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Newsletter Vol. 2

More about us
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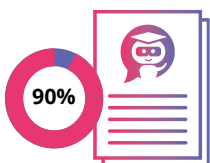
in



Enhancing hybrid teaching in higher education through chatbots

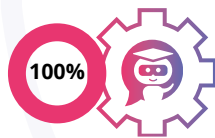
HYBOT is a short name of the Erasmus+ Cooperation Partnership project “Enhancing hybrid teaching in higher education through chatbots”. The HYBOT project team is composed of passionate teachers and researchers, creative instructional designers and talented ICT experts coming from Estonia (Tallinn University), France (University of Cote d’Azur), Germany (Fachhochschule des Mittelstands), Lithuania (Kaunas University of Technology), and Portugal (Portuguese Open University). Together we are working on the creation and implementation of hybrid teaching scenarios supported with chatbots.

In this newsletter, we present you our pilot chatbots and invite you all to chat with them!



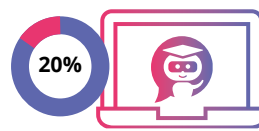
Result 1

Compendium of Hybrid Teaching Practices (in progress)



Result 2

Pilot Chatbots (completed)



Result 3

Open Training Program on chatbots creation (in progress)



Result 4

Chatbot-based hybrid sessions (not started yet)

Chatbot Development Platform



What do you need to develop your first chatbot?
First of all, you have to select a chatbot development platform that best meets your needs.

Chatbot development platform is a tool that allows for the creation of bots. There is a plenty of platforms and frameworks available to ease chatbot building. Just to name a few: IBM Watson, Drift, Landbot, Intercom, Dialogflow... It was quite challenging to choose a right tool that perfectly fitted our technical requirements and institutional data protection policies.

To select a final chatbot development tool, we:

- identified our goals and requirements;
- analysed available solutions,
- drafted a short list considering the benefit-cost ratio;
- negotiated with potential providers,
- made a final choice for the chatbot development tool [melibo](#)!

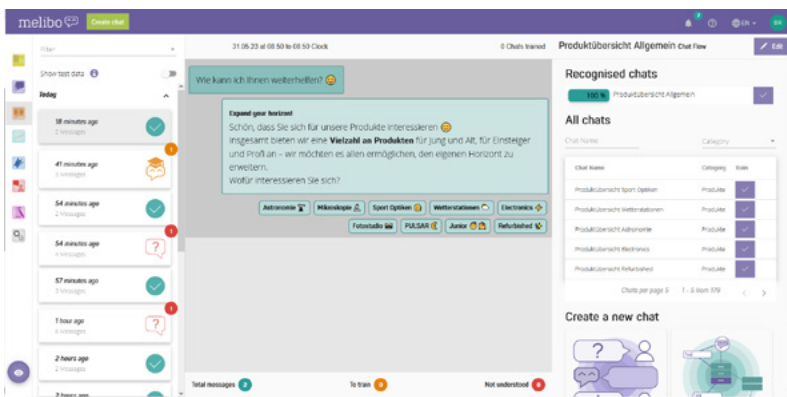
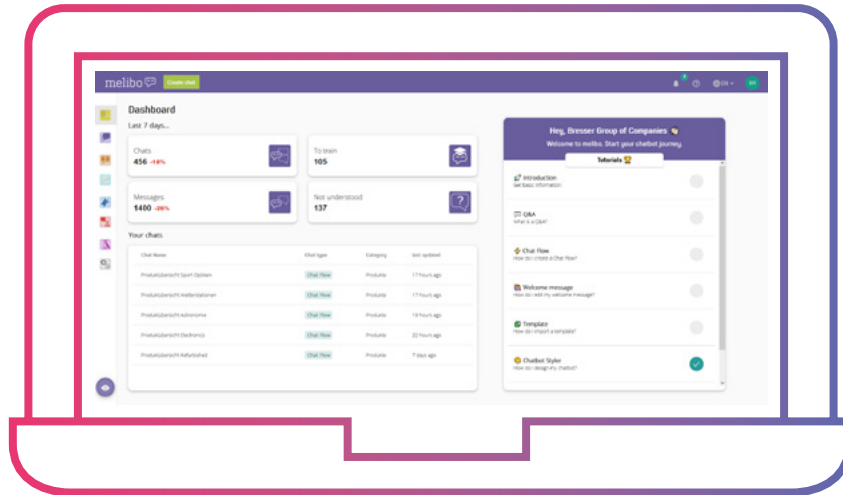
Why did we vote for melibo?



