

# COVID-19 Assistant

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

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Hosting Platform- IBM Watson



राष्ट्रीय डिज़ाइन संस्थान  
NATIONAL INSTITUTE OF DESIGN

# 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.

# COVID-19 Assistant

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

## 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 with news and updates related to the outbreak.
- Encourages you to donate.

21:42 0.2KB/s

## COVID-19 Assistant



Welcome to the COVID-19 Assistant.

Get information and guidance regarding the current outbreak of Coronavirus disease (COVID-19).

What would you like to know about Novel Coronavirus Disease (COVID-19) ?

Select an option

- 1. Latest Statistics
- 2. Emergency Contacts
- 3. Protect Yourself
- 4. Your questions answered
- 5. Mythbusters

Type something...



21:42

## COVID-19 Assistant

2. Emergency Contacts

2. Emergency Contacts

1. Latest Statistics

### Coronavirus (COVID-19) Situation Dashboard



### Coronavirus (COVID-19) Statistical Map

Interactive map by WHO provides the latest data; globally and country-wise of COVID-19 cases on a daily basis. Find the latest situation reports by WHO

Please select option from menu

Select an option

Type something...

0.0KB/s

## COVID-19 Assistant

2. Emergency Contacts

2. Emergency Contacts

1. Latest Statistics

### Coronavirus (COVID-19) Situation Dashboard



### Coronavirus (COVID-19) Statistical Map

Interactive map by WHO provides the latest data; globally and country-wise of COVID-19 cases on a daily basis. Find the latest situation reports by WHO

Please select option from menu

Select an option

Type something...

21:49

0.0KB/s

## COVID-19 Assistant

3. Protect Yourself

### Protect Yourself

Watch the video on preventing the spread of Coronavirus



- 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
- If you have a fever, cough and difficulty breathing, seek medical care early- but call by phone first

Type something...

21:50

0.0KB/s

## COVID-19 Assistant

4. Your questions answered

4. 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...

→

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## COVID-19 Assistant

What are the symptoms of COVID-19?

The most common symptoms of COVID-19 are:

- fever
- tiredness
- dry cough

Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea.

These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell.

Most people (about 80%) recover from the disease without needing special treatment. Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty in breathing.

Older people and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness.

People with fever, cough and difficulty breathing should seek medical attention.

Reply 3 for Questions and answers

Please select option from menu

Type something...



21:50 ...0.0KB/s

## COVID-19 Assistant

6. Travel Advice

6. Travel Advice

5. Mythbusters

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
- Only wear a mask if you are ill with COVID-19 symptoms (especially coughing) or looking after someone who may have COVID-19.

Type something...

21:50 ...1.6KB/s

## COVID-19 Assistant

Reply for Should I wear a mask to protect myself:

Please select option from menu

7. News and Press

7. News and Press

News and Press

[Situation reports by WHO: the latest updates on the novel Coronavirus outbreak](#)

[Rolling updates by WHO: Coronavirus disease \(COVID-19\)](#)

[News articles by WHO: All news releases, statements and notes for the media](#)

[Press briefings by WHO: Coronavirus disease \(COVID-2019\) press briefings, videos, audio and transcripts.](#)

Please select option from menu

Select an option

Type something...

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## COVID-19 Assistant

[News articles by WHO: All news releases, statements and notes for the media](#)

[Press briefings by WHO: Coronavirus disease \(COVID-2019\) press briefings, videos, audio and transcripts.](#)

Please select option from menu

8. Donate Now

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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.

