

# COVID-19 Assistant

for information and guidance from WHO regarding  
the current outbreak of Novel Coronavirus disease

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Hosting Platform- IBM Watson

# What is a Chatbot?

A chatbot is a computer program that uses AI to have a conversation with humans. Users can ask questions, clarify requests, search for answers from a knowledge base and respond to chatbot questions and statements using natural language. A chatbot could support text input, audio input, or both.

The terms chatbot, virtual assistant, and conversational agent are sometimes used interchangeably, but chatbots tend to support simpler conversations and more singular tasks.

e.g. A chatbot could tell you whether it will rain tomorrow, but a conversational agent might determine that what you need to know is what you should wear.

# Building a Chatbot?

The first tasks are to identify the goal and define the scope of the chatbot. What does the group requesting the chatbot want to accomplish? How is this goal currently addressed, and what are the challenges that are driving a need for a chatbot?

Chatbots succeed when a clear understanding of user intent drives the development of both the chatbot logic and the end-user interaction. As part of the scoping process, it defined the intention of use.

e.g. Will users want information about weather or determine whether they need to bring their computer in for repair?

It also defined the entities. An entity is a type of object or data that is relevant to a user's intent. If your chatbot is helping an individual find an NGO, entities might include the nature of work of the NGO, the location and the person to contact.

# WHO's COVID-19 Assistant

This assistant is designed to provide information and guidance and give updates regarding the current outbreak of Coronavirus disease (COVID-19) on behalf of the World Health Organization.

## What does this COVID-19 Assistant do?

- Gives you the latest numbers of cases and situation reports.
- Suggest protective measures against the Novel Coronavirus.
- Answer your questions related to the pandemic.
- Helps you deal with false information related to the pandemic.
- Gives you travel advice.
- Suggests food and hygiene practices.
- Provides news and updates related to the outbreak.
- Encourages you to donate.

1:32 0.0KB/s 4G 44 Assistant preview

**World Health Organization**

Welcome to the World Health Organization's COVID-19 Assistant. Get information and guidance from WHO regarding the current outbreak of Coronavirus disease (COVID-19). What would you like to know about Coronavirus?

Select an option

- 1. Latest Numbers
- 2. Protect Yourself
- 3. Your questions answered
- 4. Mythbusters
- 5. Travel Advice
- 6. News and Press

Type something... →

1. Latest Numbers

Coronavirus (COVID-19) Situation Dashboard

Covid-19 Visualizer

An interactive map provides the latest numbers; day and country-wise of COVID-19 cases on a daily basis and country-wise numbers of COVID-19 cases.

For country numbers, find the latest situation reports here: [Latest situation report by WHO](#)

Type something... →

1:33 0.0KB/s 4G 44 Assistant preview

**2. Protect Yourself**

Protect Yourself

Watch the video on preventing the spread of coronavirus

**CROWDED PLACES**

Coronavirus - seven ways to protect yourself

Wash your hands frequently

Avoid touching your eyes, mouth and nose

Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze

Avoid crowded places

Stay at home if you feel unwell- even with a slight fever and cough

Type something... →

1:37 0.0KB/s 4G 43 Assistant preview

**3. Your questions answered**

Reply with the alphabet to get the answer

a. What are Coronaviruses, what is COVID-19 and how is it related to SARS?

b. What are the symptoms of COVID-19?

c. How does COVID-19 spread?

d. Can I catch COVID-19 from faeces, animals or pets?

e. Can I catch COVID-19 from infected surfaces or packages from infected areas?

f. What can I do to protect myself and prevent the spread of disease?

g. What should I do if I have visited an area where COVID-19 is spreading?

Type something... →

36 0.0KB/s 4G 43 Assistant preview

**4. Mythbusters**

There is a lot of false information around. These are the facts.

People of all ages **CAN** be infected by the coronavirus. Older people and people with pre-existing medical conditions (such as asthma, diabetes and heart disease) appear to be more vulnerable to becoming severely ill with the virus.

