Can a chatbot answer helpdesk EA-questions?

Maartje van Ravesteijn

Senior EA-advisor Rijkswaterstaat – Ministry of Infrastructure & Watermanagement

The Netherlands

www.rijkswaterstaat.nl

Why this research?

- New Dutch law on Environment & Planning as of January 2024
- New knowledge centre IPLO (Information Point for the Living Environment) & **IPLO AI**
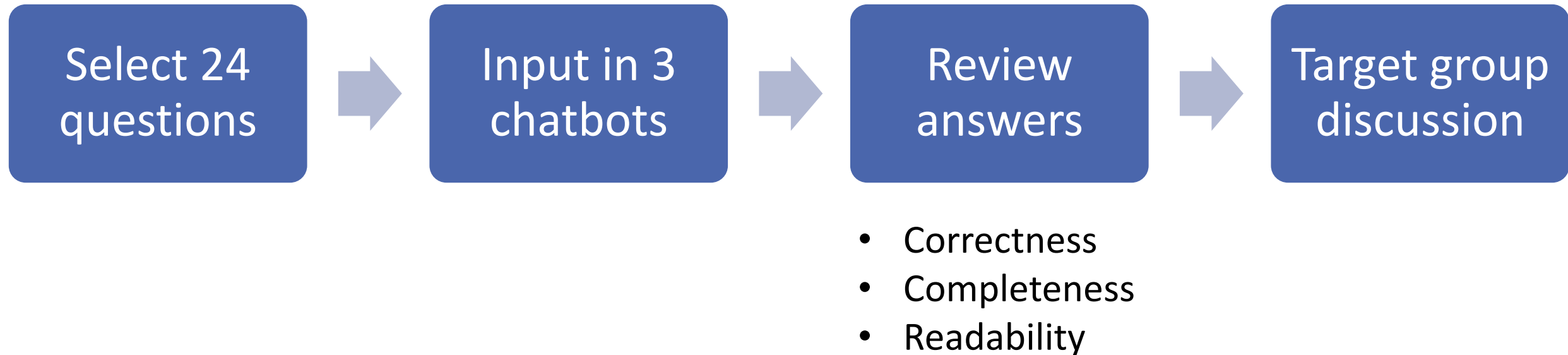
IPLO Data 2024

