



PROJECT UNFRAZZLE



**A SMART ASSISTANT THAT DETECTS BURNOUT, RECOMMENDS
ACTIVITIES BASED ON YOUR INTERESTS, SCHEDULES BREAKS, AND
CHECKS IN ON YOU LIKE A CARING FRIEND.**

BY LEE KAI RONG, ONG JIA XI, DAEREN KIM BOON HONG



WORKPLACE BURNOUT EPIDEMIC

France
&
Germany

Canada

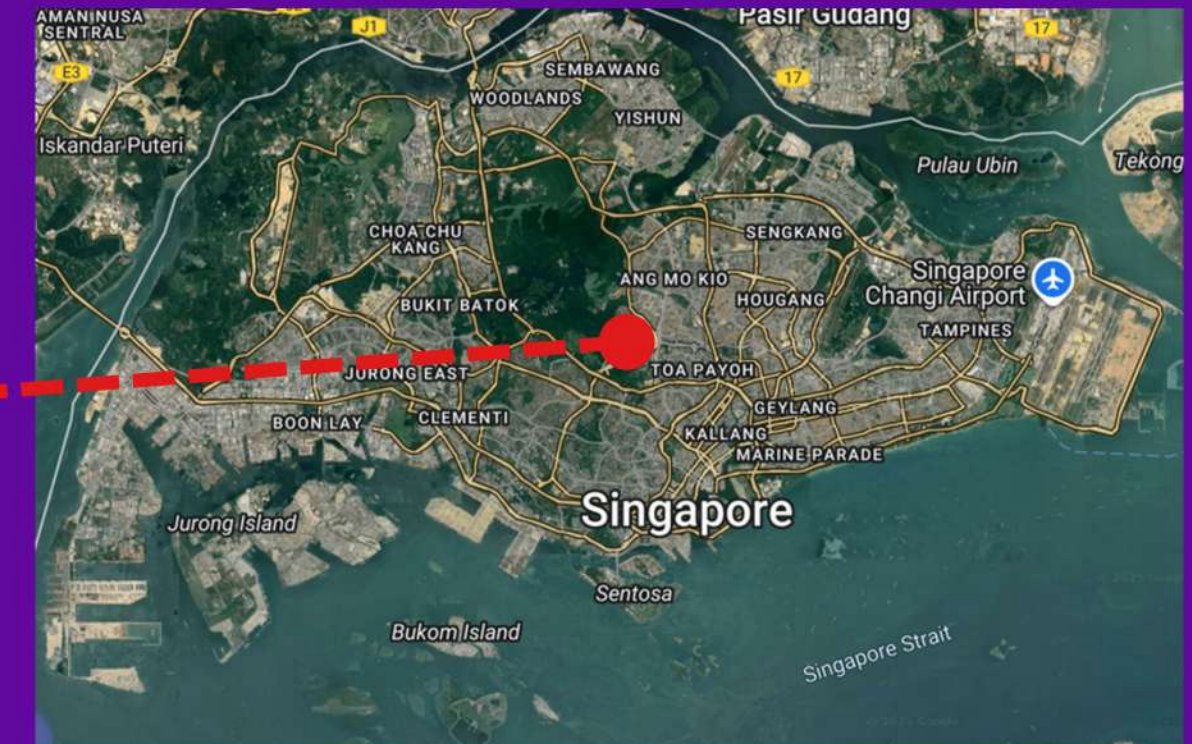
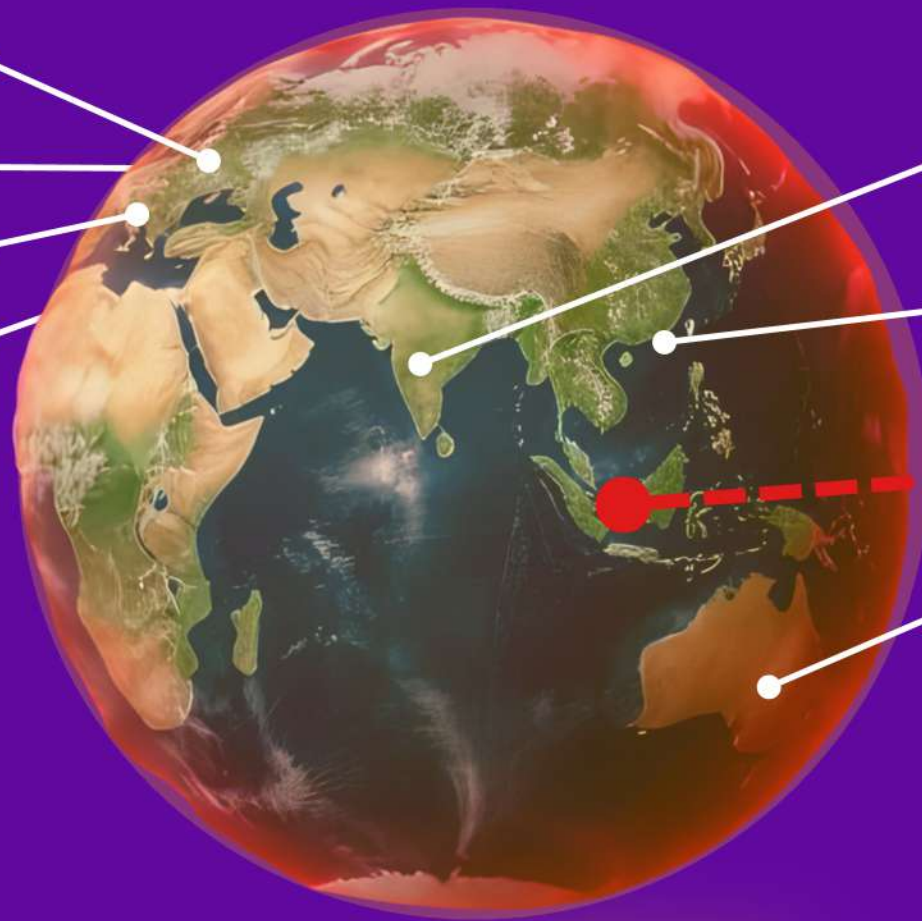
UK