Cold weather and snow **CANNOT** kill the Coronavirus.

The coronavirus **CAN** be transmitted in areas with hot and humid climates.

The coronavirus **CANNOT** be transmitted through mosquito bites.

There is **NO** evidence that companion animals/pets such as dogs or cats can transmit the Coronavirus.

Taking a hot bath **DOES NOT** prevent the Coronavirus.

Hand dryers are **NOT** effective in killing the Coronavirus.

Type something... →



The screenshot shows a mobile phone interface with the following details:

- Top Bar:** Shows the time as 1:34, signal strength, battery level at 4G, and a download speed of 0.0KB/s.
- Section Header:** "Assistant preview"
- Text:** "Only wear a mask if you are ill with COVID-19 symptoms (especially coughing) or looking after someone who may have COVID-19."
- Section Header:** "Travellers returning from affected areas should:"
- Text:** "Self-monitor for symptoms for 14 days and follow additional protocols of receiving countries. Some countries may require returning travellers to enter quarantine."
- Text:** "If symptoms occur, such as fever, or cough or difficulty breathing, travellers are advised to contact local health care providers, preferably by phone, and inform them of their symptoms and their travel history."
- Text:** "or the latest travel advice click here" (link)
- Text:** "or the latest situation reports for affected areas click here" (link)
- Text:** "or advice on proper food hygiene practices click here" (link)
- Text:** "or advice on visiting live animal markets click here" (link)
- Text:** "Reply i for "Should I wear a mask to protect myself?" (link)
- Text:** "Please select option from menu" (link)
- Form:** A dropdown menu with the placeholder "Select an option".
- Text:** "Type something..." with a right arrow icon.

The screenshot shows a mobile application interface. At the top, there is a status bar with the time '1:34', signal strength, battery level at 43%, and a network speed indicator of '2.2KB/s'. Below the status bar, the title 'Assistant preview' is displayed. A message from 'Reply from' is partially visible, ending with 'should I wear a mask to protect myself?'. The main content area has a heading 'Please select option from menu'. A dropdown menu is open, showing the option '6. News and Press' which is highlighted with a blue border. Below this, a dark button also displays '6. News and Press'. The background of the app shows various news-related sections like 'News and Press', 'Situation reports: the latest updates on the novel coronavirus outbreak', 'Latest updates: Coronavirus disease (COVID-19) covered from across WHO media', 'News articles: All news releases, statements and news for the media', and 'Press briefings: Coronavirus disease (COVID-2019) press briefings, videos, audio and transcripts'. At the bottom, there is another section with a dropdown menu labeled 'Please select option from menu' and a placeholder 'Select an option'. To the right of this section, there is a large input field with an arrow icon and the placeholder 'Type something...'. On the far right, there are buttons for 'Select a' and 'Please se'.

34 1.3KB/s 4G 43

assistant preview

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Please select option from menu

Donate Now

7. Donate Now

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Select option from menu

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1:32 Assistant preview

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4. Mythbusters
5. Travel Advice
6. News and Press

Type something...

1:33 Assistant preview

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COVID-19 Visualizer

This interactive map provides the latest numbers; globally and country-wise of COVID-19 cases on a daily basis.

Global and country-wise numbers of COVID-19 cases here: [Latest situation report by WHO](#)

Type something...

1:33 Assistant preview

2. Protect Yourself

Protect Yourself

Watch the video on preventing the spread of Coronavirus

CROWDED PLACES

Coronavirus - seven ...

Wash your hands frequently

Avoid touching your eyes, mouth and nose

Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze

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Stay at home if you feel unwell- even with a slight fever and cough

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1:33 Assistant preview

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- f. What can I do to protect myself and prevent the spread of disease?
- g. What should I do if I have visited an area where COVID-19 is spreading?

Type something...

