Humboldt
Helper

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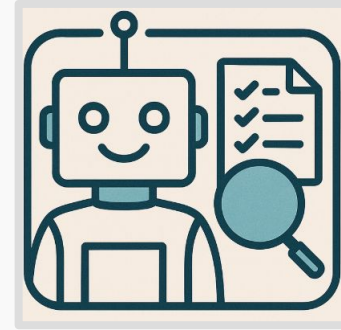
Rage Clicks in the RED ZONE

1. Repeated clicks → User abandonment
2. Cost to organizations
   a. Loss of **23%** in revenues
   b. Total losses of **3.1 trillion** in consumer spending
3. Impact on CSU employees
   a. Decreased → Productivity, Moral, Satisfaction
   b. CSU, Humboldt, Office of Research & Sponsored Programs
      i. Federal, State, CSU system, university policies
      ii. Annual metrics
      iii. Reconciliation Form
      iv. Loss of personal funds

Problem Statement

Pain Points

1. Click Rage
   a. Too much information
   b. Cannot locate forms for policy
2. Financials and annual metrics
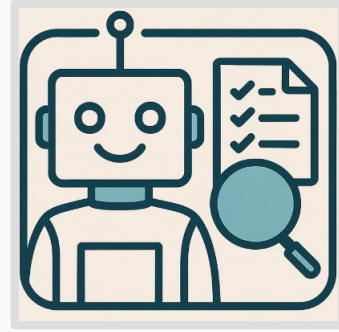3. Quick Facts
4. Employee onboarding

Goal

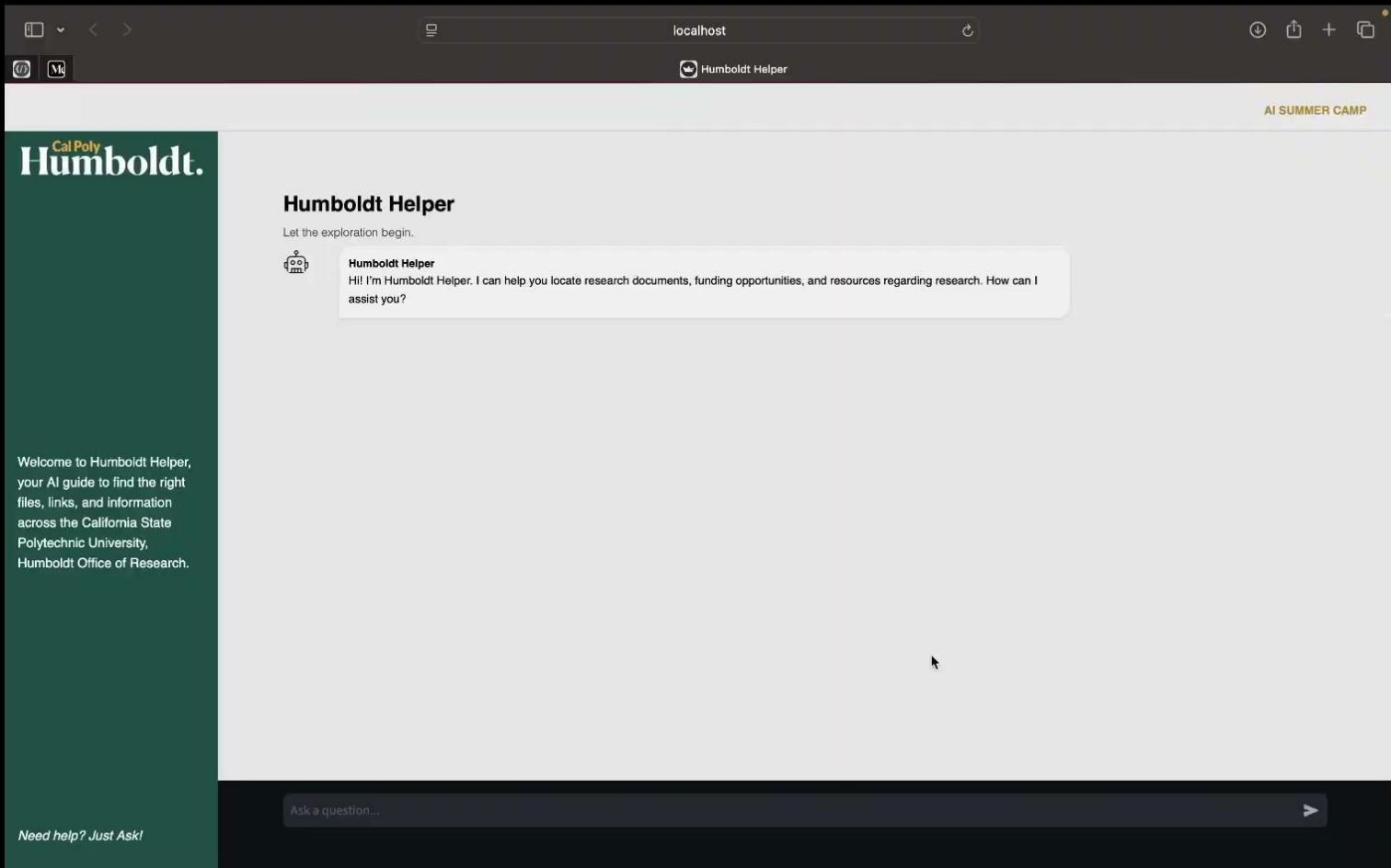From this:

To that:

# Solution
Demo

AI SUMMER CAMP

Cal Poly
Humboldt.