US

India

Japan

Australia



On average, **48%** of
employees over these 8 countries
are dealing with burnout.

61% of Singaporeans report
currently being burnt out.





WHAT IS BURNOUT?



WHO-recognised phenomenon stemming from **unmanaged workplace stress**.
--- World Health Organisation (WHO), 2019

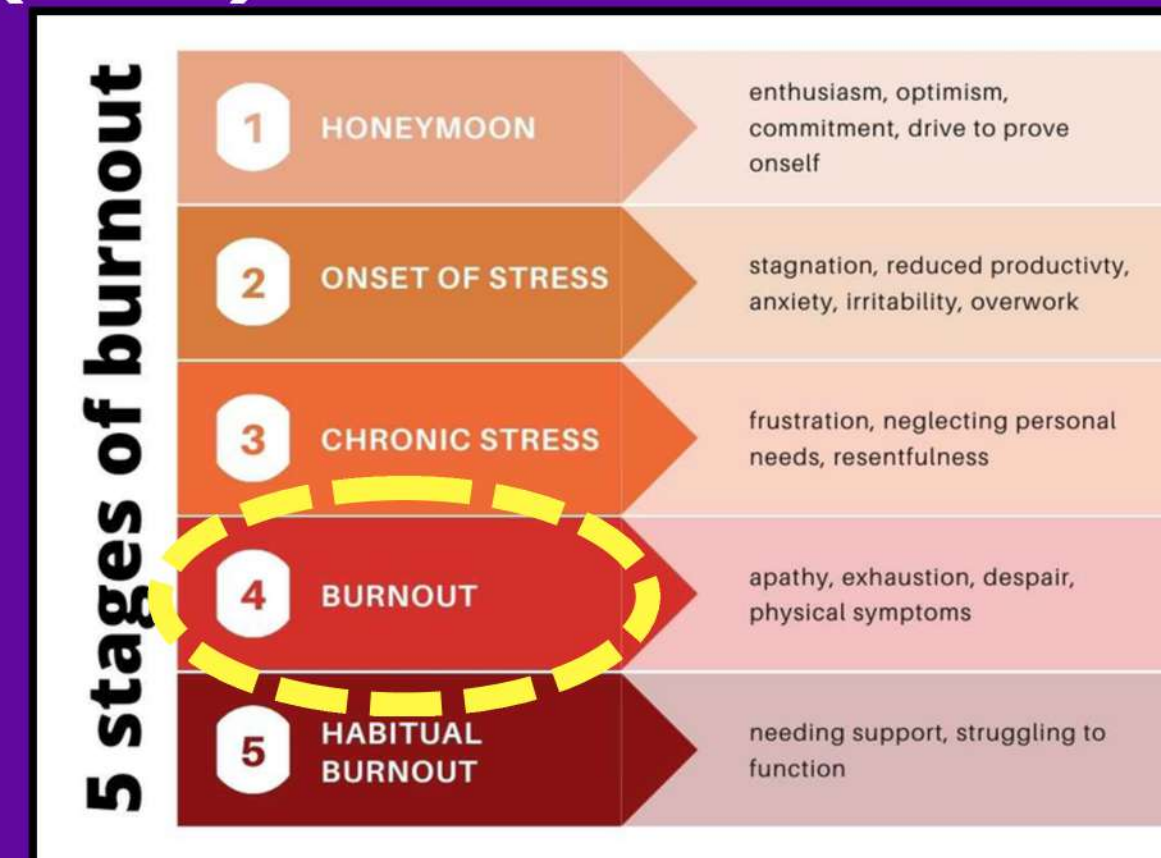
SYMPTOMS :

