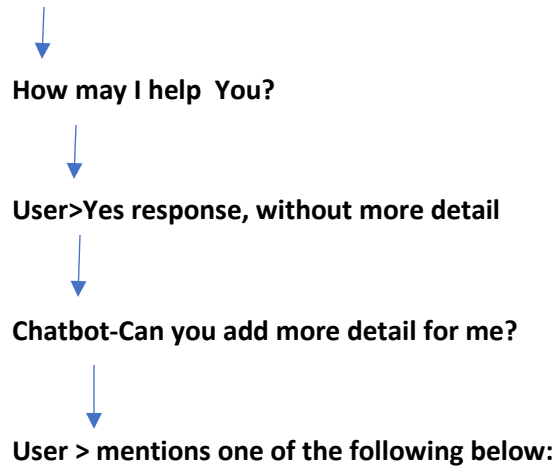


## WATSON CHATBOT FOR COUNSELING FLOW

**Greeting**-this is already created as Welcome in Watson with the end line How can I help you? This may need to be separated in flow that follows the simple welcome.



User responds with query on any of the following:

### Functional

- >Hours of operation
- >scheduling/appointments
- >Covid 19 inquiry
- >Emergency issues
- >Cancellations
- >Pricing for services
- >Insurance questions
- >How to contact me questions

### Mental Issues/Resourcing

\*Basic issue categories such as Stress/Anxiety, Depression, Trauma, Mood, Hypnotherapy (I already wrote a response for Anxiety-need to write the others so you will have the script.

Other items I would like to see if feasible with this chatbot, taking someone to my scheduling app in my wp site or the fillable forms section of my site.

I don't know if a chatbot can do this but, it sure would be great--could a chat bot do an external internet search for someone and retrieve a link for instance, as a user, if I said, I feel really sad right now, could the chatbot go to Psychology Today's articles and pull a few links to articles that might help them? I am with Psychology Today so just asking since it would be the only sourcing

Chatbot responds to the aforementioned with information.



Chatbot asks Is there anything else I can help you with?



User response-No



Chatbot-Thankyou, and if you haven't scheduled your appointment with Dr. Luster, please do so above (if the Chatbot could ask "Do you want me to take you to the scheduling tool?" that would be great.

User response-Yes



Chatbot-What is it that I can assist with?



User - types something else



Chatbot provides info, and back to the anything else script again

If there is something the chatbot cannot answer, perhaps a script such as, I am sorry but I am having some issues finding what you are needing. My apologies. Please feel free to reach out top Dr. Luster @ for clarification on your inquiry.