Bando HORIZON 2020

Progetto Mr Ati (2017-2018)

The project in collaboration with CIRA and MajorBit, was aimed to develop a virtual digital assistant (BOT) trained to support MRO's (Maintenance & Repair Organization) operators that takes advantage of Artificial Intelligence (AI) technologies.

The platform implements and integrates topmost AI and machine learning algorithms in order to give a likely answer to the hangar operators in an increasing complex nature typical of the aeronautical maintenance process.

The BOT is a first application of smart operators to be next implemented once specifically trained in further technical MRO's departments like Customer Care, etc. Using the BOT helps people "amplifying" their knowledge on the historical MRO's experience accessing the huge amount of digital data previously recorded in the system. At the same time, it contributes to preserve the MRO experience itself and allows the deployment of big data technologies.

MrATI is trained on a dynamic evaluation tool exploiting the technical support given by expert instructors selected to give an answer to a specific requests thru a Q&A web platform. The feedback received by the platform are taken into account to improve the automation algorithm and is utilized to replace the instructor's answer.

The project takes advantage of the enormous progress made on smart devices as an efficient approach to access the information space. The customized support service for MRO operators parses any kind of request's attachments like videos, vocal messages, images etc.