- Constant exhaustion
- Negativity toward work
- Reduced efficiency

WAYS TO MANAGE BURNOUT :

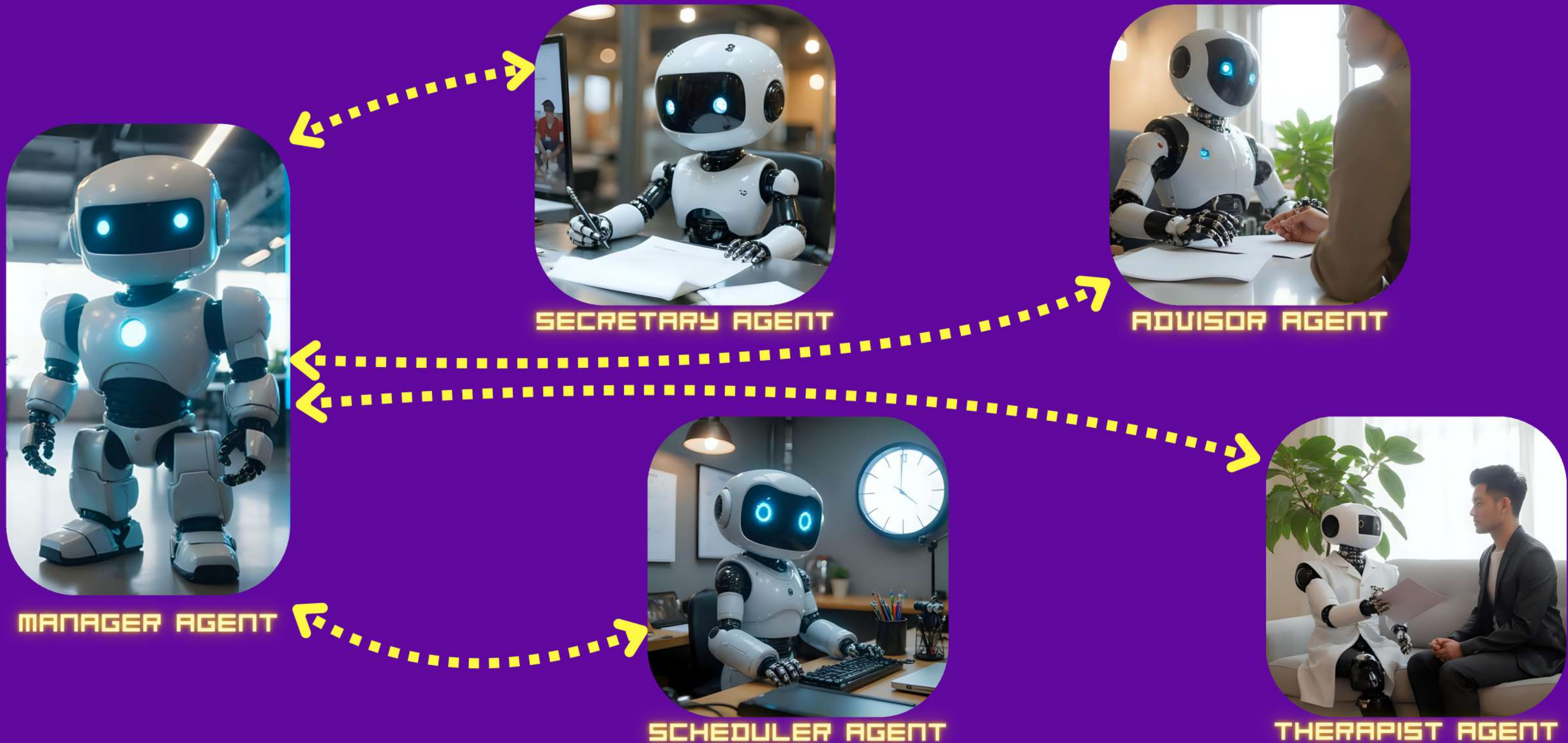
- Practise mindfulness and meditation
- Set aside break time to refresh your mind
- Prioritise health & value exercise, sleep, and diet
- Talk it out with managers, family, or professionals

