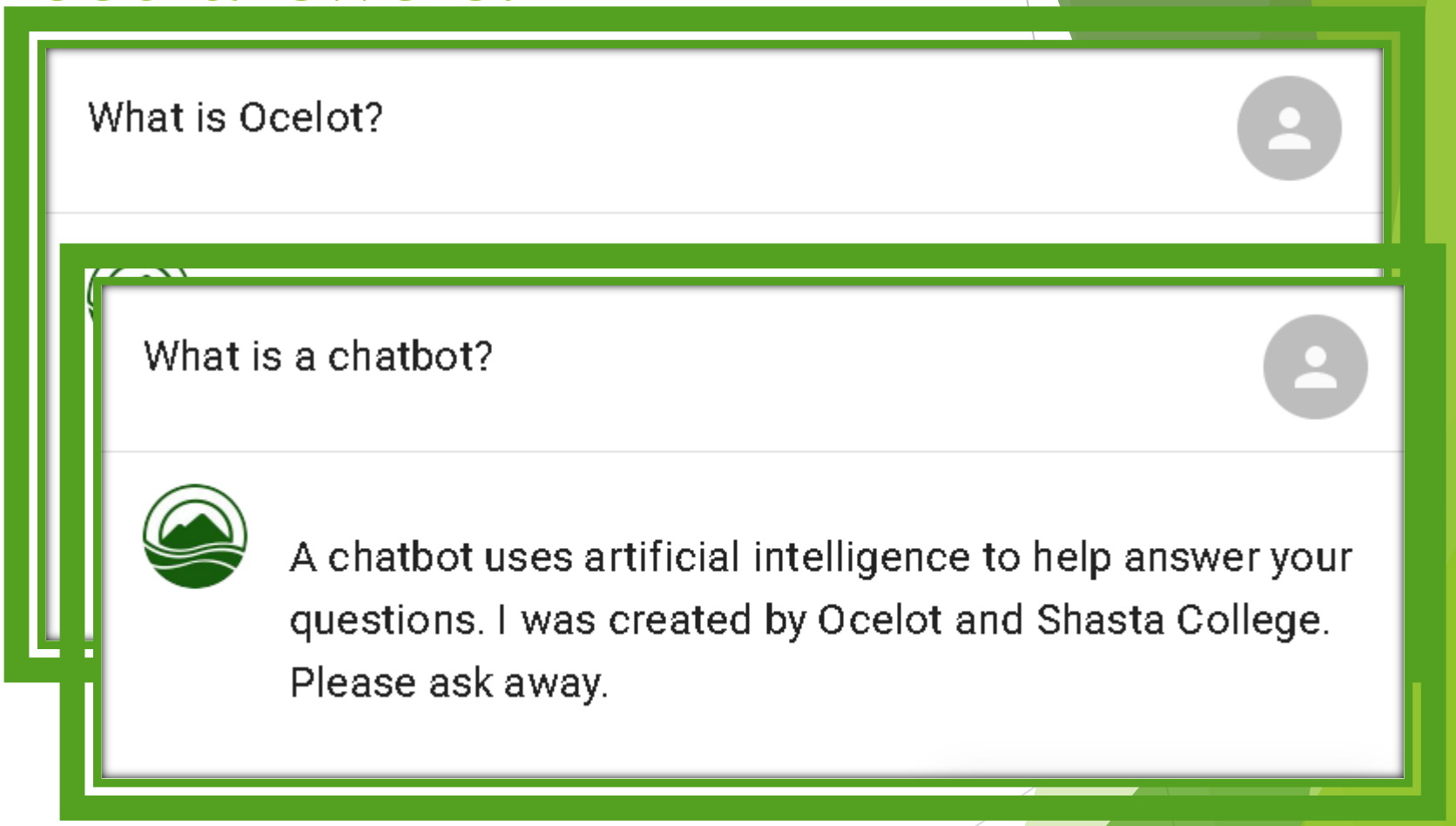
Ocelot Chatbot

Questions that need answers:

- What is Ocelot?
- What is the chatbot?
- What departments is the chatbot handling?
  - Financial Aid
  - Admissions
  - Counseling
  - EOPS/CARE
  - PACE
  - SCI*FI
  - Veterans
  - Coming soon: IT Help Desk (SC Online/Canvas Support) & Title IX



More questions that need answers:

- What kind of questions are we getting, right now?
  - Where can I find student Zoom guide?
  - How do I claim financial aid money?
  - Which department heads the Chinese classes?
  - I didn't get the bright green envelope
  - I am looking for LVN program. I want to know how much is the total tuition? When will start the program? How long does it take? And what is the requirement for program?
  - How do I purchase books online
  - is there a minimum number of units I must take per semester to recieve fasfa?
  - Canvas

More questions that need answers:

- And the long question…
  - My daughter is a senior, eligible to graduate in December. She is interested in enrolling in the HEOC 130 and HEOC 131 classes. Can she do the prerequisits during the fall 2020 semester to enroll in those classes for Spring 2021? It looks like it lists the requirements being immunizations and CPR. Does that just mean she has to have the correct immunizations and COR certification? Do you offer a CPR First Aid course that she can complete during Fall 2020 while concurrently enrolled in her high school (TeLA in Red Bluff)? Thank you. Dana Brent brent.fam.6@gmail.com 530-736-7363
- How was this person helped?
  - Let’s see what the bot offered.

Okay, what else is included?

- Analytics as well as Transcripts.
  - We can see the top questions asked, the percentage of unanswered questions, the links students are clicking on the most; and, the amount of usage.
  - Constant updates to the bot.
- What are the benefits, how are we seeing this utilized for the College, prospective students, current students, staff, faculty?

Okay, what else is included?

- Live Chat feature (still being worked out)… for those questions that are personalized or a choice for those that do not like the bots responses.
  - Zoom integration for screensharing.
  - Analytics as well.
  - Simple Staff interface, making on/off easy, and making answering questions easy.
- Ocelot, down the road… Colleague integration, currently working on Banner as the core systems (Ethos) are the same.

Questions?

Interests?