

# AI-Driven Chatbots

Demonstrate the benefits, functionality, and value of implementing chatbot to improve content accessibility and service

# The Value of DIT AI Chatbot Service

- Improved Accessibility
- Enhanced User Experience
- Time and Resource Efficiency
- Scalability Across Agencies



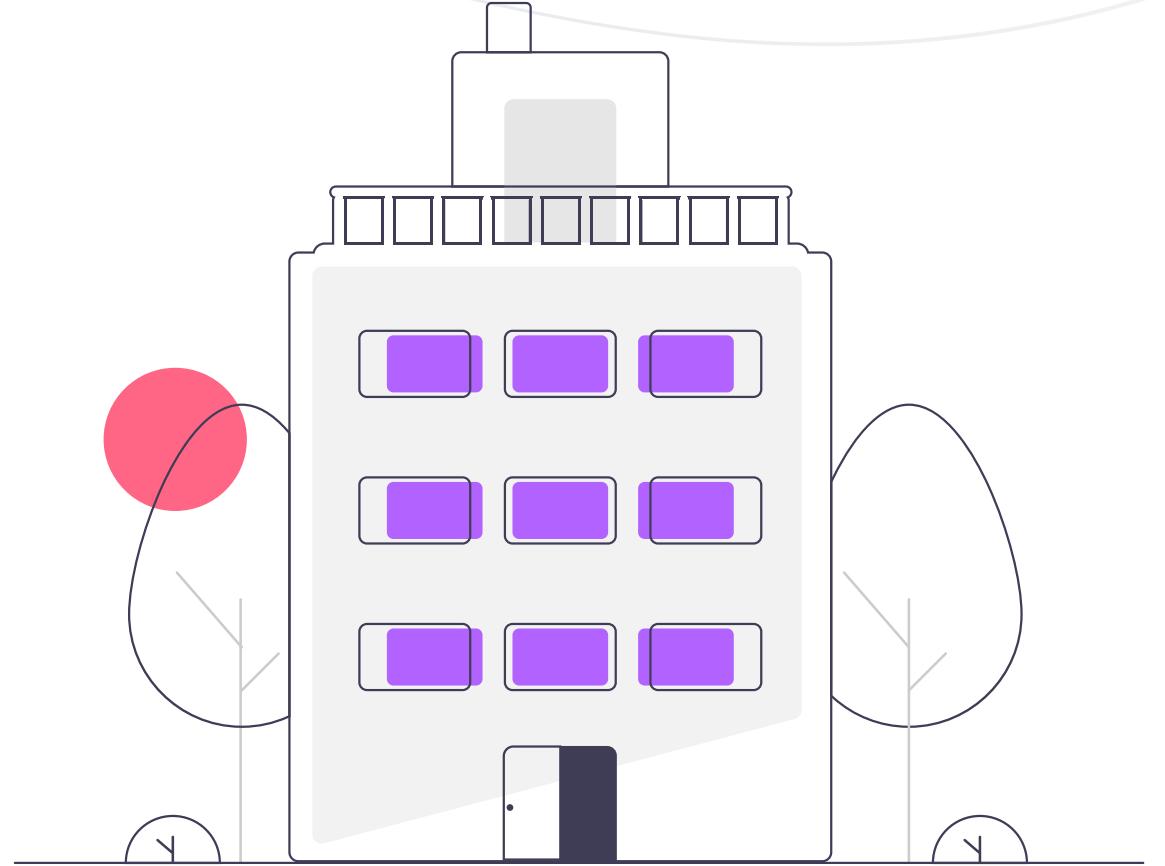
# How it Works: Tailoring Content for Each Agency