Early recognition is key: Prevention is better than cure as recovery is harder later



Often mistaken as "stress".
Ignored until too late.

UNFRAZZLE'S HIERARCHY



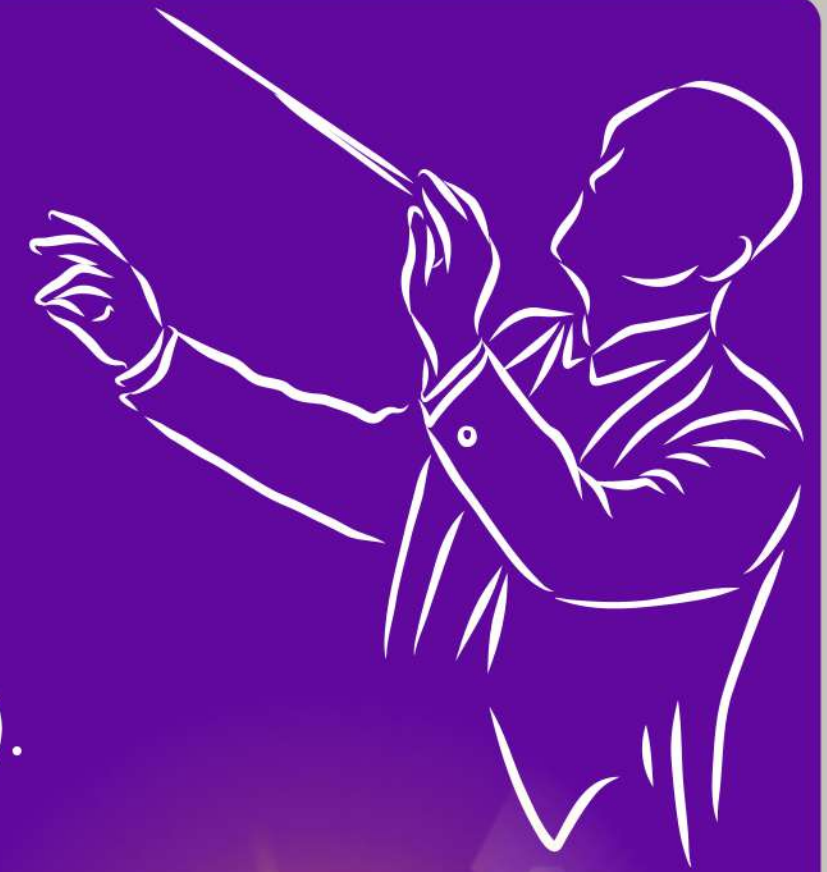


MANAGER AGENT



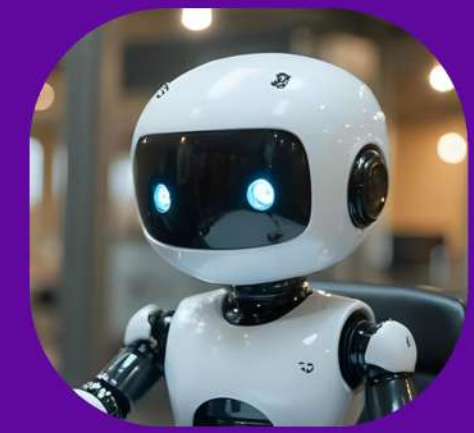
WHAT I AM HANDLING?