Humboldt Helper
Let the exploration begin.

Humboldt Helper
Hi! I'm Humboldt Helper. I can help you locate research documents, funding opportunities, and resources regarding research. How can I assist you?

Welcome to Humboldt Helper, your AI guide to find the right files, links, and information across the California State Polytechnic University, Humboldt Office of Research.

Need help? Just Ask!

Ask a question...

Solution Overview

Approach

- Chatbot to navigate complex scattered information
- Reduce click rage

UI Layer

- UI Design
- Simplified interface
- Streamlit Wep App
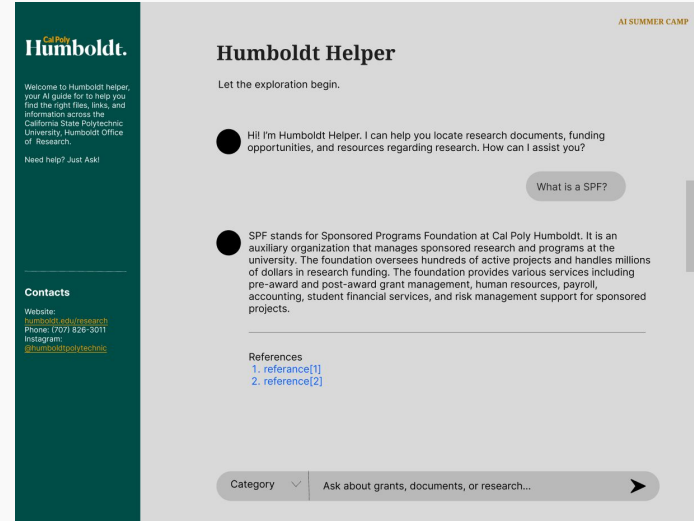
Figma Design
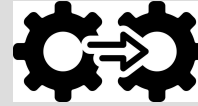
How It Works

S3 Buckets

AWS

Integration

Streamlit
Prompt engineering

Data Extraction

AWS Web Crawler
Python Scripts

Knowledge Base

3 Knowledge Bases   Using
Semantic Chunking

Security Checks

Verifying link references

Market Validation

Lead

Erika Wright, Research Development Lead

Target Audience

- CSU, Humboldt
- CSU System 63,000 employees

Value

- Chatbots reduce up to 75% of employee workload
- IBM study shows chatbots can handle 80% of standard questions
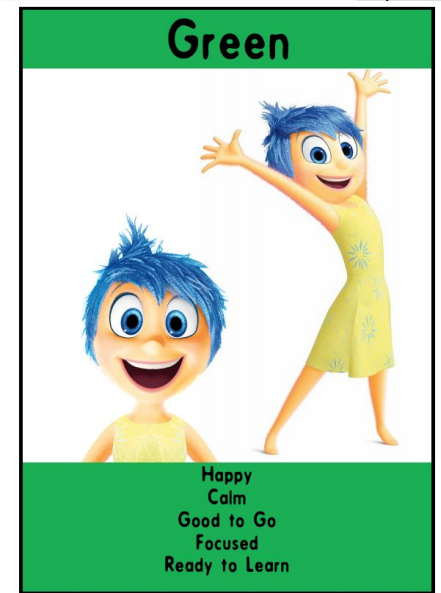
Implementation Next Steps

Timeline:

    a. Update website

    b. Up-to-date data source

Resource requirements:

    a. Access to all documents

    b. Flow charts

    c. Contacts names, titles, and updated information

From the Red Zone to the Green Zone

From Click Rage to: Chatbot Click…Calm…Clear!

Key Points

- Chatbot may be applied systemwide throughout CSU
- Potential for integration between CSUs
- May be expanded throughout all educational sectors, research departments: K12, community colleges, universites
- AI is here to help, if used properly
- Documentation is key to help troubleshoot
- Getting the user story is critical
- Fail first, finish strong

Thanks!

Do you have any questions?

Resources

1. https://linkilo.co/blog/rage-clicks/
2. https://www.qualtrics.com/news/bad-experiences-put-3-1-trillion-in-annual-global-consumer-spending-at-risk/#:~:text=Back%20to%20Newsroom-,Bad%20Experiences%20Put%20$3.1%20Trillion%20in%20Annual%20Global%20Consumer%20Spending,moving%20to%20a%20cheaper%20city.