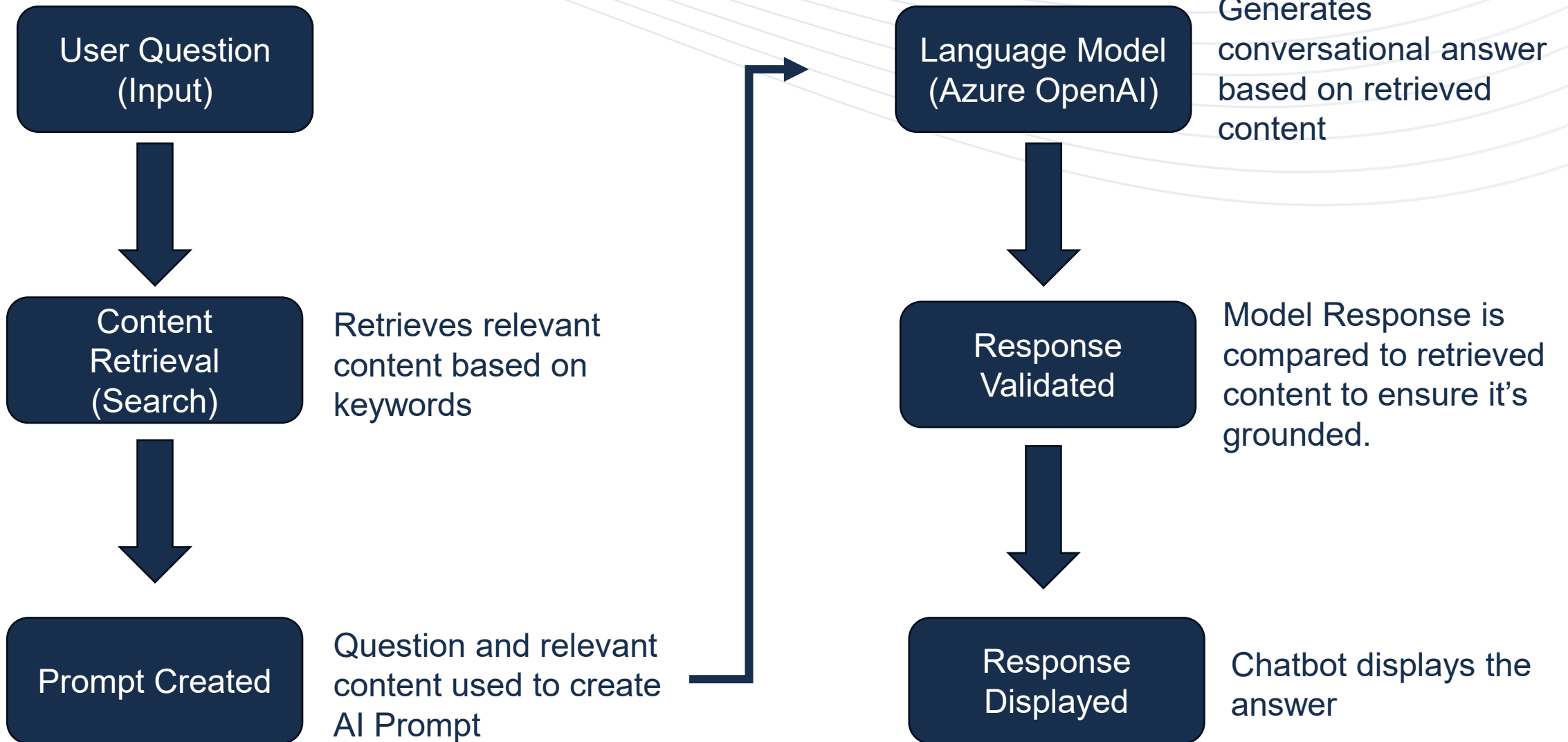
- Website Crawling and Indexing
- Targeted Answers
- Dynamic Updates