1:37 Assistant preview

3. Your questions answered

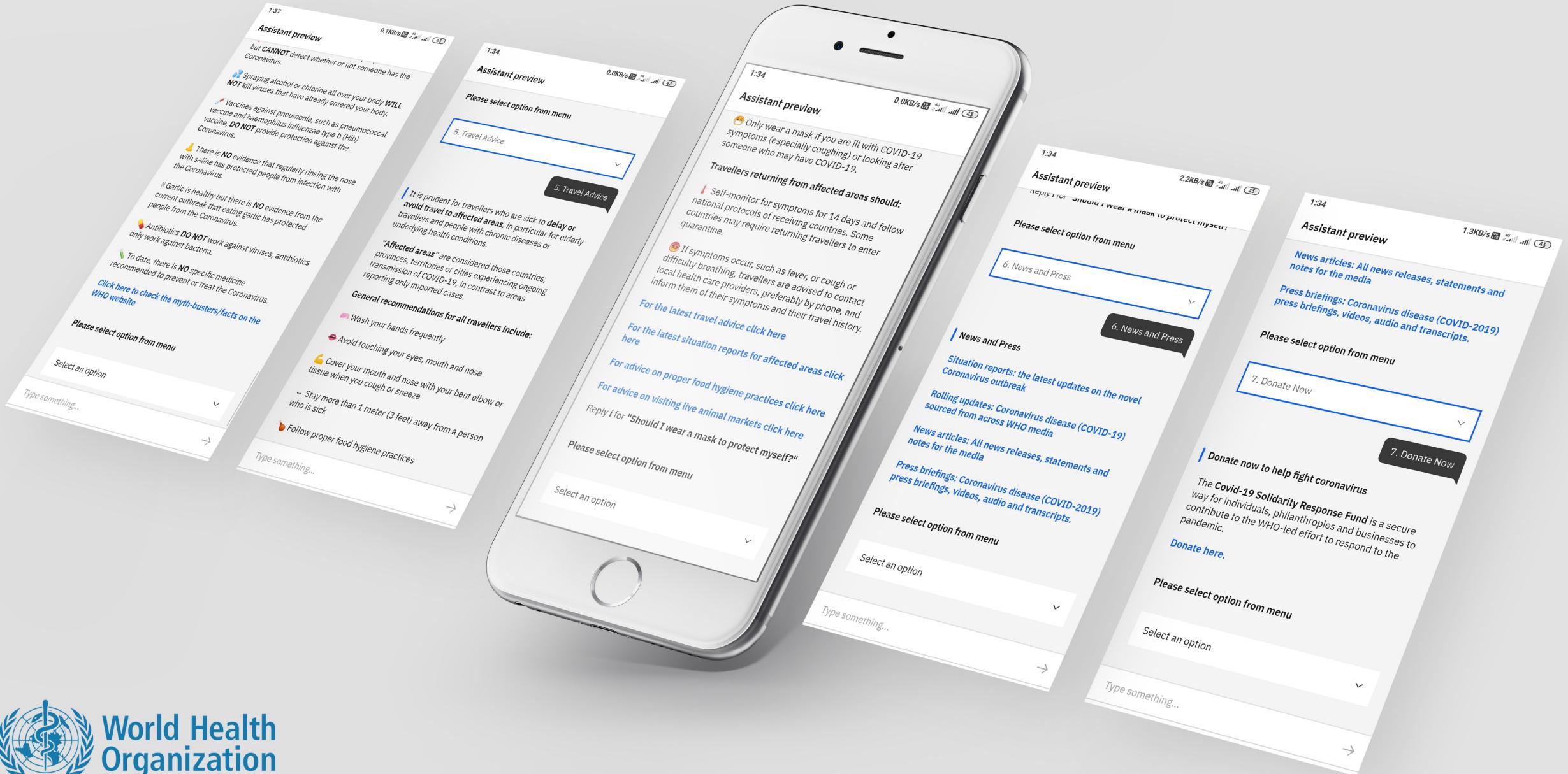
1:36 Assistant preview