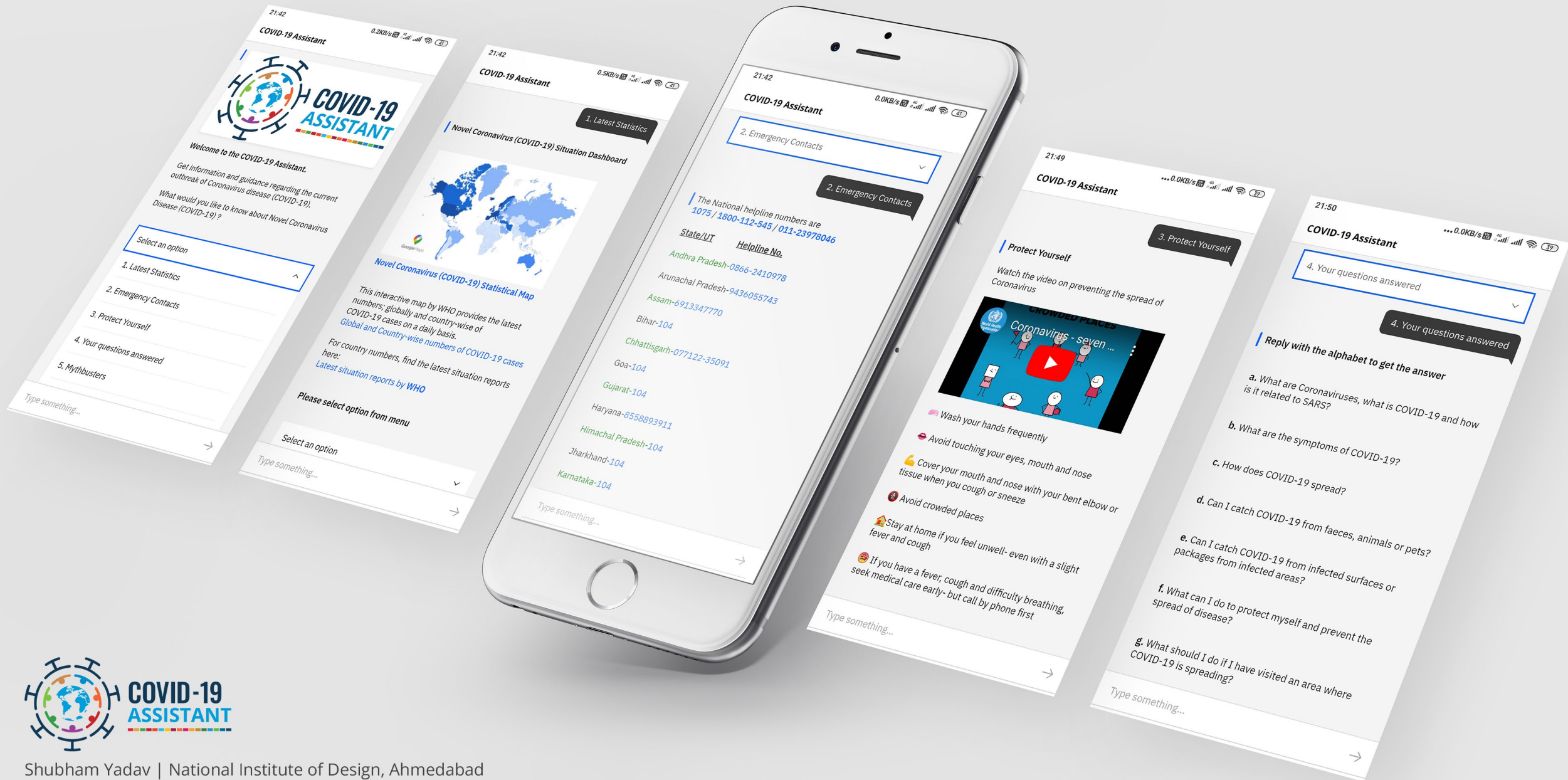
[Donate here.](#)