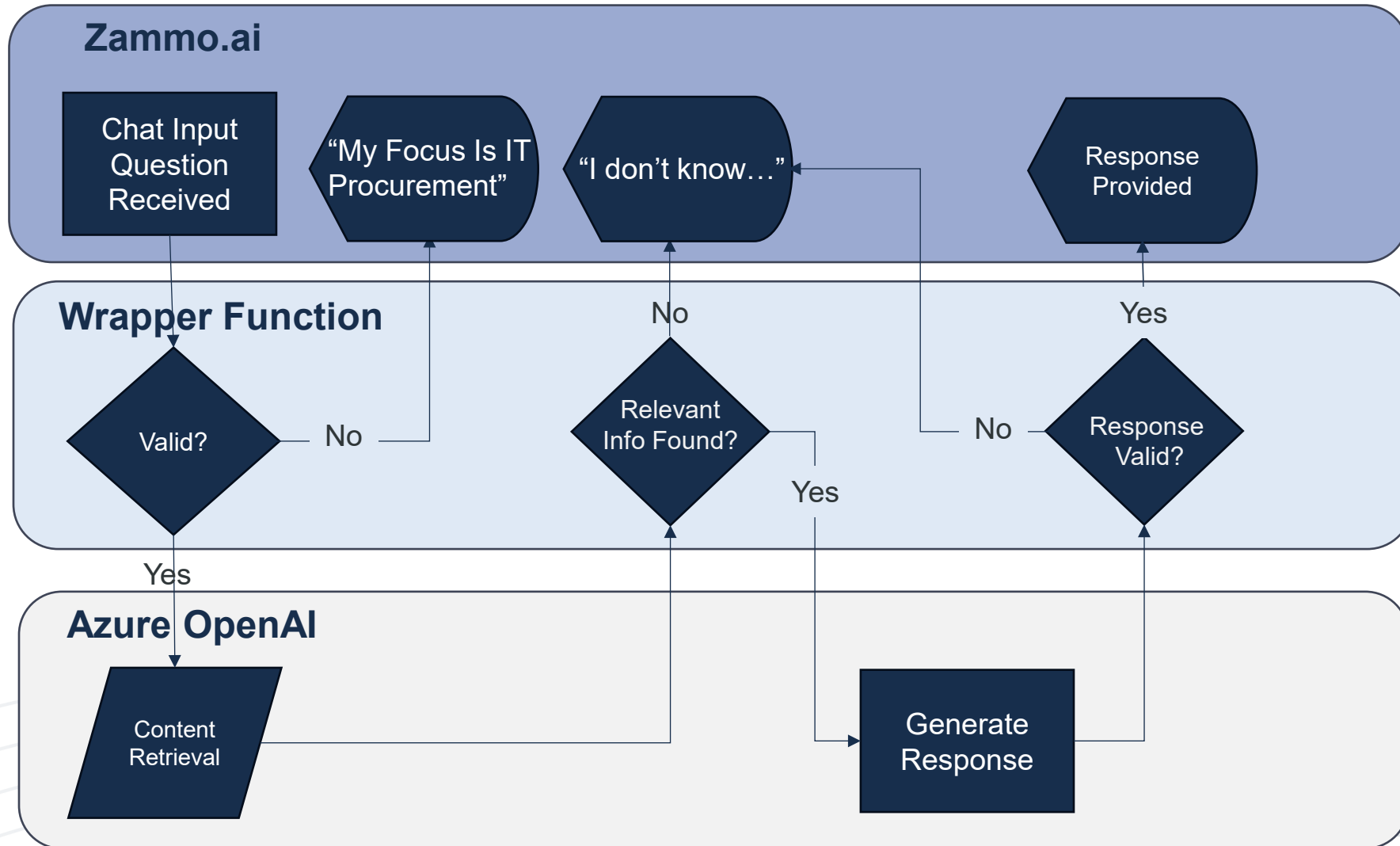
# Key Technologies: RAG, OpenAI, and Zammo

- **Retrieval-Augmented Generation (RAG)**
- **OpenAI's Language Model**
- **Zammo Integration**



