	high					
Mood of John	normal					
	wol					
	Function	John is 43 years old and currently works at Vebo as a Teamleader. John had a motorcycle accident 5 years ago due to which he was not able to work for 2 years. In the newspapers he reads that in most cases it is possible to save on insurance if people would just not be to lazy to switch. Quickly John pulls out his Mobilephone and checks online	A quick search through google and John is on the homepage of Transmed, where he is greeted by "Chappy" the friendly chatbot.	Curiously he communicates with chappy in natural language After John answered a few questions, "Chappy" is able to provide John with a new offer for his health insurance.	John compares the offer to his old insurance and recognizes that he saving at least 10%.	John is happy he had the chat with "Chappy" and that he immediately got an offer for his new basic insurance. John can not wait for Monday where he can talk to his colleagues about Transmed and "Chappy" the friendly chatbot.