

## Agreement Regarding UAB AskBlaze Chatbot Tool

You have the opportunity to utilize the UAB AskBlaze Chatbot for your School or Administrative Unit. By implementing the AskBlaze Chatbot you are agreeing to/acknowledging the following:

- You acknowledge that AskBlaze is a university chatbot system intended to answer frequently asked questions.
- You agree to adhere to content governance. Questions fall into three groups.
  - Some questions are forms of digital mass communications and fall under digital mass communication and digital content pursuant to the [University's Digital Mass Communications and Content Policy](#). All requirements under this policy apply to content created for these types of questions.
  - Some questions are extracted directly from technology systems and are specific to the individual. These questions are governed by Vice President for Information Technology and Chief Information Officer in consultation with the Associate Vice Provost for Institutional Effectiveness where appropriate.
- You acknowledge that use of the AskBlaze Chatbot must be approved by the Dean of your School or Vice President of your Administrative Unit. This approval is requested upon submission of your request and must be approved through the request.
- You acknowledge that your School or Administrative Unit is responsible for developing and maintaining the school/unit specific content used by the AskBlaze Chatbot.
- You acknowledge that the AskBlaze Chatbot will search your content first for a suitable answer in response to a question and if a suitable match is not found it will search the content from other AskBlaze Chatbot content repositories for a suitable match.
- You agree to appoint a content creator, and the content creator agrees to the following.
  - Attend AskBlaze training either in person and/or through documentation provided.
  - Create content consistent with university values and brand.
  - Maintain the content as needed so that the content remains accurate and relevant.
  - Monitor submitted questions to ensure validity of response.
- You agree to appoint a content moderator who is not the same person as the content creator, and the content moderator agrees to the following.
  - Attend AskBlaze training either in person and/or through documentation provided.
  - Monitor unit questions and answers to ensure they are consistent with university values and brand as needed
  - Review AskBlaze questions and answers to ensure that they are not biased. AskBlaze is not a learning system, but it will reflect the bias of content creators and moderators. Strive to ensure your questions and answers reflect institutional values and do not induce bias into the system.
- You acknowledge that some questions provided by users may exceed the intended scope of the AskBlaze chatbot and agree to configure content appropriately to handle these issues. When establishing the content ensure that the appropriate subject matter experts are engaged to address critical subjects that may arise from the users. Example areas include Emergency Management, Safety and Security, Legal Risk, Human Resources, and Financial.
- You acknowledge that content creators and moderators should be cognizant of the intended audience but also consider the effect of the response on unintended audiences. For instance, if a student receives a response that was intended for an employee, what would be the effect? Careful planning should go into the wording of the responses to specify the target audience if it is potentially unclear.
- You acknowledge that chatbots are designed to simulate human interaction. The behavior, demeanor, and helpfulness of these agents reflect on UAB. You agree that as with any other web content the content is professional and respectful and adheres to the [University's Digital Mass Communications and Content Policy](#).

**Support and Training:** Please contact the UAB IT Help Desk at 205-996-5555 or email [AskIT@uab.edu](mailto:AskIT@uab.edu) for support and training.