
- Directly impacts productivity



How **We** Fixed It

- NLP interface
- Return related policies instantly
- Cross-reference policies
- Sort by department and CSU campus





BureauBot

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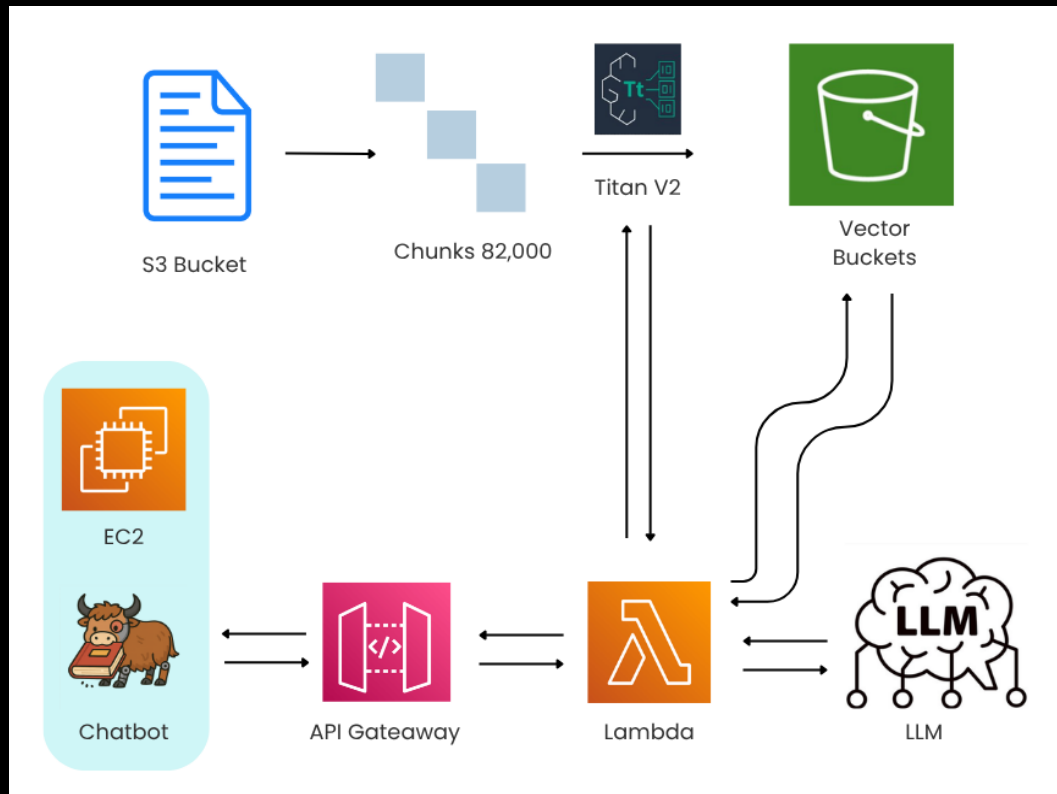
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Architecture

- 2k+ HR policies
- 370 CSU policies and reports (with multiple attachments)
- 4,200+ folders
 - PDFs >100 pages
- 2 chunking strategies
→ 82k chunks



Potential Cost Savings

- 8 hours to locate relevant policies (CSU, Area level, Campus level)
- 4 hours policy interpretations / resolve conflicts
 - Multiple staff involved, typically
- Total hours: 16 hours x \$70/hr
- *16 hours & \$1,120* to answer a policy question
- System Impact
 - 24k staff, 1 question/yr --> *\$26.8M, 384k work hours*



= pennies to answer, < 2 min, 1 person

Our Forward Plan



CUSTOMER
VALUATION



AUTOMATED
POLICIES



CAMPUS EXPANSION



VOICE INTEGRATION
USING AWS POLLY



FULL DOCUMENT
AND DIRECT
ANSWERS



QUESTION
REFINEMENT WITH
AMAZON BEDROCK





*no mentors were harmed during the process of development

**Thank you to AWS,
ScaleCapacity,
Mentors*, and The
DxHub!**

Questions?

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BEST MENTOR