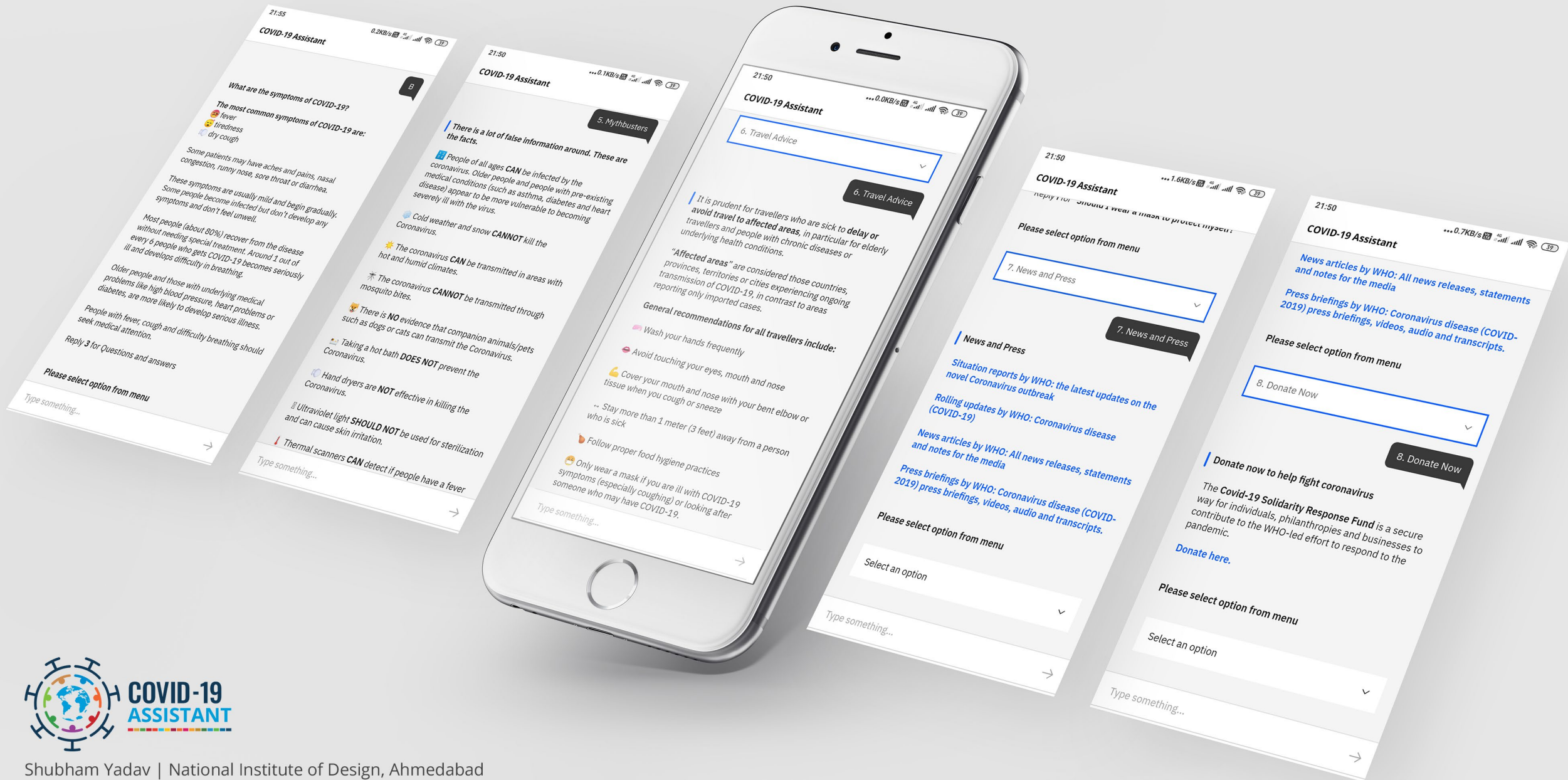
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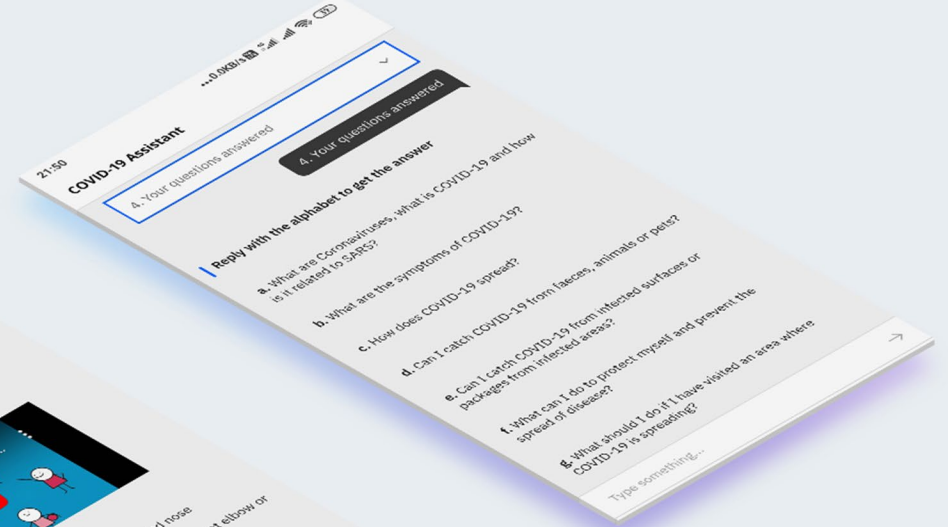