HYBOT project went with melibo due to the following advantages:

- ✓ unlimited number of user accounts under each license;
- ✓ various chatbot templates;
- ✓ unlimited number of questions;
- ✓ multilingualism;
- ✓ no profound programming skills are required;
- ✓ Bot Gym (texts can be generated automatically by means of linguistic text analysis);
- ✓ trigger library (intense-based synonyms and keywords);
- ✓ ticket center (unanswered questions are converted into support tickets);
- ✓ API (allows integration with an LMS);
- ✓ Team training and individual support during the license lifetime;
- ✓ Compliance with the GDPR;
- ✓ Financial conditions: the best benefit-cost ratio!

About melibo

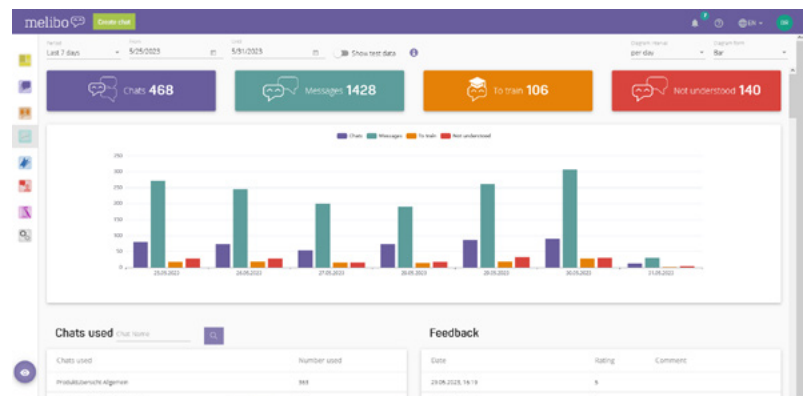


giving agents suitable answer suggestions. At the same time, the chatbot can be trained so that over time it can answer more and more questions, relieving agents of the need to answer them.

The Bot Gym is a great place to go to help your chatbot learn more. We can teach the bot new queries by simply adding them to existing chats or creating new chats. We understand how important it is to track requests and optimize your chatbot accor-

melibo is a cloud-based live chatbot solution that helps customer service, marketing and sales teams create their own chatbot without needing any coding skills. The AI-enabled interface takes care of the initial set up so that you can resolve customer inquiries automatically. The high-quality chatbots need a human touch in order to provide users with the best possible experience.

There are certain questions that chatbots may not be able to answer, and a live chat agent would be better equipped to handle such inquiries. By offering seamless transitions between chatbot and live chat, melibo provide users with a quick and easy way to get the information or assistance they need. The AI helps out in live chat by



dingly, you can find essential KPIs like total chats, most popular chats, and not understood questions in melibo.

HYBOT pilot chatbots: call for test users!

Teach what you preach: HYBOT team designed their pilot chatbots with melibo and published them at HYBOT project's website! We invite you to communicate with our chatbots and provide your feedback at our [Community of Practice](#). Your comments will be highly appreciated to improve the chatbots! **Learn more about HYBOT pilot chatbots below!** When accessing the chatbots, click on the chat icon in the bottom left or right to start conversation.

CDBOT

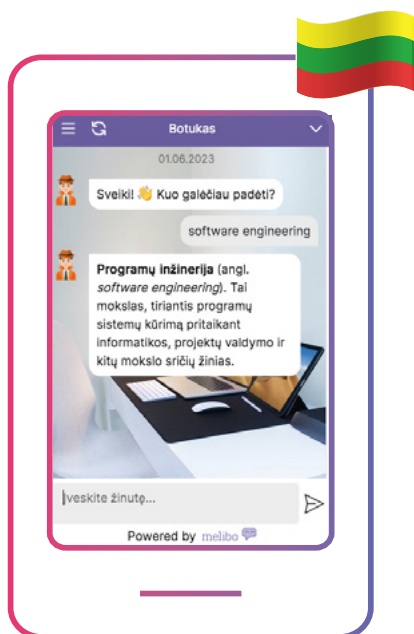
Designed by: Fachhochschule des Mittelstands

Language: German

Trigger words: Communication design, Visual Design, Graphic design, Typography, Editorial Design, Design Study programme.