7,000 webpages

42,000 helpdesk questions

250 EA-questions

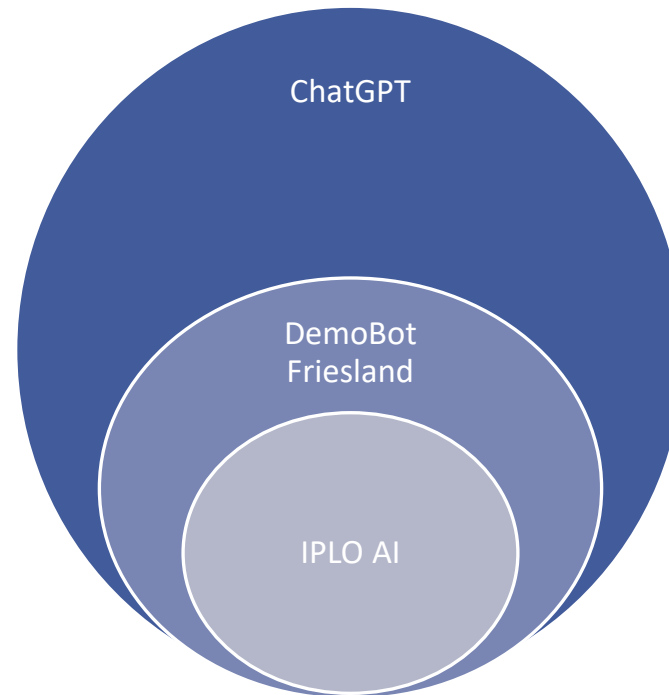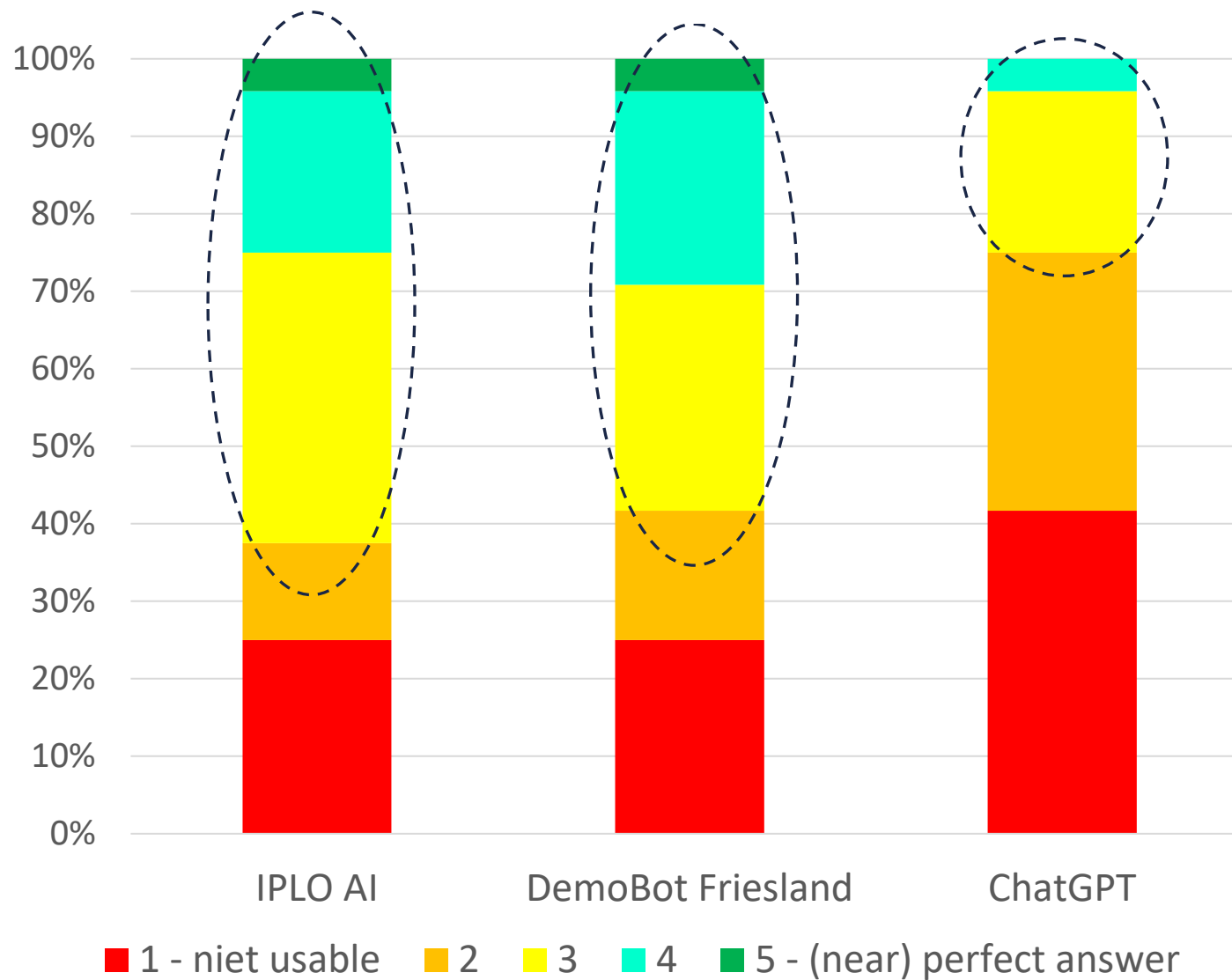**Can AI improve the quality and speed of helpdesk answers?**

What did we do?

Select 24 questions → Input in 3 chatbots → Review answers → Target group discussion

- Correctness
- Completeness
- Readability

Chatbots used

- IPLO AI (for internal use only, not available to public)

- DemoBot Friesland

- Chat GPT

Reliability of AI answers varies

Largely correct:
◦ 63% IPLO AI
◦ 58% DemoBot Friesland
◦ 25% ChatGPT

Factors for incorrect or incomplete answers
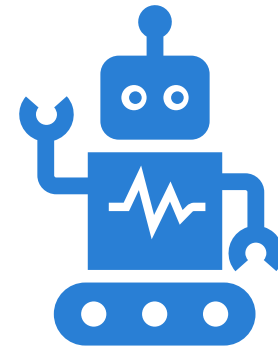
Chatbots can't interpretate   Incomplete database

Strenghts of the chatbots

- Accessible language

- Well structured answers

- Identifying knowledge gaps in webpages

Further development IPLO AI tool needed and worthwile

+

Chatbot + Expert = best answer

Conclusion

Let's continue the conversation!

Message me your questions or comments in the IAIA25 app.

Maartje van Ravesteijn

Senior EA-advisor Rijkswaterstaat – Ministry of Infrastructure & Watermanagement

The Netherlands

#iaia25