

Project Title AI-Powered Support Chatbot

Objective: Enhance customer support efficiency by developing an AI chatbot that can handle support queries, search the Intasite dashboard, and learn from historical support data.

Tasks & Responsibilities:

- Implement Natural Language Processing (NLP) for chatbot query handling.
- Train AI using historical support tickets to improve response accuracy.
- Integrate with Intasite API for real-time data retrieval (e.g., induction status, permits).
- Develop auto-escalation features for unresolved queries.
- Deploy across web, mobile, and chat platforms (e.g., Teams, Slack).

Duration of Internship

Flexible between 8-12 weeks

Skills Required

Confidence in working with digital technology relevant to the internship project. Strong analytical and problem-solving skills. A keen interest in process improvement and digital transformation.

Location

Intasite Ltd,
LevelQ, Surtees Business Park
Stockton on Tees
TS18 3HR

Start Date

Summer 2025 start date flexible

How to apply

Send cover letter and CV to Danielle Croce via email danielle@intasite.com