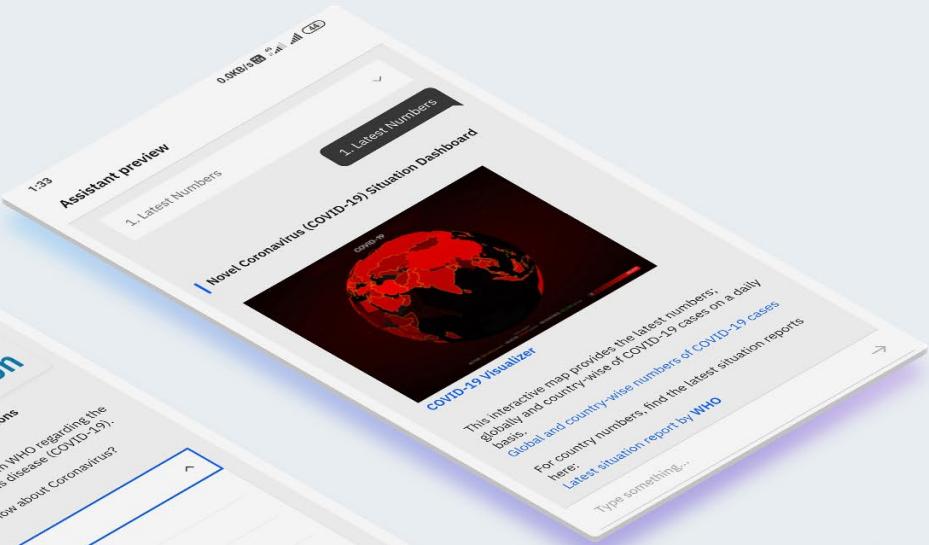
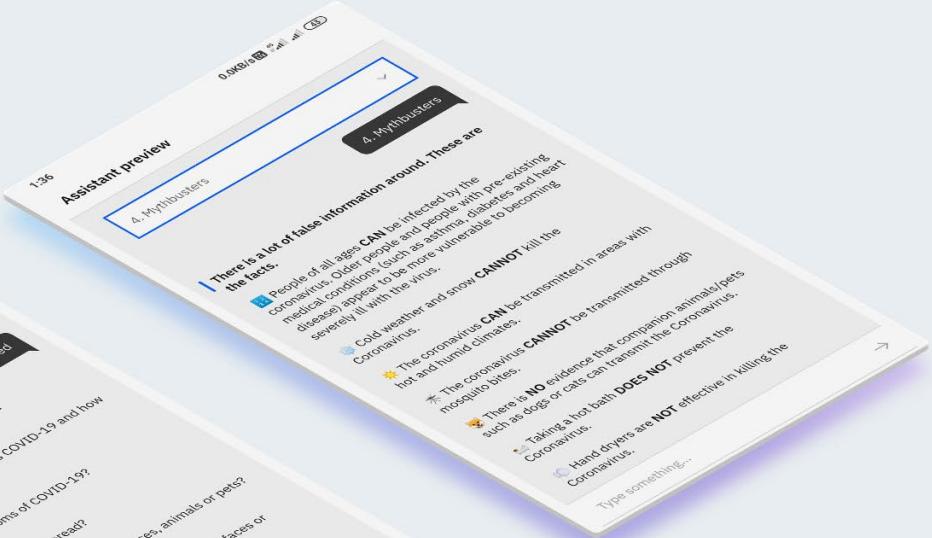
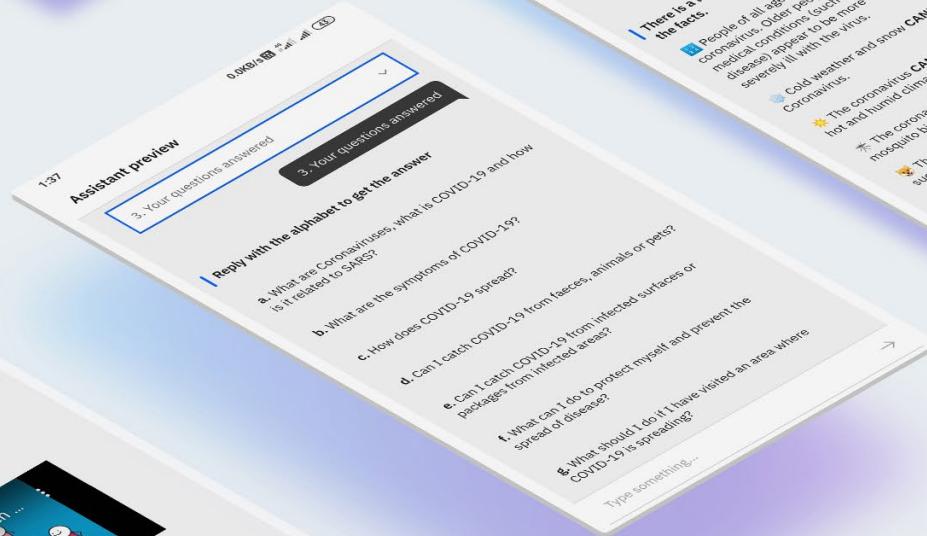
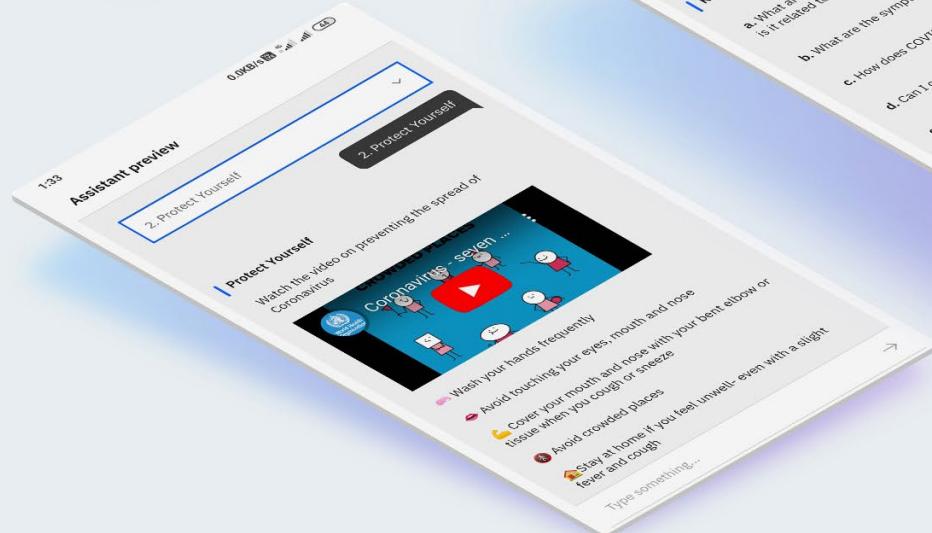
