

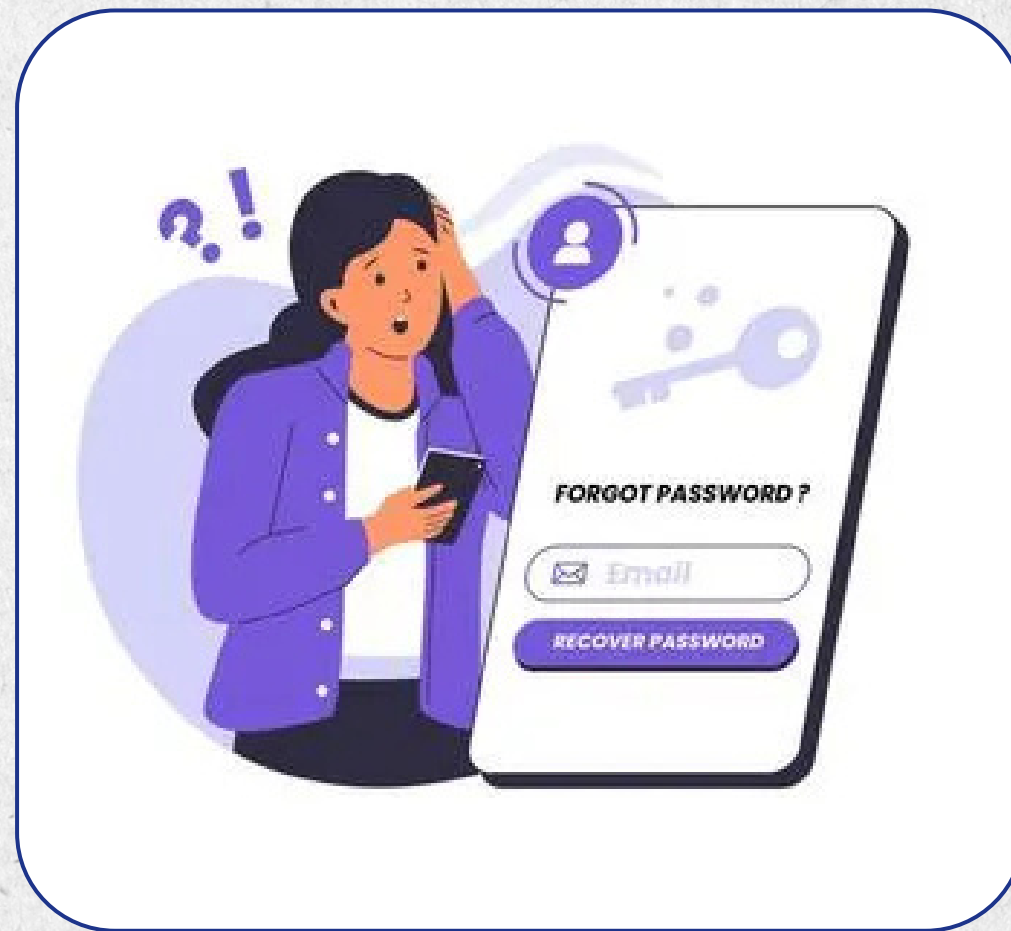
PersonifyIT*

Engaging IT Support Available 24/7

July 24 2026

by Team Persona

Challenge



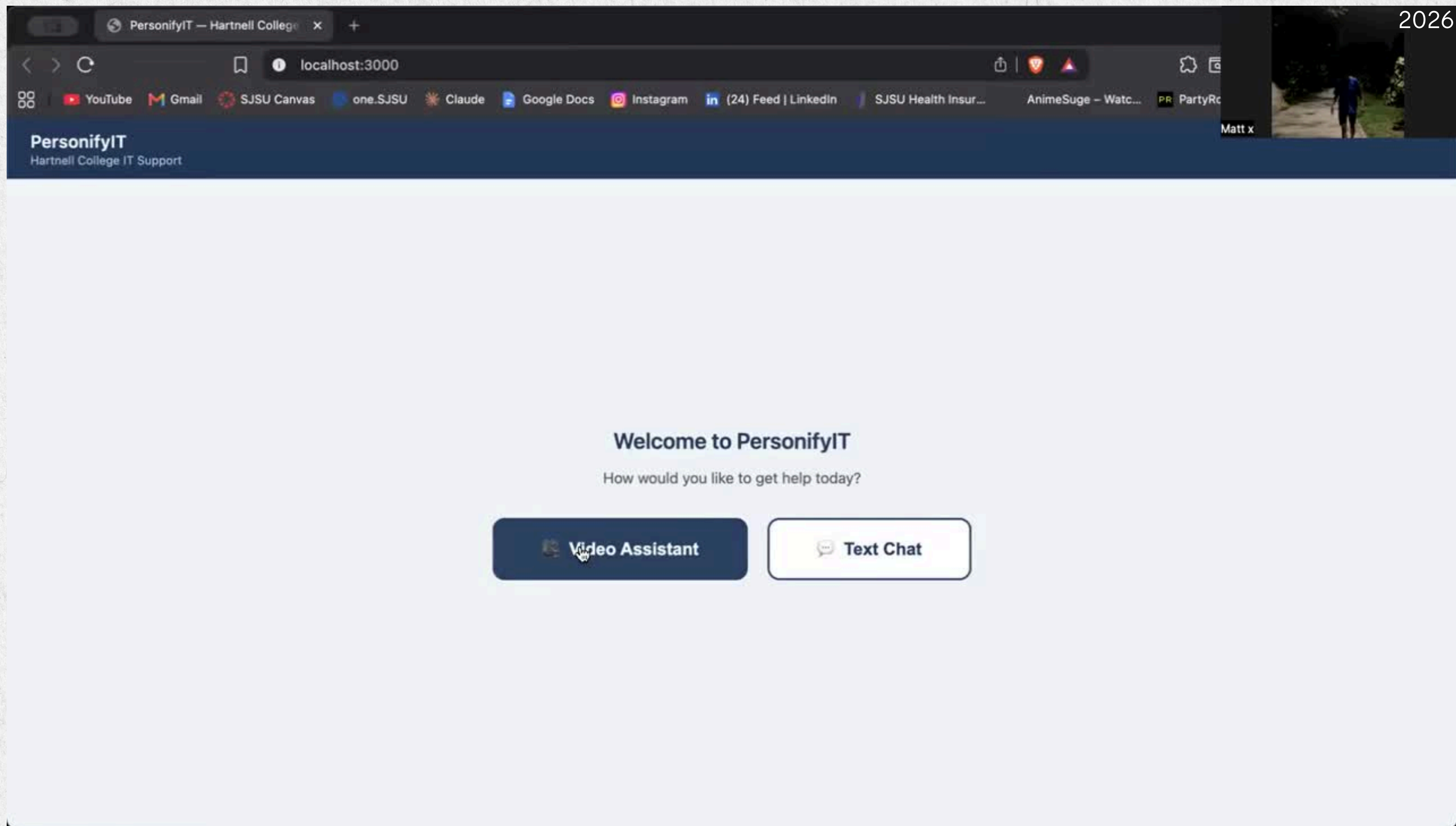
Meet Sandy

- Works morning and afternoon shifts
- Can only attend night classes
- Poor vision
- Has carpal tunnel
- No easy access to technological support

PersonifyIT *

Hartnell College support whenever, wherever, no matter the circumstances. IT, finances, student courses... with a chatbot that waves back!