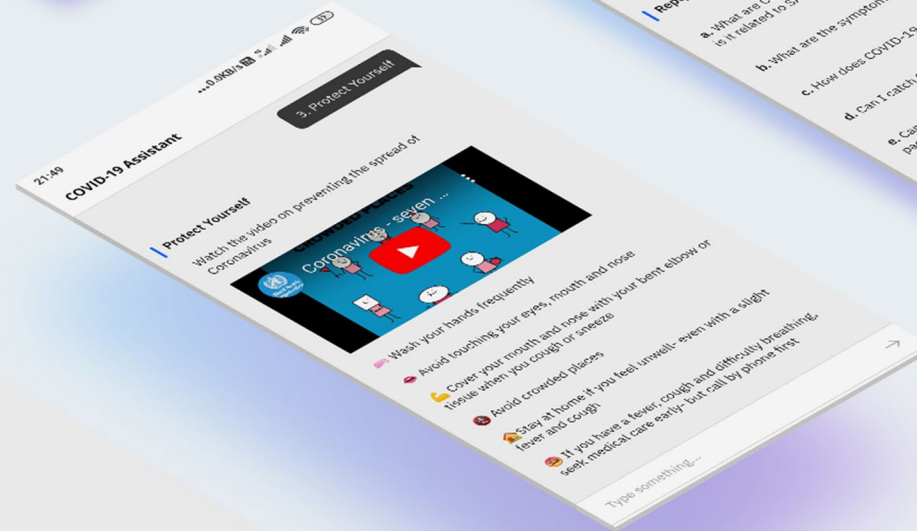
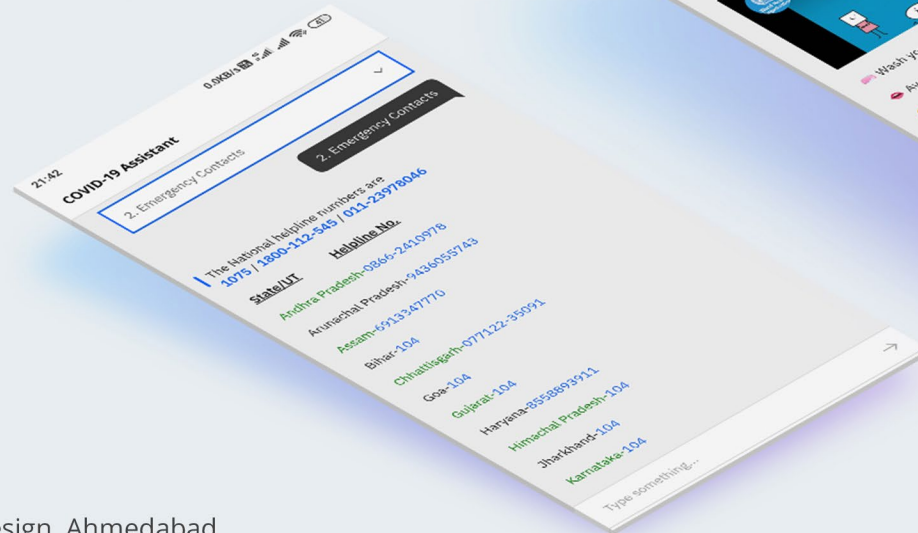
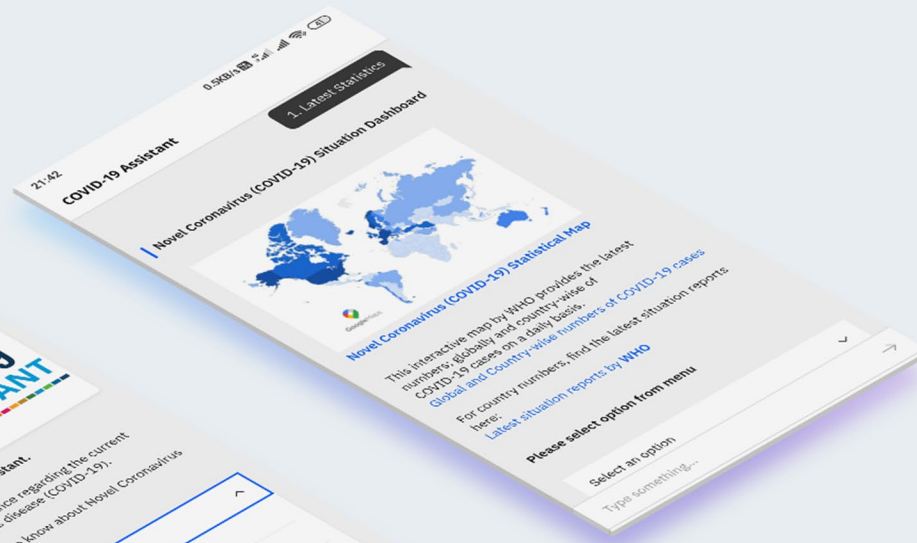
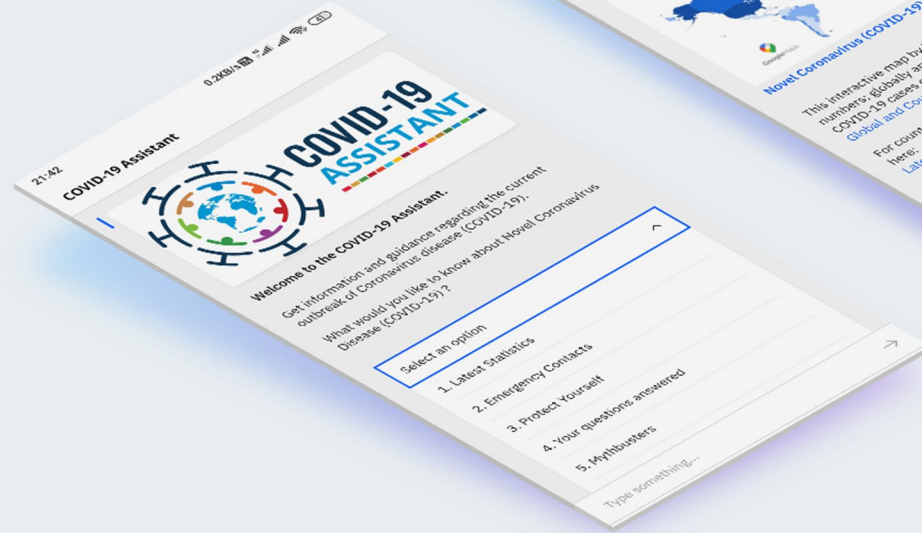
