

# AI Chatbot

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Sponsor: Noridian Healthcare

## The Problem

As Noridian's SharePoint usage has grown, its built-in search tools have struggled across sites, making it harder to find documents and data, reducing efficiency and access to key information.

## TESTING EXAMPLE

Test Case ID: PT-04

Type: StressTesting

Test Scenario: Test chatbot response under extreme load.

Preconditions: Chatbot is deployed in production-like environment

Test Steps:

1. Simulate 4000 concurrent users sending queries(Double the total number of employees at Noridian).

2. Record metrics

Expected Behavior: Chatbot will handle this amount of users effectively

Result: PASS

Performance Metrics:

Summary Report:

Label	# Samples	Average	Min	Max	Std. Dev.	Error %	Throughput	Received KB/sec	Sent KB/sec	Avg. Bytes
Get Token	4000	4911	1174	16348	2994.58	100.00%	230.2/sec	95.77	96.22	426.9
InitiateConversation	4000	401	53	13292	993.47	100.00%	181.3/sec	59.49	49.22	336.0
SendUtterance	4000	1028	158	13456	1448.85	100.00%	164.6/sec	16.55	35.03	103.0
GetBotResponse	4000	301	43	15669	740.98	100.00%	164.5/sec	16.55	69.88	103.0
TOTAL	16000	1660	43	16348	2598.39	100.00%	611.0/sec	184.40	202.73	242.9

Aggregate Report:

Label	# Samples	Average	Median	90% Line	95% Line	99% Line	Min	Maximum	Error %	Throughput	Received KB/sec	Sent KB/sec
Get Token	4000	4911	3851	8578	9765	12782	1174	16348	100.00%	230.2/sec	95.77	96.22
InitiateConversat...	4000	401	96	766	2487	4601	53	13292	100.00%	181.3/sec	59.49	49.22
SendUtterance	4000	301	91	709	1323	3753	43	15669	100.00%	164.5/sec	16.55	69.88
GetBotResponse	4000	1028	292	2543	3434	7034	158	13456	100.00%	164.6/sec	16.55	35.03
TOTAL	16000	1660	282	6416	8145	9957	43	16348	100.00%	611.0/sec	184.40	202.73

Graph Reports:

Graphs to Display

☒ Data

☒ Average

☒ Min

☒ Max

☒ Std. Dev.

☒ Error %

No. of Samples: 16000

Label Sample: 160

Value: 100

## Benefits

Improved Efficiency  
Enhanced Compliance and Risk Management  
Expanded Scalability

**noridian**  
Healthcare Solutions

## PROJECT TIMELINE

### INITIATION

**01**

Outline project scope, Identify risks & limitations, Determine budget, Choose intended software

Create Copilot Chatbot, Integrate with SharePoint, Assign permissions via Azure

**02**

### DEV PHASE 1

### DEV PHASE 2

**03**

Rigorous chatbot testing, Update risks & limitations, Draft implementation guide

Finalize implementation guide

**04**

### FINALIZATION