- **Orchestrates** the **workflow between agents**, enabling seamless information exchange.
- **Understands the abilities of each agent** through their set of tools exposed publicly and treats each of them as a modular tool (MCP).
- Operates via a **rule-based system** and decides which agent to invoke based on defined rules.
- **Treasures** user's **wellbeing** by hiding burnout metrics computed.
- **Provides correct instructions** to other agents to **handle various states of Burnout Score** (BS) differently.





SECRETARY AGENT

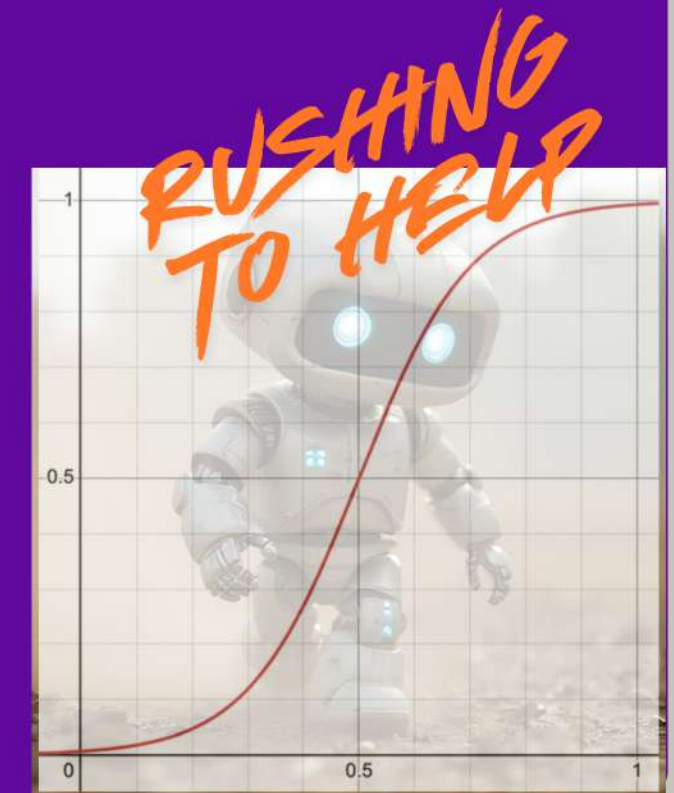


WHAT I AM HANDLING?

- Conducts **Burnout Questionnaire** and updates user's BS periodically.
 - Utilised **exponential moving average** to ensure smoother updates.

$$BS_{\text{new}} = (1 - \alpha \cdot w) \cdot BS_{\text{old}} + (\alpha \cdot w) \cdot \text{inst}$$

- Records user's interest so that **personalised recommendations** can be suggested.
- Calculate the **next interval** to check in on the users with another set of Burnout Questionnaire.
 - Applied **sigmoid** logic in the calculation.
 - Most responsive at **moderate burnout level** (BS \approx 0.5) so that we can intervene proactively.
 - **Interval decreases as BS increases** --> Provide more robust support.



