AI Agent: MITS Staff Assistant for Frontline Services

Hengyuan Yuan;Jie Yin

Management Information Technology and System Office

Supported by LM

1. Background

1.1 Fragmented policies and standard operating procedures

MITS maintains a large number of SOPs, SLAs, FAQs, and other internal policy, regulatory documents, and forms. These materials are highly fragmented and time-consuming to retrieve. As a result, frontline staff often rely on personal experience or colleagues' memory when handling daily tasks, which leads to insufficient accuracy and potential deviations from official standards.

1.2 Difficulty in responsibility identification

When frontline staff encounter issues that need to be escalated to second-line teams, they may not always be clear about the appropriate point of contact. Although lists of system operators exist, due to the same information fragmentation issue, such lists are not always readily accessible, which negatively affects service efficiency.

2. Solutions

By integrating MITS’ s accumulated policy documents, procedural guidelines, operational manuals, and forms developed over the years, a dedicated knowledge base and AI agent were established on the AI Agent platform.

Based on keywords extracted from user queries, the AI agent retrieves relevant content from the corresponding knowledge base and provides accurate responses, enabling users to quickly access the required information.

3. Outcomes and Benefits

3.1 Efficiency improvement

Leveraging the rapid retrieval capabilities of large language models, the time required to search policy documents, operational standards, and other materials included in the knowledge base has been significantly reduced.

3.2 Accuracy assurance

All documents stored in the knowledge base are verified and authoritative sources. In addition, the AI agent’ s prompts strictly constrain responses to factual content only, ensuring a high level of

accuracy and reliability in policy interpretations and procedural guidance.

3.3 Collaboration optimization

The AI agent can accurately identify the responsible platform operation staff based on keywords such as job titles and responsibilities, achieving an identification accuracy rate of approximately 90%. This enables frontline staff to directly query the AI agent to determine the appropriate second-line contact for specific issues, significantly improving coordination efficiency.

4. Replicability and Promotion Value

As ITBP, SC, and the Taicang teams are all involved in frontline IT support scenarios, this AI agent is applicable to the daily operations of all three teams.

Moreover, the overall approach—building a knowledge base and deploying AI agents to retrieve and utilize structured knowledge—can be replicated by other teams with similar operational contexts, providing a scalable model for improving efficiency and service quality.

5. Next Steps

The AI agent is currently in a public beta phase, with ITBP, SC, and the Taicang teams jointly participating in testing. Initial feedback indicates issues such as relatively long retrieval times, incomplete knowledge base coverage, and missing content in certain areas.

As large language model technologies continue to advance, retrieval performance is expected to improve significantly. In parallel, through iterative refinement during the beta phase, gaps in the knowledge base will be addressed, resulting in richer content and broader coverage of practical scenarios.