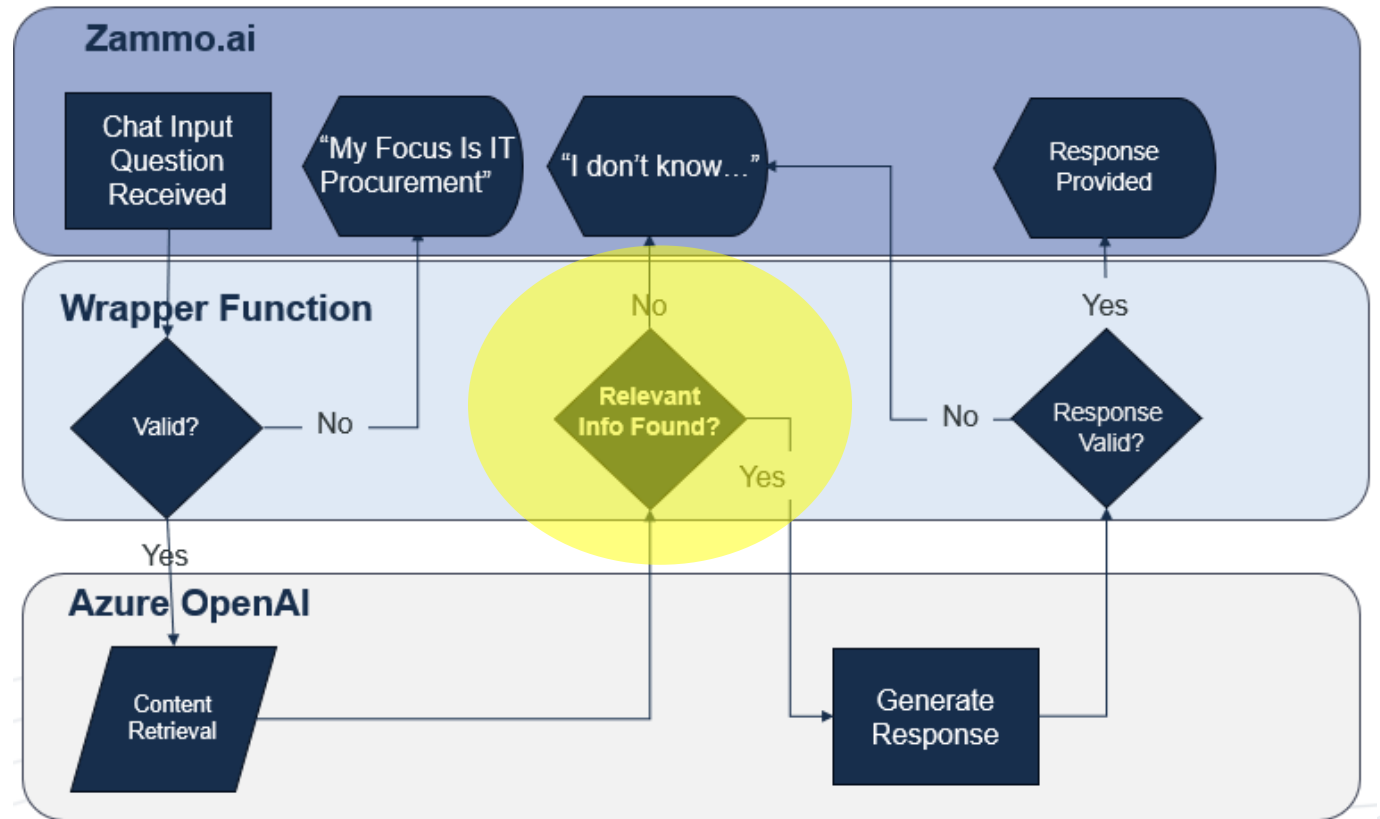


# Using a Wrapper to Manage Responses



# Relevant Info? : Preventing Hallucination

```
{
  "@search.score": 14.479619,
  "id": "aHR0cHM6Ly9kaXRhaXNlYXJjaGNvbnRlbnQuYmxvYi5jb3JlLnQ",
  "title": "2023-2024 Fiscal Year End IT Procurement Submiss",
  "content": "[https://it.nc.gov/blog/2024/03/04/2023-2024-f",
  "url": "https://it.nc.gov/blog/2024/03/04/2023-2024-fiscal",
  "keywords": null
},
{
  "@search.score": 13.664238,
  "id": "aHR0cHM6Ly9kaXRhaXNlYXJjaGNvbnRlbnQuYmxvYi5jb3JlLnQ",
  "title": "2023-2024 Fiscal Year End IT Procurement Submiss",
  "content": "[https://it.nc.gov/blog/2024/03/04/2023-2024-f",
  "url": "https://it.nc.gov/blog/2024/03/04/2023-2024-fiscal",
  "keywords": null
},
{
  "@search.score": 6.3153553,
  "id": "aHR0cHM6Ly9kaXRhaXNlYXJjaGNvbnRlbnQuYmxvYi5jb3JlLnQ",
  "title": " (Page 6 of 21)",
  "content": "[https://it.nc.gov/documents/files/its-400203-",
  "url": "https://it.nc.gov/documents/files/its-400203-adden",
  "keywords": null
}
```

