Published on *University of Colorado* (https://www.cu.edu)

Cross-team collaboration delivers new chatbot for PSC website [1]

May 15, 2026 by ES & UIS Communications [2]

Through a strong partnership between the Procurement Service Center (PSC), the Office of the University Controller (OUC) and UIS, the PSC website [3] now features “Goldie,” a new AI-powered chatbot.

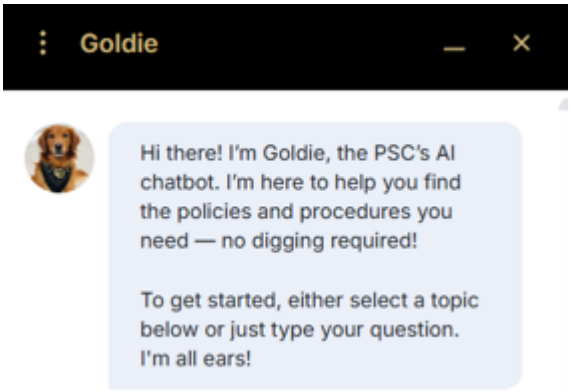
The goal of the project was to deliver a fully branded, 24/7 chatbot that integrates with PSC systems, enabling campus customers and suppliers to quickly resolve routine inquiries with consistent, accurate responses.

To make this possible, UIS collaborated across multiple teams and platforms. Al Writes, Milap Sharma, Amar Tekriwal, and Kumar Patibandla developed the Oracle ServiceBus connection, allowing the chatbot to retrieve real-time financial data. This enables users to check payment status on their own, which is currently the PSC’s highest-volume Service Desk inquiry. Toby Lutz coordinated single sign-on (SSO) integration to ensure secure access to employee-specific information, while Mark Donohue helped establish a seamless connection to Salesforce. This allows users to create support cases directly from the chatbot, with full conversation history automatically attached.

The effort was highly collaborative, with key contributions from Lucas Win, Cal Anderson (Office of the University Controller), and Adam Alberti-Powell (PSC), whose coordination, testing, and data work were instrumental in bringing Goldie to life.

“We are extremely proud of the PSC’s Chatbot,” said Jennifer Martin, PSC director of Customer Success and Organizational Excellence. “Goldie would not be possible without the partnership of UIS and Cal Anderson in OUC. We appreciate UIS’ solution-oriented approach and engagement in this project.”

With Goldie now live, PSC customers benefit from faster answers, reduced wait times, and a more streamlined support experience — demonstrating the impact of thoughtful collaboration and well-integrated technology.



Send email when Published:
No

Source URL:https://www.cu.edu/blog/uis-news/cross-team-collaboration-delivers-new-chatbot-psc-website

Links
[1] https://www.cu.edu/blog/uis-news/cross-team-collaboration-delivers-new-chatbot-psc-website
[2] https://www.cu.edu/blog/uis-news/author/276336 [3] https://www.cu.edu/psc