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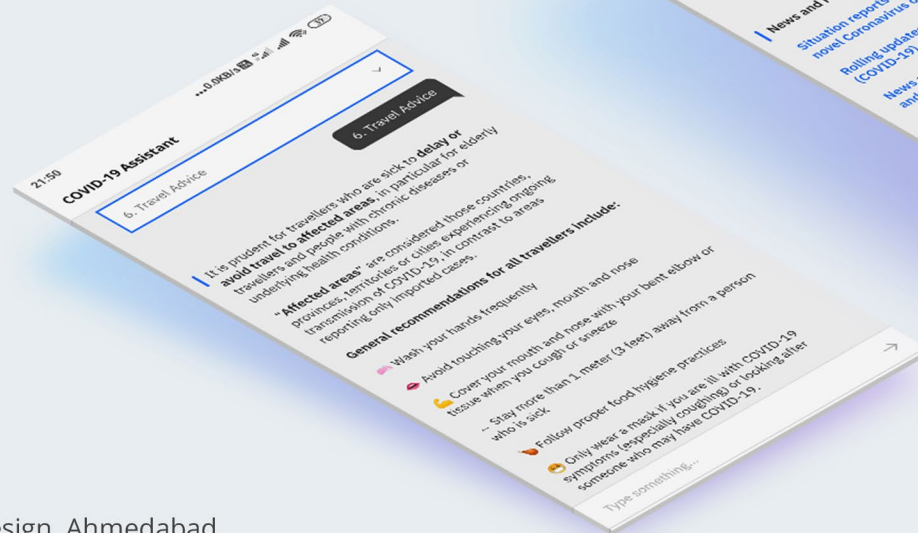
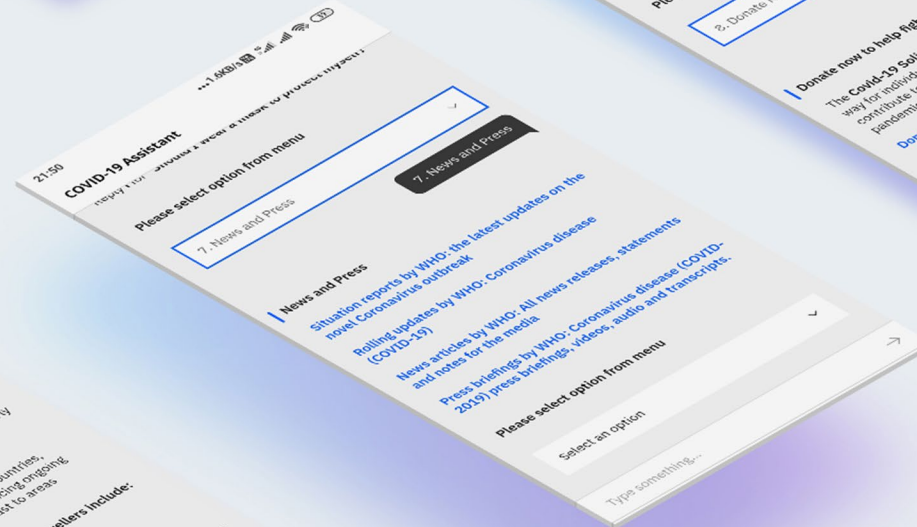