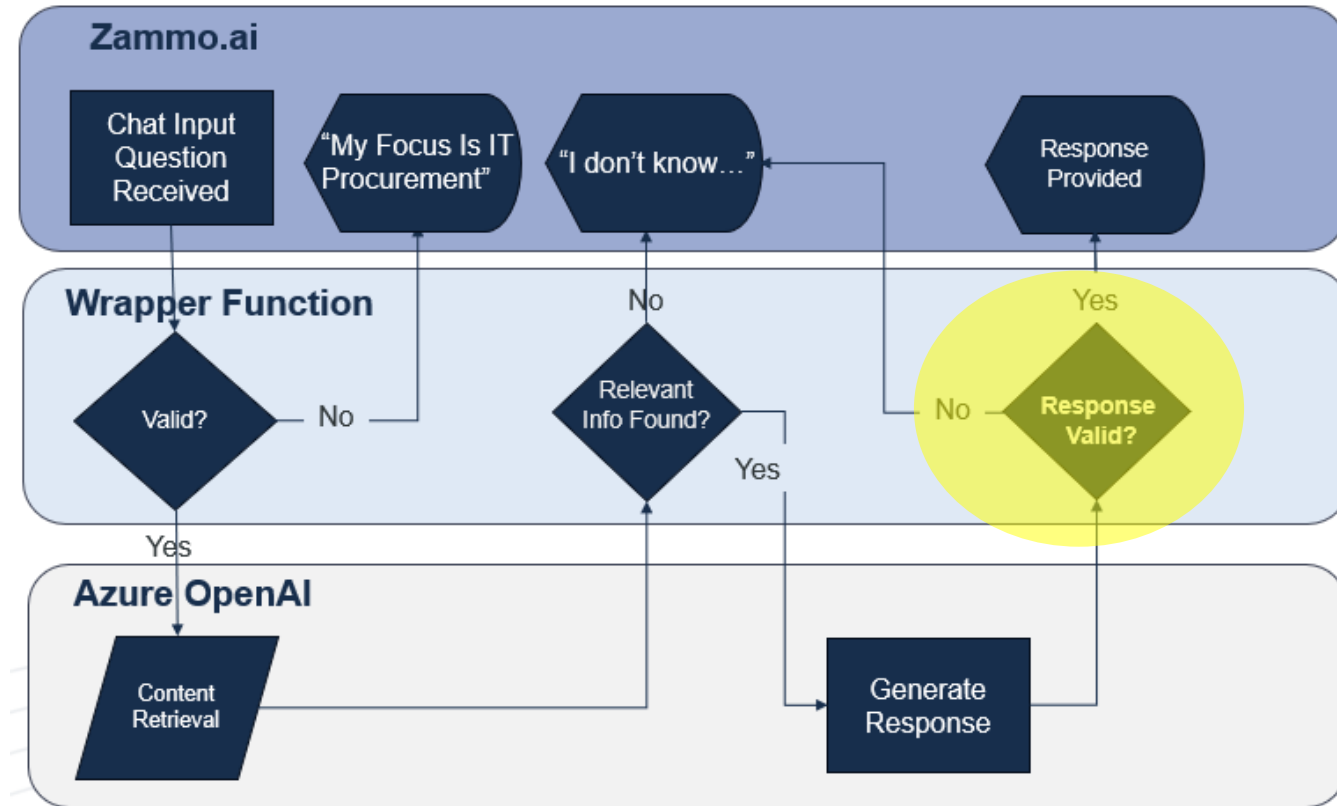


# Response Valid? : Ensuring Grounding

```
"response": "There are 43,560 square feet in an acre."  
"source_link" : "https://www.unitconverters.net/area/"
```

I'm sorry. It doesn't appear that I have the proper knowledge to assist you with this.