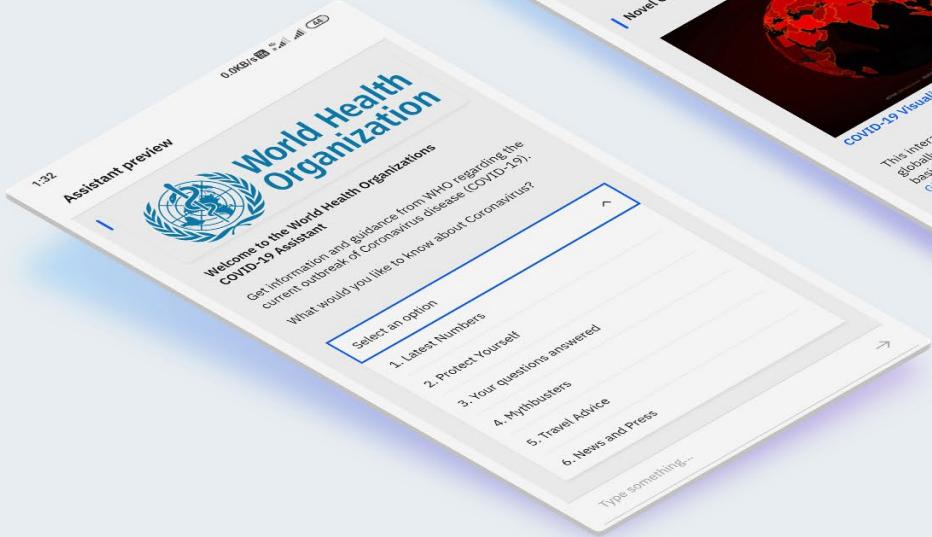
4. Mythbusters

There is a lot of false information around. These are the facts.