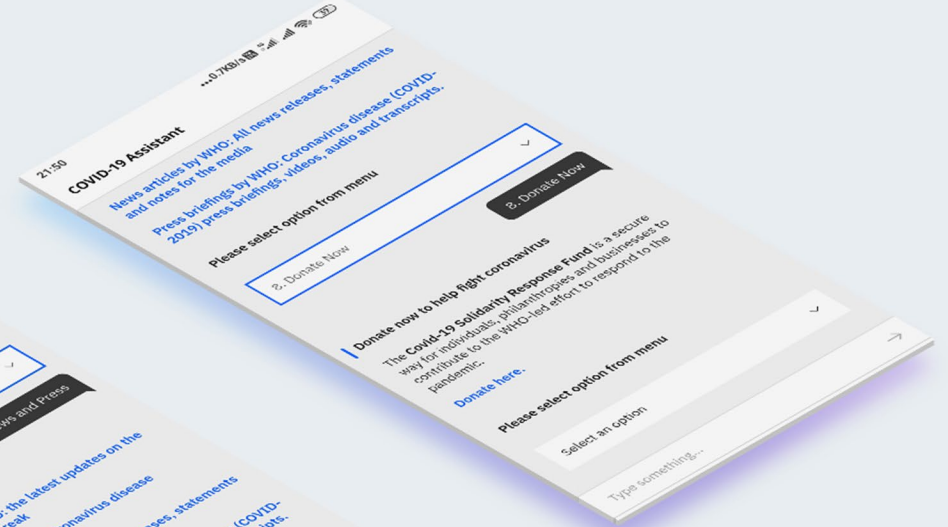
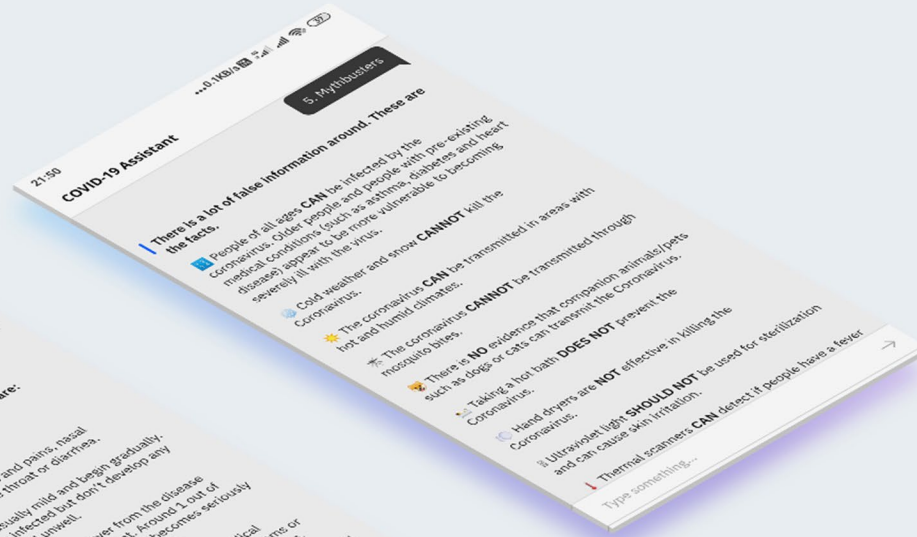
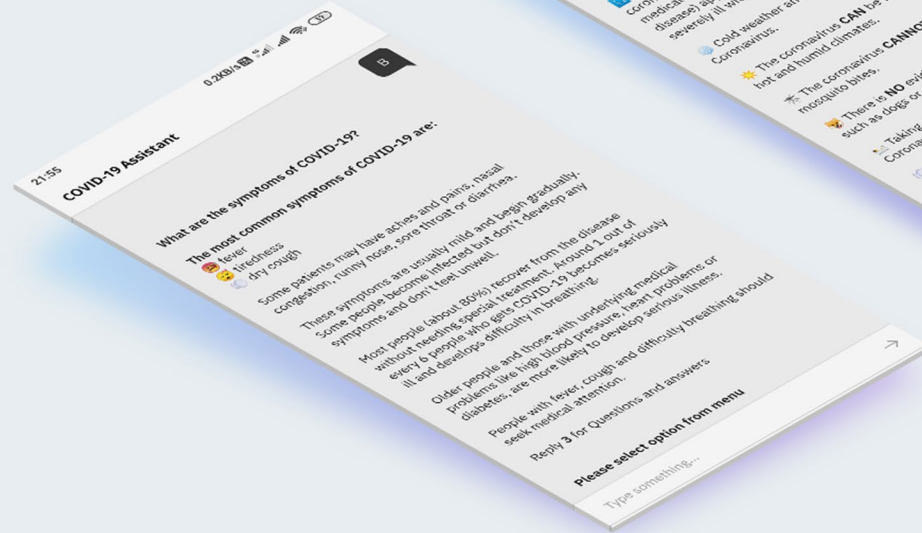












# GitHub Repository

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  
or [click here](#)  
to use the COVID-19 Assistant

