BUV AI CHATBOT USER GUIDELINES

Introduction

The BUV AI Chatbot is a conversational assistant powered by Microsoft Azure OpenAI service. By drawing knowledge from BUV's Student handbooks, Frequently Asked Questions (FAQs), and PSG Handbook, the BUV AI Chatbot offers virtual assistance to serve students seeking information about **general BUV's regulations, and other student life-related enquiries**.

The chatbot is designed to answer queries in English, providing a quick and easy way to get the information you need.

Availability

The BUV AI Chatbot is available 24/7, 365 days a year, on any device, ensuring that students have access to essential information at all times.

Information Sources Covered

The chatbot covers information as follows:

- Academic operations
- Campus services
- General Bus information
- Student Academic support
- International Office service- Global Mobility
- Exam and Assessment Procedure
- Student code of conduct
- Academic misconduct
- University's Learning Resources
- Personal and Social Growth (PSG) programme
- Career Services & Industry Relations
- Student Life activities
- Student Well-being Services

How to access the BUV AI Chatbot

Step 1 – LOG IN

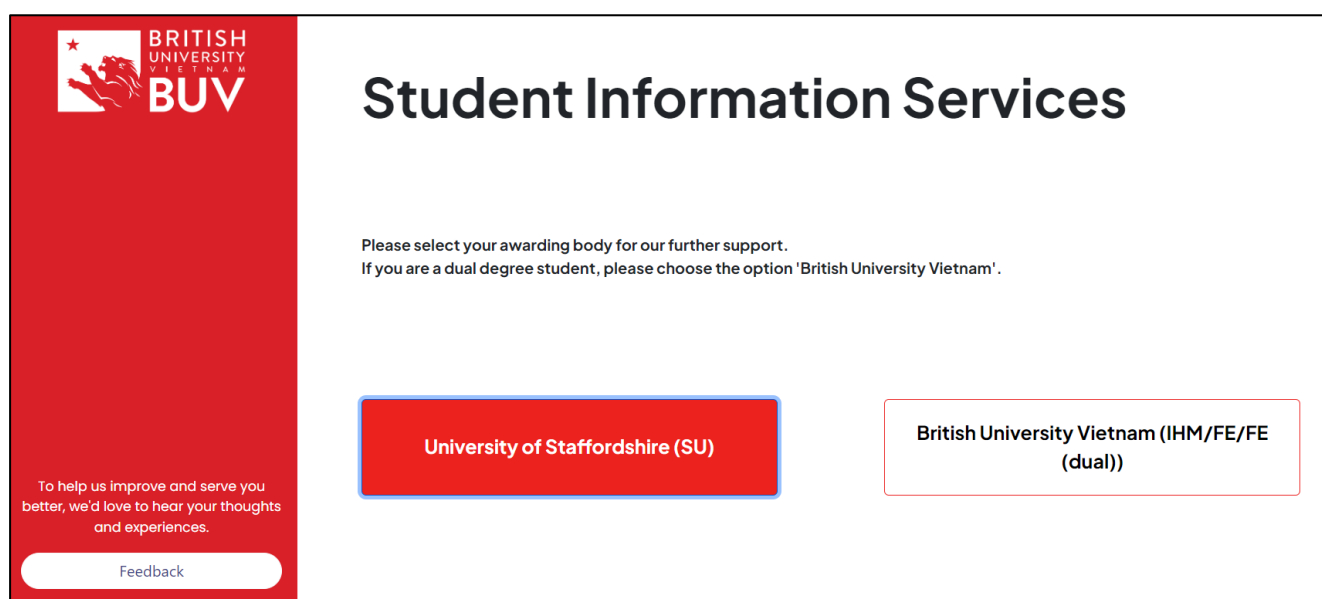Start by logging into BUV AI Chatbot

Link: https://askus.buv.edu.vn/

Step 2 – SELECT AWARDING BODY

Start using chatbot service by choosing your current awarding body.

Please note that each awarding body has different regulations. Selecting the correct one is crucial to ensure you receive accurate and relevant guidance.

Based on your selection, the chatbot will provide tailored support for your specific needs.

Other features:

Reset chat: Clear all previous questions and start fresh with the selected awarding body.

Enter your message...		✈ ↺

New chat: Clear all previous questions and awarding body selections to start fresh.

Feedback

Your feedback is important to us. If you found the chatbot's response helpful or unhelpful, please indicate this by selecting the "thumbs up" or "thumbs down" icon.
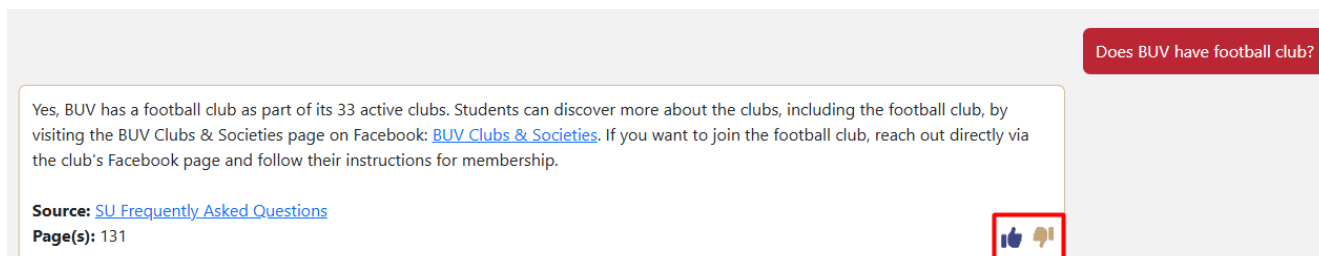
Additionally, you are welcome to provide more detailed suggestions or comments by clicking the "Feedback" button. Your input is valuable to us and will help us serve you better in the future.

Usage Notes

While we strive to provide accurate and up-to-date information, please note that the chatbot's responses may not always reflect the most recent events or developments. Its accuracy cannot be guaranteed to be 100%. For the full disclaimer on the use of the BUV AI Chatbot, please refer to BUV AI Chatbot_Disclaimer.

For professional assistance and official guidance regarding individual student matters, please contact the Student Information Office via studentservice@buv.edu.vn.

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