

CMO AI Assistant and AI Chat-bot

Case Providing Department: Campus Management Office

Supported by LM

1. Background

The CMO AI Assistant provides 24/7 real-time support for consulting-related work orders, including Campus Vehicle Access Applications, Post Delivery Applications, Shuttle Bus Services, External Supplier Access Applications, Room Booking & Event Support, and more.

To enhance efficiency, the assistant is now integrated with the ticketing system and EID system, enabling fast-track ticket creation and streamlined campus vehicle access applications. In the near future, it will also be connected to the room booking system, expanding booking scenarios and improving overall operational convenience.

The CMO AI Assistant is available to all faculty, staff, and students. Users can access its services simply by sending an email to the official CMO mailbox or in the agent center. The detailed processes can be seen in the following photos.

Email AI Assistant

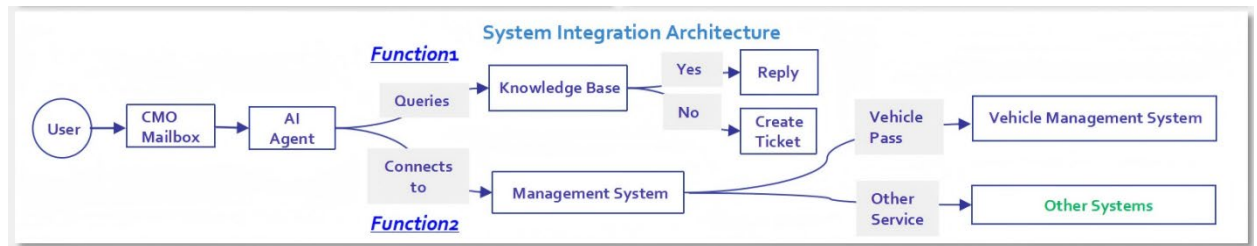


Figure 11-1 The process of invoking CMO AI Assistant via email

CMO AI Chat-bot

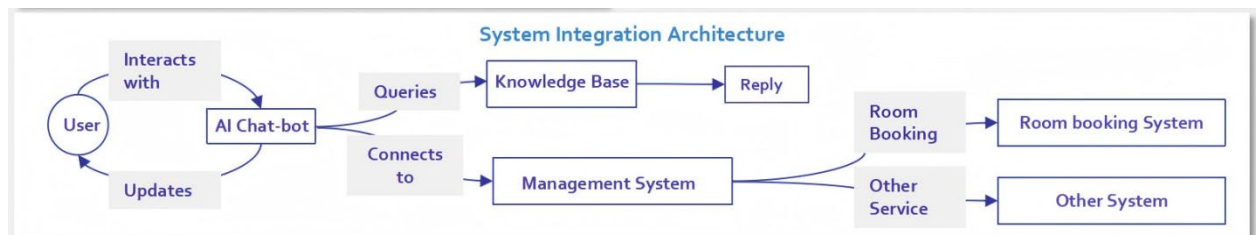


Figure 11-2 The process of invoking the CMO AI Assistant through Agent

Center

CMO receives most of XJTUUsers' voice through the ticket system. To be specific, if our colleagues and students send their questions or suggestions by emails, they will become tickets. Over the past three years, we received over 38000 tickets in total covering all aspects of CMO services and the number grows every year. But our process relies heavily on manual work of colleagues spending hours drafting responses. **This causes 3 main pain points: certain delays in responses, inconsistent response quality, and colleagues stuck in repetitive work instead of focusing on complex, impactful issues.** And we did a thorough statistics and analysis for the historical data, we found 45% of these tickets could

be automated or handled by AI. So, it's time to change and upgrade with the strong support of AI.

We hope to achieve the following goals:

1. 24/7 Uninterrupted Support

Get instant solutions. No more waiting until business hours start.

2. Automating Routine Tasks

Standard requests that once took hours will now be resolved in minutes with AI.

1) Redirecting Colleagues to High-Value Work

Such as optimizing the workflow, improving service standards or innovating for your needs.

2. Solutions

Email AI Assistant

To integrate AI into the CMO business workflow, we began with the channel most frequently used by our users: **email**. This led to the development of the **Email AI Assistant**, designed with two primary capabilities:

1. Intelligent Reply

When an email reaches the CMO inbox, the AI agent performs intent recognition and consults the knowledge base:

If relevant information is available, the agent immediately sends a

response to the user.

If the knowledge base cannot address the request, it automatically creates a work order and escalates the case for manual processing.

2. Intelligent Workflow Automation

For high-volume services such as campus parking, previously requiring **3–5 working days**, AI automation reduces the processing time to **2–5 minutes**. Upon detecting a parking application, the agent communicates directly with the campus parking management system, submits the necessary information (e.g., license plate details), and completes the entire process autonomously.

CMO AI Chat-bot

Beyond email automation, we are also building a **CMO AI Chat-bot** to further support users through conversational interactions. The chat-bot includes two core functions:

1. Intelligent Q&A

Modeled after mainstream conversational AI systems, the chat-bot focuses exclusively on CMO service-related topics. During each interaction, it retrieves relevant information from the knowledge base and provides accurate, real-time responses.

2. Intelligent Workflow Automation

Room booking and event support represent the second-largest category of work orders. We are currently developing an integration that will allow

the chat-bot to connect directly with the room booking system. Once it recognizes a booking request, the chat-bot will complete the reservation automatically based on user-provided requirements.

3. Outcomes and Benefits

Based on these pain points, we expect three key achievements to after implement our solution.

The first achievement is to deliver truly 24/7, real-time responses for consultation-type work orders. Users often expect immediate support, and round-the-clock availability ensures that their inquiries are addressed without delay, regardless of time or workload fluctuations.

The second achievement is to delegate routine consultation requests to the AI agent. By doing so, we not only accelerate response speed but also ensure that every user receives clear, consistent, and standardized information.

The third achievement is to automate all template-based, repetitive tasks. Many of these inquiries follow predictable patterns and require standardized replies. By allowing the AI agent to manage these tasks, we can significantly reduce manual workload, freeing our staff to focus on higher-value tasks.

4. Replicability and Promotion Value

Our solution can be deployed across service function departments like CMO, regardless of their specific knowledge base or digital management system.

5. Next Steps

We are enhancing the CMO AI Assistant to deliver greater value, transforming it into both a superior customer service tool and an intelligent dispatcher for internal operations.