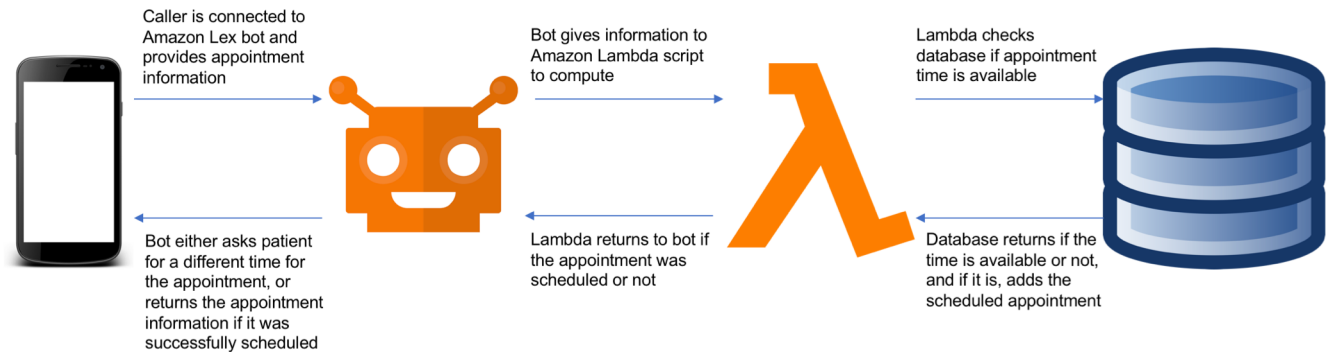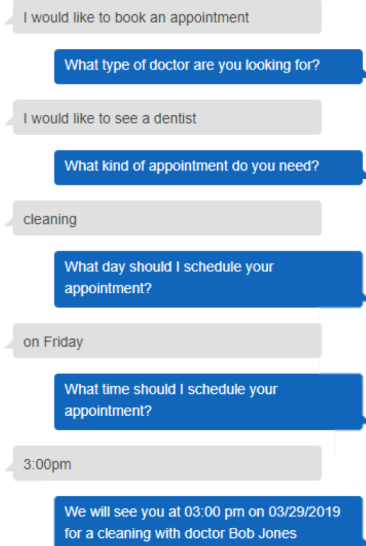# Envera Virtual Agent – Chat Bot

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Introduction

We want to help make calling doctor's offices more efficient. This automated bot will answer calls for doctors and schedule appointments for the patients.

Caller is connected to Amazon Lex bot and provides appointment information

Bot gives information to Amazon Lambda script to compute

Lambda checks database if appointment time is available

Bot either asks patient for a different time for the appointment, or returns the appointment information if it was successfully scheduled

Lambda returns to bot if the appointment was scheduled or not

Database returns if the time is available or not, and if it is, adds the scheduled appointment

How It Works?

The virtual abgent requires several parts working together to be fully functional:

- User calls the bot
- Bot prompts user for needed information and stores the information
- The bot analyzes information to figure out what to do
- Bot checks database for availabilities and finally books the appointment

Benefits

- Bot is available 24 hours a day, 7 days a week
- Using a bot saves money for the health company
- The bot is more efficient at scheduling appointments so it saves time
- The bot provides instant answers due to its speed which results in improved customer service
- Finally, if all else fails, the caller can still ask to talk to a human and the bot will connect the call to someone else.