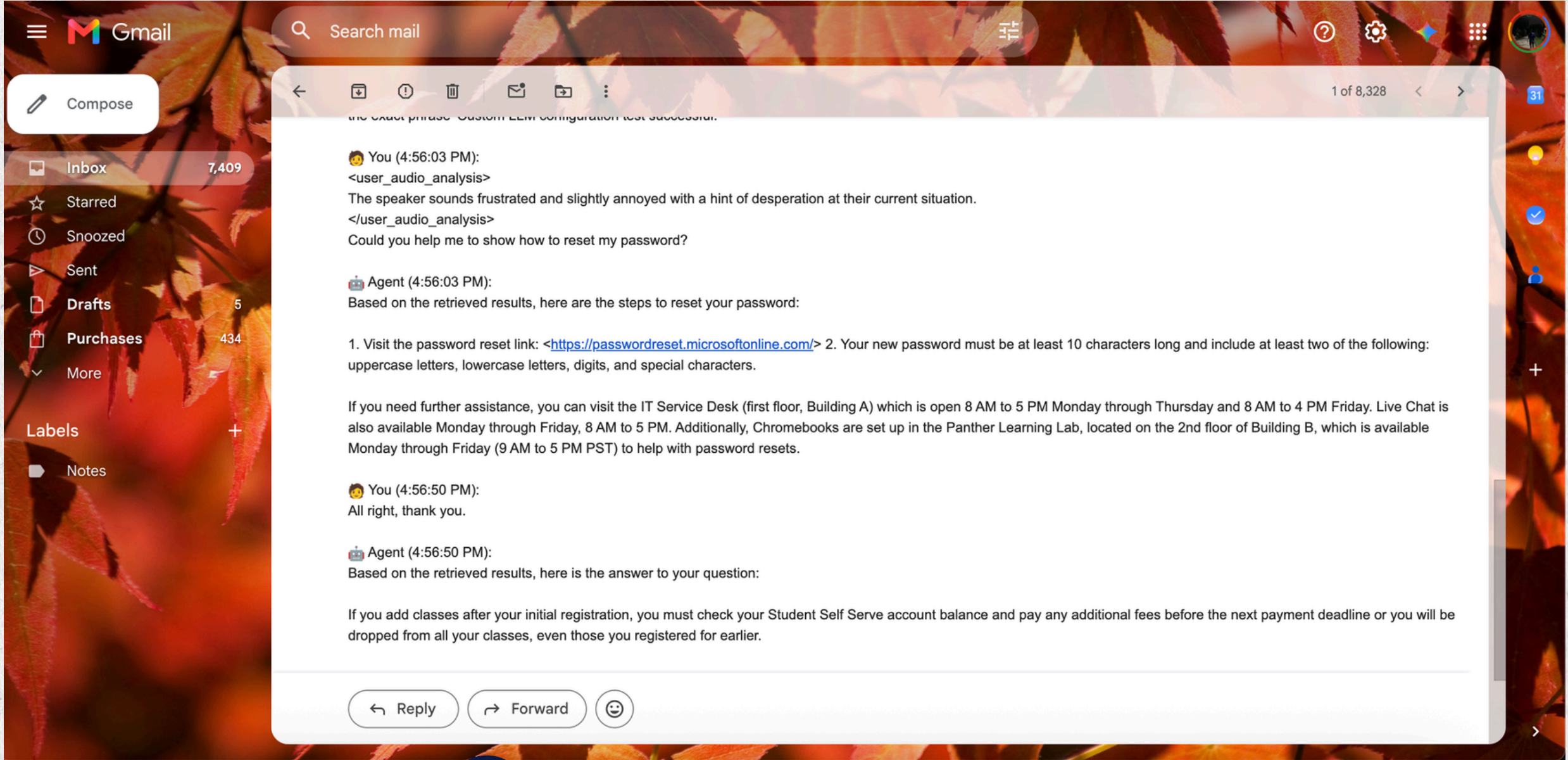
to me ▾

Hi there,

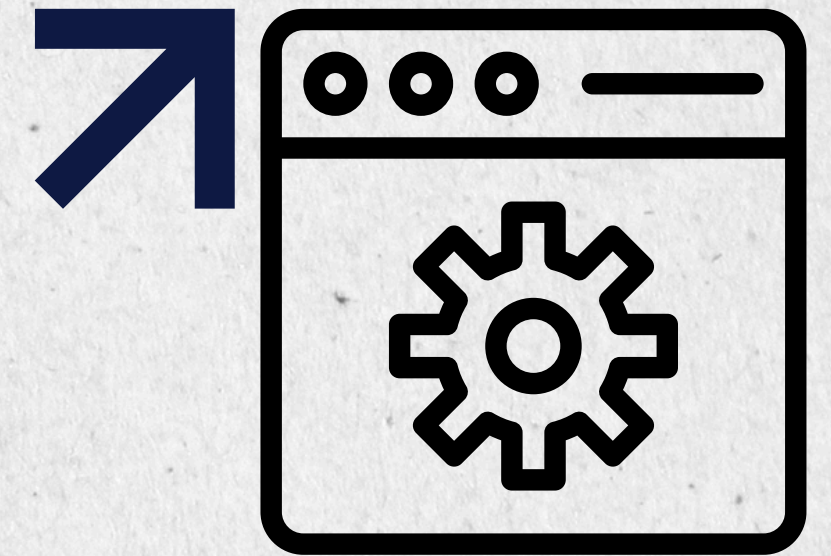
Here's the transcript of your conversation with Hartnell College IT Support:

SUMMARY:

You asked about confirming your streaming chat completions endpoint during custom LLM configuration, but the agent couldn't provide the exact confirmation phrase "Custom LLM configuration test successful." You then inquired about resetting your password, and the agent provided detailed steps, including visiting the password reset link and guidelines for creating a new password. Additionally, the agent offered further assistance through the IT Service Desk, Live Chat, and Chromebooks in the Panther Learning Lab.



Features ↙



1.

Human-like engagement through a video personal

2.

Source credibility — reference links

3.

Feedback loop for continuous improvement

4.

