intelliarts

Case Study

AI Assistant for the Cybersecurity Chatbot

Business challenge:

A cybersecurity training provider asked us to research the feasibility of creating an AI agent, a so-called step suggester, to analyze students' work in the virtual environment and recommend next steps. The company offers the ability to launch virtual machines for hands-on experience with simulated hacker attacks, but some students struggle with practical assignments and risk dropping out, which this AI agent aimed to prevent.

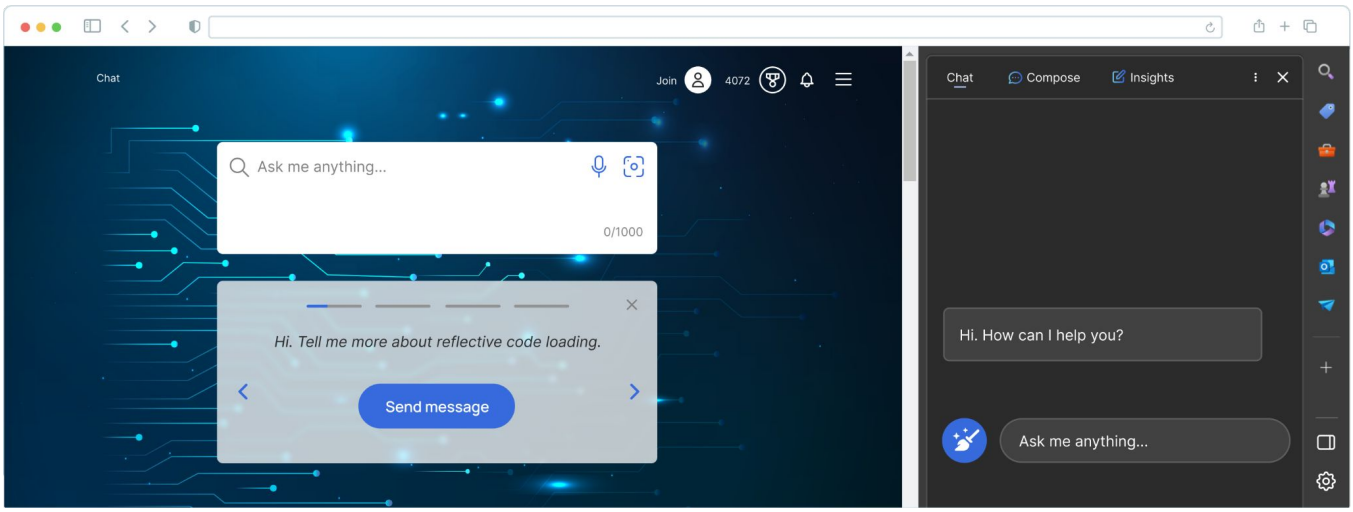
Solution:

The Intelliarts team proved the possibility and feasibility of building the AI agent to improve the users' retention rate. We also built the PoC with a UI and basic functionality required. Some milestones of the project included:

- The team analyzed the available data and recommended how to collect more data to enhance future results.
- We researched and consulted the company on the best way to create the AI assistant by combining a classical ML approach and an LLM with an algorithmic programmatic approach to detect straightforward hacker attacks.
- Based on the insights from the problem analysis, our data scientists advised on how to rewrite learning materials and build tasks to keep users focused and interested.

Business value:

By offering timely support and guidance to students, the AI agent is planned to improve the course completion rate. Although the AI assistant is still to be implemented, Intelliarts proved the feasibility of its development and provided specific recommendations for implementation.



Read the full success story about AI chatbot development.