



INCENTHEALTH BOT UX PROCESS

1. On a scale from 1 to 10, how would you grade your craving for a cigarette today (enter a number, i.e. 2)?

- Patient: enter a number x
- Necessary extra question(s) if x is out of range

If the number is $0 \leq x \leq 2$, says:

2. Great, may I ask what do you do to keep the craving minimal?

- Patient: nicotine patch, keep busy (working/exercising/socializing with family and friends) exercise/jog/weight lifting/meditation, socialize with friends and family

3. Did you smoke today? Remember that our care team are not here to judge you, we are here to help. A yes answer to this question won't harm you in any shape or form.

- Patient:
 - Yes
 - Alright, let's walk through it together to see if you can do better tomorrow: (Activate the **Motivation->Actions questionnaire**)
 - No
 - You are on track to quit smoking. We are very proud of you! Keep up the good work!

If the number is $3 \leq x \leq 6$, says:

It is normal for you to have such craving, we totally understand. Overcoming such craving is not easy at all. **Go to question 3.**

If the number is $6 \leq x \leq 10$, says:

It must be hard to resist such craving. **Go to question 3**

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Motivation->Action questionnaire:

Tell us more about the time when you decided to have a cigarette:

- P: lonely, stress, peer pressure, couldn't handle withdrawal symptoms, ect.

If it's peer pressure says: That's understandable, peer pressure is hard to overcome. Did you tell the person/ these people about our awesome initiative that reward digital currency for quitting smoking?

- P: No -> Tell them. That's what friends do. Participation in this program will be beneficial for both you health wise and financial wise.
- P: Yes -> That's very smart of you. Participation in this program will be beneficial for both you health wise and financial wise. Do they show any interest?
 - Yes -> Great, please connect them to us (Activate the **Referral questionnaire**)
 - No -> Well, we hope that your friends will think more about it. But we are very glad that you were trying hard. Would you be interested some other ways that people use to get out of peer pressure situation? We will send you a short read.
 - Yes -> Here they are (link, link, link). **Conclusion**

Conclusion:

Remember, the cigarette you smoked today is just a minor set back. We believe that you can do better in the future. We will check back with you tomorrow.