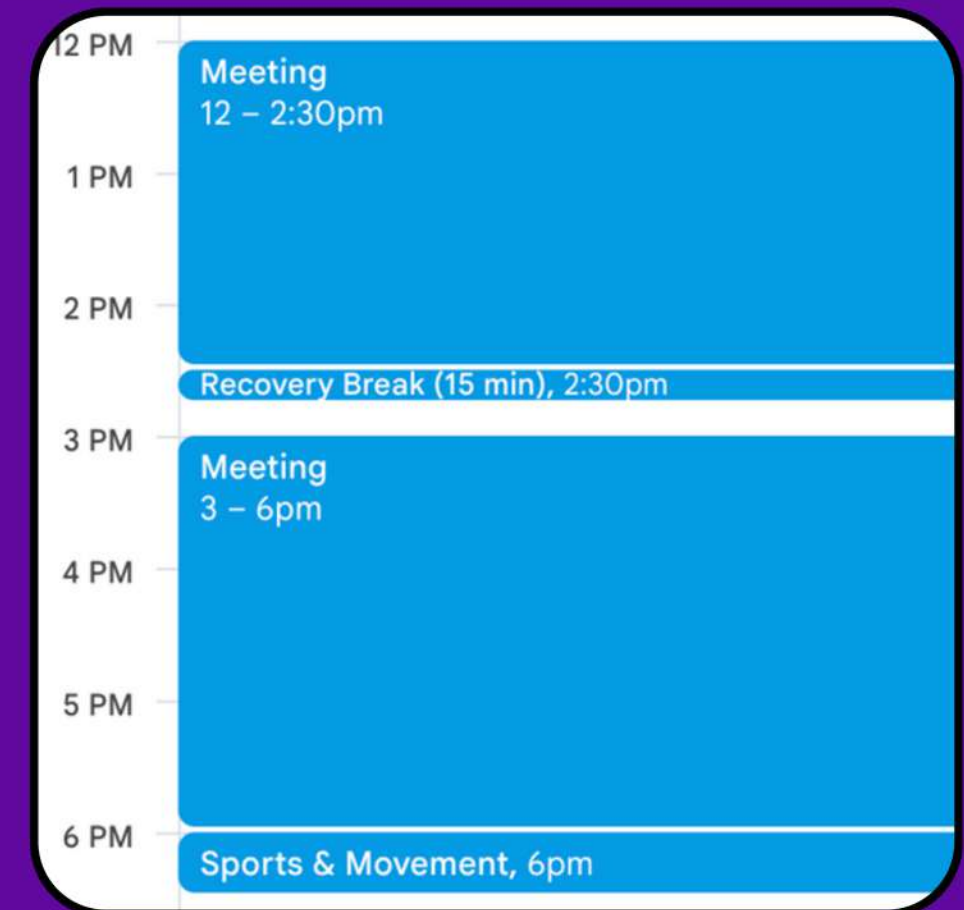


SCHEDULER AGENT



WHAT I AM HANDLING?

- **Interacts with user's Google Calendar** via OAuth to add events into schedules after seeking user consent.
- **Guided by Burnout Score (BS)** and **user's preferences** to **recommend activities** to take a break from work.
- **Identify consecutive slots** within schedule intelligently and **reserve free slots for** user to have necessary **breaks**.
 - Similar to MS Teams --> Others can't book meetings if slots are reserved.
 - Encourages actual rest by scheduling breaks, **reducing** the chances of **overwork**.



Example: Schedule **break** between the 2 long meetings and a **short exercise** session after work





ADVISOR AGENT



WHAT I AM HANDLING?

- **Craft professional responses** to say “NO” when workload is overwhelming.
- **Suggest restorative activities** and **provide empathetic support**.
- **Shift tone depends on the Burnout Score** (BS) --> **Higher** scores trigger **coaching-style guidance**; **Lower** scores bring **friendly encouragement**.
- **Empowers user** to fight stigma and **stay confident to set boundaries** when overworked.
- **Detects** when user talks about **personal issues** and requires support --> **hands off** to the **Therapist Agent** for deeper conversation.





THERAPIST AGENT



WHAT I AM HANDLING?

- **Warm** and **empathetic** companion who performs **personalised interaction** with the user --> Address user by his name and add emojis for friendliness.
- **Actively listening** to **reflect user's feelings** and **validates user's emotions**.
- **Offers 1-2 strategies** that act as **small coping steps** for user to relief stress.
- **Treasure user's boundary** by reinforcing personal limits and promoting self-care **throughout the conversation**.
- **Provide top notch** experienced-therapist-like emotion **experience** for the user.





EXTRA FEATURES TO BOOST WELLBEING



- **Purple colour theme**
 - soothing, promoting calm, emotional balance, and relaxation
 - much needed for a chaotic work environment
- Have **dark and light** mode, suitable for different times of the day

REFERENCES

1

[HTTPS://FORTUNE.COM/2024/03/14/EMPLOYEES-AT-RISK-BURNOUT-DISCONNECT-BOSSSES-WELL-BEING/](https://fortune.com/2024/03/14/employees-at-risk-burnout-disconnect-bosses-well-being/)

2

[HTTPS://CAREERMINDS.SG/BLOG/EMPLOYEE-BURNOUT](https://careerminds.sg/blog/employee-burnout)

3

[HTTPS://WWW.BCG.COM/PRESS/11JUNE2024-HALF-OF-WORKERS-AROUND-THE-WORLD-STRUGGLING-WITH-BURNOUT](https://www.bcg.com/press/11june2024-half-of-workers-around-the-world-struggling-with-burnout)

4

[HTTPS://VULCANPOST.COM/874827/SINGAPORE-WORKPLACE-BURNOUT-RANKING-THIRD-GLOBALLY-HOW-TO-COPE/](https://vulcanpost.com/874827/singapore-workplace-burnout-ranking-third-globally-how-to-cope/)