- People of all ages **CAN** be infected by the coronavirus. Older people and people with pre-existing medical conditions (such as asthma, diabetes and heart disease) appear to be more vulnerable to becoming severely ill with the virus.
- Cold weather and snow **CANNOT** kill the Coronavirus.
- \* The coronavirus **CAN** be transmitted in areas with hot and humid climates.
- \* The coronavirus **CANNOT** be transmitted through mosquito bites.
- \* There is **NO** evidence that companion animals/pets such as dogs or cats can transmit the Coronavirus.
- Taking a hot bath **DOES NOT** prevent the Coronavirus.
- Hand dryers are **NOT** effective in killing the Coronavirus.

Type something...







Assistant preview

but **CANNOT** detect whether or not someone has the Coronavirus.

- Spraying alcohol or chlorine all over your body **WILL NOT** kill viruses that have already entered your body.
- Vaccines against pneumonia, such as pneumococcal and haemophilus influenzae type b (Hib) **DO NOT** provide protection against the Coronavirus.
- There is **NO** evidence that regularly rinsing the nose with saline has protected people from infection with the Coronavirus.
- Garlic is healthy but there is **NO** evidence from the current outbreak that eating garlic has protected people from the Coronavirus.
- Antibiotics **DO NOT** work against viruses, antibiotics only work against bacteria.
- To date, there is **NO** specific medicine recommended to prevent or treat the Coronavirus.

[Click here to check the myth-busters/facts on the WHO website](#)

Please select option from menu

Select an option

Type something...

1:34 Assistant preview

Please select option from menu

5. Travel Advice

It is prudent for travellers who are sick to **delay or avoid travel to affected areas**, in particular for elderly travellers and people with chronic diseases or underlying health conditions.

**Affected areas\*** are considered those countries, provinces, territories or cities experiencing ongoing transmission of COVID-19, in contrast to areas reporting only imported cases.

**General recommendations for all travellers include:**

- Wash your hands frequently
- Avoid touching your eyes, mouth and nose
- Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze
- Stay more than 1 meter (3 feet) away from a person who is sick
- Follow proper food hygiene practices

Type something...

1:34 Assistant preview

Please select option from menu

1.34 Assistant preview

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7. Donate Now

**Donate now to help fight coronavirus**

The **Covid-19 Solidarity Response Fund** is a secure way for individuals, philanthropies and businesses to contribute to the WHO-led effort to respond to the pandemic.

[Donate here.](#)

Please select option from menu

Select an option

Type something...

1:34 Assistant preview

Only wear a mask if you are ill with COVID-19 or someone who may have COVID-19.

**Travelers returning from affected areas should:**

- Self-monitor for symptoms for 14 days and follow national protocols for receiving countries. Some countries may require returning travellers to enter quarantine.
- If symptoms occur such as fever or cough or difficulty breathing, travellers are advised to contact local health care providers, preferably by phone and inform them of their symptoms and their travel history.

[For the latest travel advice click here](#)

[For the latest situation reports for affected areas click here](#)

[For advice on proper food hygiene practices click here](#)

[For advice on visiting live animal markets click here](#)

Reply 1 for "Should I wear a mask to protect myself?"

Please select option from menu

Select an option

Type something...

# GitHub Repository

Link to GitHub repository;

<https://github.com/5hubhamyadav/COVID-19-Assistant.git>

Contents;

intents (.csv)

entities (.csv)

dialog flow (.json)

images (.jpeg)

mockups (.jpeg)

document (.pdf)

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Scan the QR code to use the COVID-19 Assistant