The CDBOT offers a short introduction to the study program Communication Design for prospective students and beginners. User get an overview of the main topics and modules also as insights into the professional field of communication design and informations about the prerequisites for the study.

Try online!



LEARNBOT

Designed by: Kaunas University of Technology

Language: Lithuanian

Trigger words: Learning module, software engineering

The LEARNBOT offers on-demand support in the module Software engineering for BA students at the KTU.

Try online!



MENTORBOT

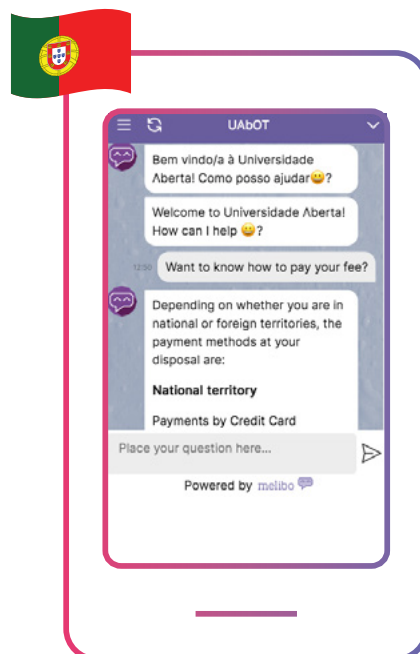
Designed by: Tallinn University

Language: Estonian

Trigger words: data management, information management, micro-degree programme

The MENTORBOT offers comprehensive support to individuals interested in the "Data and Information Management" micro-degree programme at the TU. It provides information and guidance on various aspects of the programme, including its content, delivery format, teaching staff, admissions requirements, costs, financial aid, and potential career opportunities.

[Try online!](#)



UAabOT

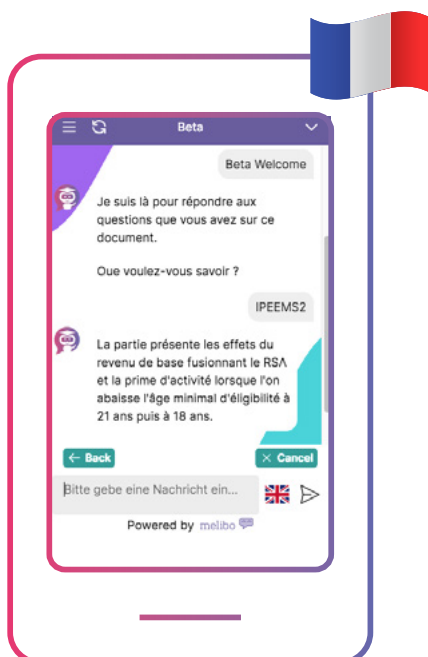
Designed by: Universidade Aberta

Language: Portuguese

Trigger words: distance learning model, assessment, enrolment, equivalence, creditation, tuition fee payments.

The UAabOT offers support for new students enrolled in the Computer Science and Education programmes at UAb for several dimensions: administrative, assessment, pedagogical model.

[Try online!](#)



BETA

Designed by: Université Côte d'Azur

Language: French

Trigger words: Microéconomie appliquée aux sciences sociales (microeconomics applied to social sciences) – IPEEMS2: Beta Welcome

BETA is intended to provide assistance in the study of a document, which discusses the concept of basic income provided by the state of France such as student housing, activity bonus, RSA, etc.

[Try online!](#)

What is coming next?

The pilot chatbots are not the self-purpose: they will serve as learning resources under the next HYBOT result, which is Open training program for chatbot creation the partnership is currently working out.

In our next newsletter, we will provide more insights into this training course which will help you grow as chatbot designer. Stay tuned!

Stay tuned!



Program:
Erasmus+, KA220 - Cooperation
Partnerships for Higher Education

Project lifetime:
November 1, 2021 – October 31, 2024

Coordinator:
Fachhochschule des
Mittelstands (FHM)



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