

Katalon Assistant

by HDimension

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Context

Katalon is a fast-growing software quality management company, serving users in 80+ countries with solutions such as Studio, TestOps, TestCloud, and TrueTest.

Our capstone project, Katalon Assistant, is built for the Katalon Support division. This web-based, domain-specific AI assistant powered by a scalable multi-agent architecture, answers product queries, automatically generates support tickets for unresolved issues, and delivers real-time analytics through a smart dashboard.

Challenge

Growing Support Backlog: Manual ticket handling and keyword-based search delay resolutions and overwhelm support teams.

Low Information Discoverability: Users struggle to find relevant help despite extensive documentation and resources.

Limited AI Integration: General AI tools lack Katalon-specific knowledge and workflow integration.

Objectives

Deliver immediate, context-aware responses by leveraging Katalon's extensive documentation via MCP.

Significantly reduce manual support ticket submissions through proactive issue resolution.

Continuously collect actionable user feedback to enhance response quality and accuracy.

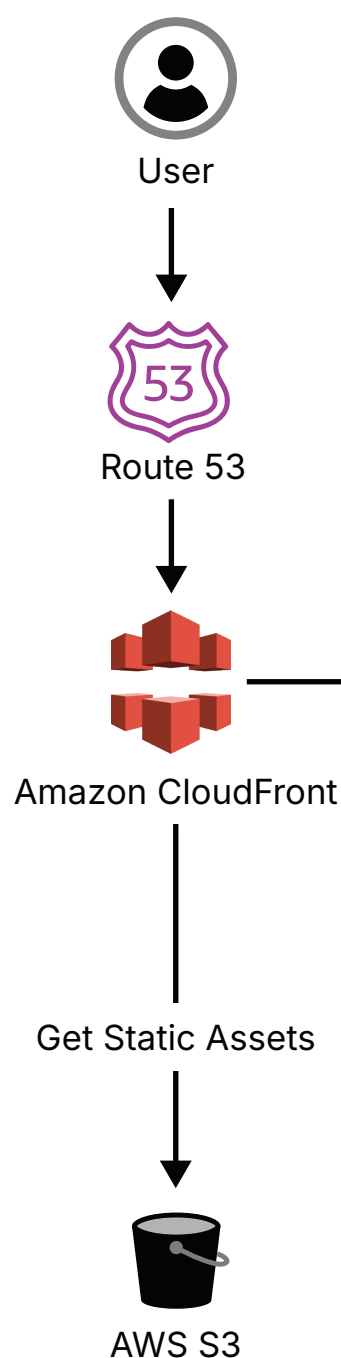
Multi-Agent

Hi, I'm **Ticket Agent**.
I gather information from conversations and create structured support tickets for Katalon Salesforce!

Hello, I'm **MCP Agent**, I retrieve relevant information about Katalon products from official knowledge base and documentation via MCP server!

Hey, I'm **Research Agent**, I scrape information not available in knowledge base from external website!

AWS Cloud



Scan to know more!

Key Features