7:29 PM





# Chatbot Example

The screenshot shows the NCDIT website with a chatbot window open. The website header includes navigation links for Services, Programs, Resources, About, News & Events, Support, and Contact. The main content area features a 'Statewide IT Procurement' section with text about the Statewide IT Procurement Office and a 'Periodic Review of Existing Rules' section. The chatbot window is positioned over the right side of the page, displaying a user query and the chatbot's response.

**How do I procure new software**  
2:07 PM

To procure new software, you can follow the IT procurement process outlined by the North Carolina Department of Information Technology (NCDIT).

The agency purchasing personnel should prepare a procurement request or solicitation that includes information such as:

- The description or specifications of the software required
- Estimated cost
- Quantity
- Delivery requirements
- Any special requirements

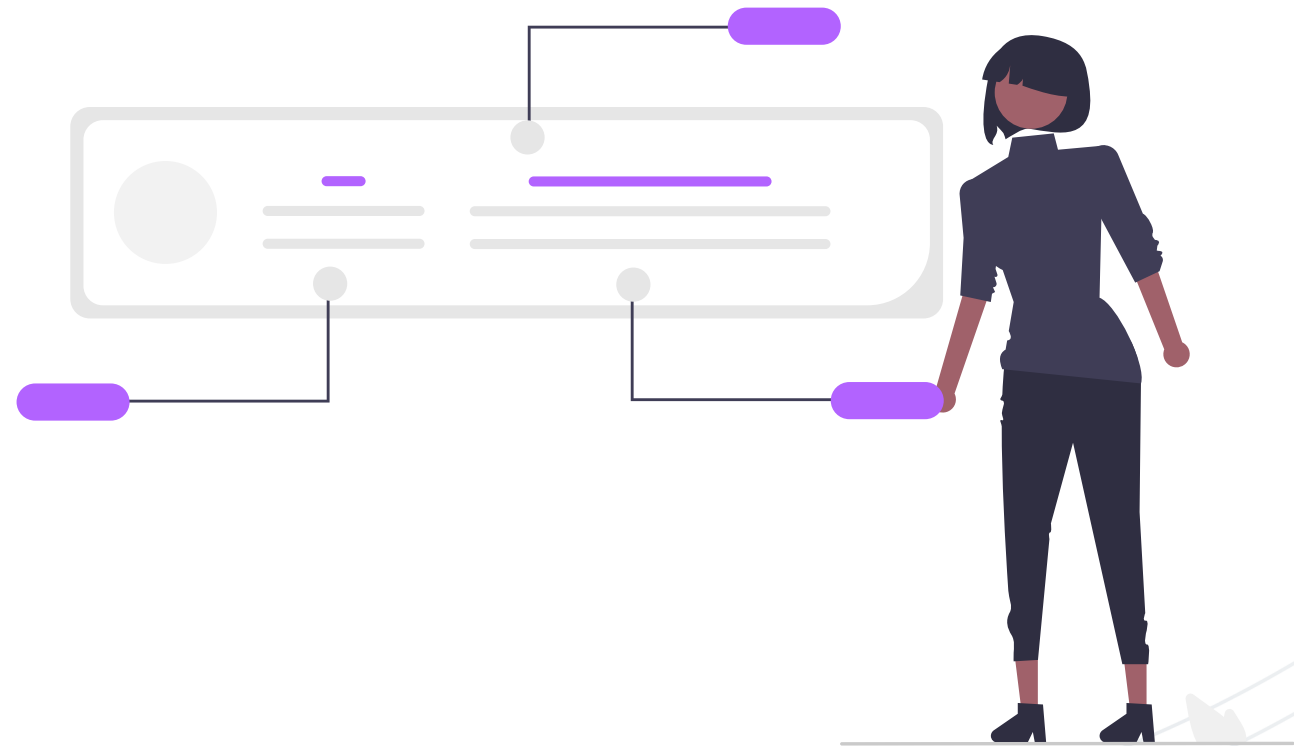
The Statewide IT Procurement Office provides templates and forms on their website that can be used for this purpose.