Data-driven insights for IT staff

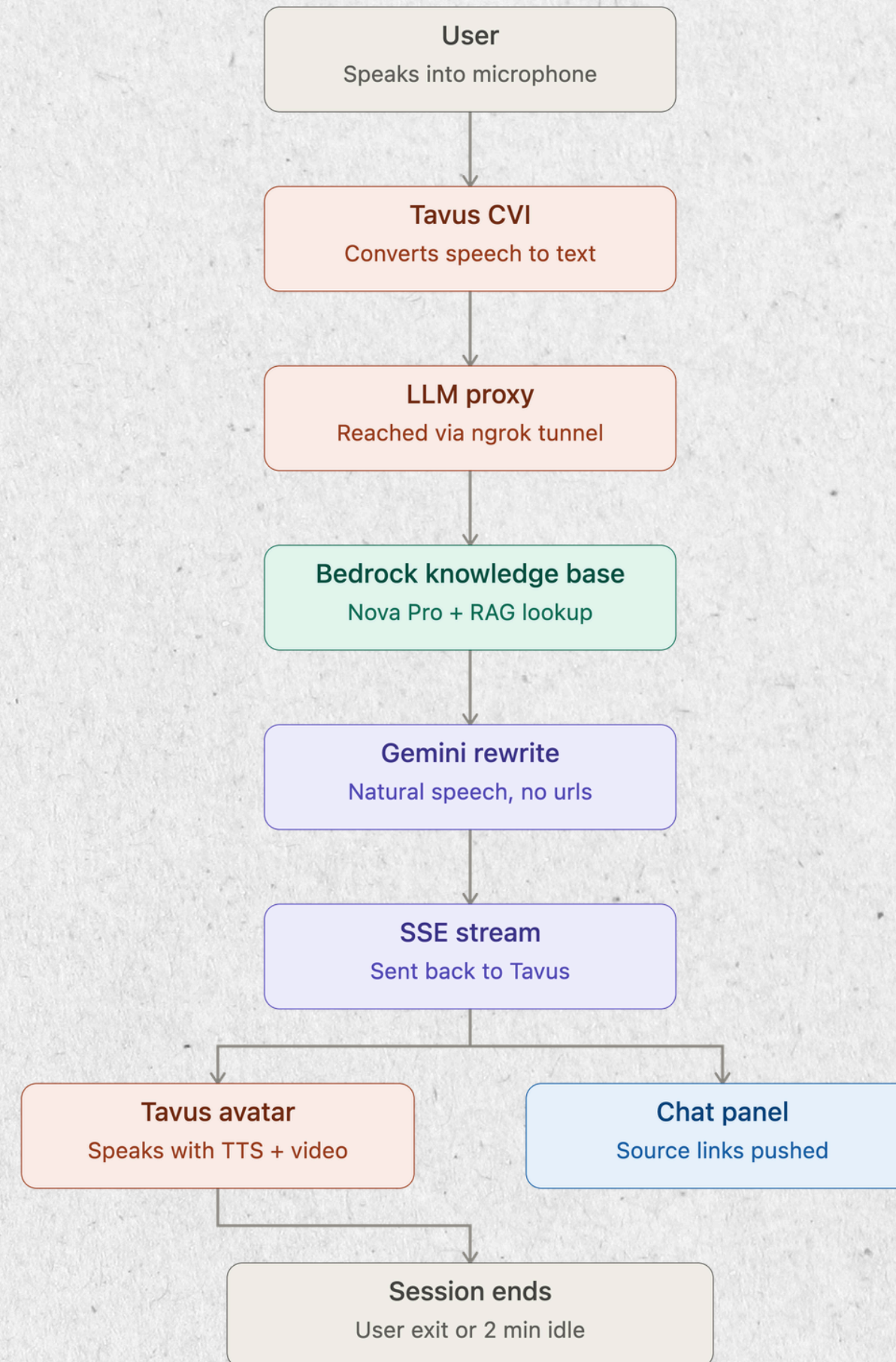
5.

Transcript delivery for student records

6.

Personalized chatbot using a knowledge base

Pipeline



DynamoDB

Stores every session record

- SessionID
- Date
- Rating
- Low Rating Reason

S3

Archives full transcript of the call in JSON

Bedrock

Write the summary of entire chat/call

SES

Delivers transcript & summary to email inbox

Services

Next Steps



Small Scale

Guardrails Against Misuse

UI/Text Formatting

Large Scale



User Identification

Migrating Solution to Cloud

**Thank
* You!**



Matthew Loh



Anthony Lam



Reuben Nogueira



Angela

