

# **Building an AI Helpdesk system using Agentic RAG technology to automatically answer FAQs and handle EMR issues.**

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**Abstract:** In the modern context, the demand for technical support through AI helpdesk systems is increasingly high. This project aims to build an automated system for answering frequently asked questions (FAQ) and troubleshooting issues related to EMR (Electronic Medical Records). By combining Agentic RAG technology, deep learning methods will be applied to improve understanding and response accuracy. This project not only contributes to solving the problem of efficient technical support management but also brings practical value to the healthcare field by optimizing workflows.

**Keywords:** AI helpdesk, Agentic RAG, EMR, Technical support, Automated Q&A;