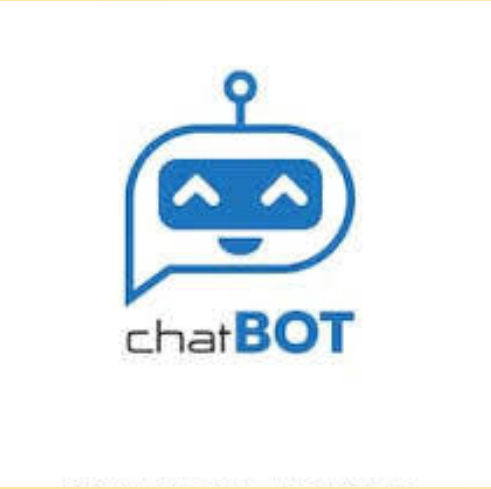


CHATBOT: Dr. Receptionist



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Introduction

Ever went to a hospital's reception and had difficulty booking appointments and getting your queries resolved due to long queues and waiting lists of doctors?

All worries end here as Our "Doctor's Receptionist" chatbot aims to respond to patient's queries and book/cancel appointments with doctors digitally and conveniently.



Data set and type

Customized sample data was used to train the chatbot in order to match specific intents and the data entered by user is also used for further training of model.

User's Name, Email-ID, Phone number, Appointment date, time, Appointment type, Query details etc. were stored and used to fetch desired results.

Tools and APIs used

Dialogflow was integrated with Twilio for SMS-chatbot, Skype and Web App. NodeMailer libray for sending mails, BigQuery for storing dataset, Google calendar for storing appointments.

Chat Transcript

User	Chatbot- Doc Receptionist
I want to book an appointment	So, do you want to book an appointment with Doctor?(yes/no)
Yes please	Please provide your name.
My name is Deepak	What is your email, Deepak?
abc@xyz.com	Deepak, please provide your contact number.
XXXXXXXXXX	What time & date would you come Deepak?
Tuesday, 12pm	Deepak, tell me type/purpose of your appointment?
I want to see Dentist.	Ok, let me see if we can fit you in. November 5, 12 PM is fine!

Conclusion

Able to save Appointments to Google Calendar. Also, Query asked by user is being able to send to doctor to respond via mail.

Future Work

- Implement a feature of canceling an appointment.
- Deployment on Google Assistant.

References