For more detailed information and guidance, you can refer to the NCDIT Statewide IT Procurement Office Manual.  
[Microsoft Word - Statewide-IT-Procurement-Office-Manual-2017-07 \(Page 10 of 51\).](#)

Enter your message... ➤

# Privacy and Compliance Considerations

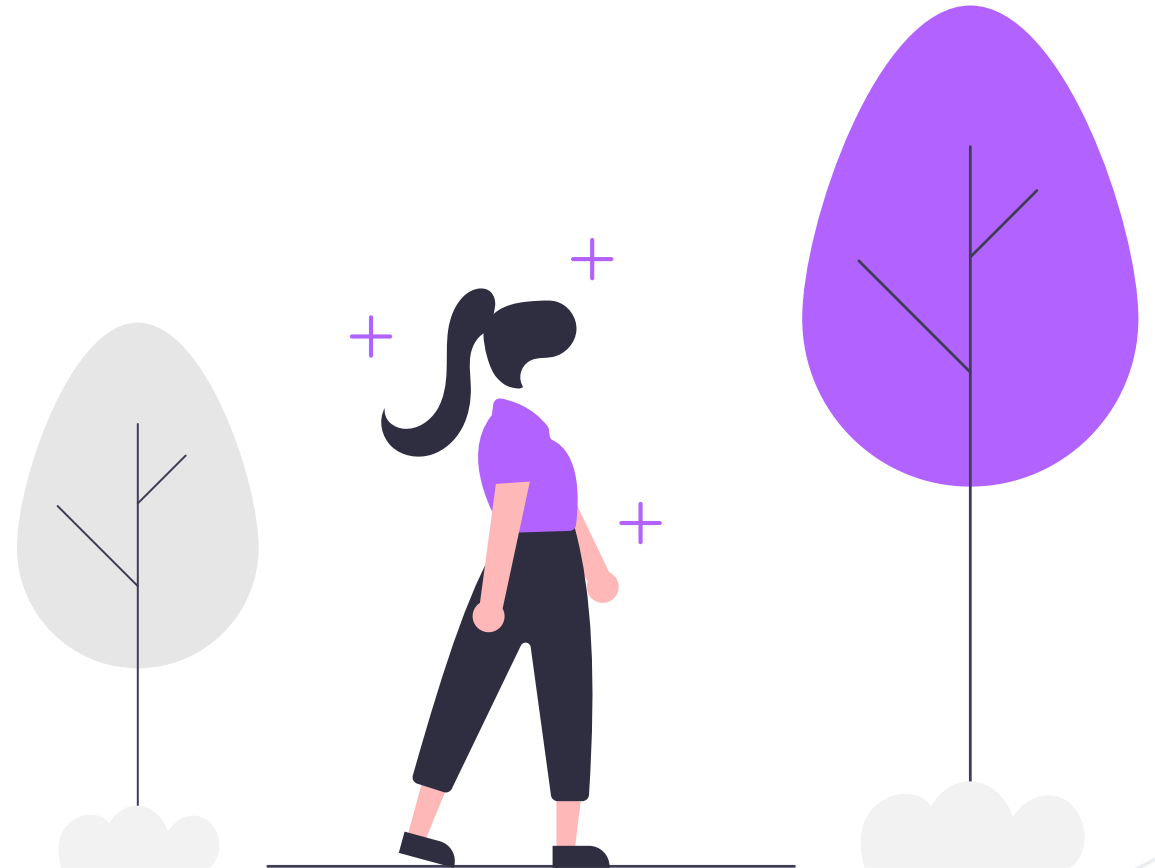
- **Data Handling and Compliance**
- **Transparency**
- **Adaptation to State Privacy Regulations**



# Benefits Recap and Summary

## Key Benefits

- Improved accessibility and user satisfaction
- Streamlined access to information for the public
- Reduced workload for agency staff





John Lewton

Platform Engineer

[john.lewton@nc.gov](mailto:john.lewton@nc.gov)