

CHAPTER 1

INTRODUCTION

1.1 Outline

Here in this chapter, we have given a brief introduction about the project. CSS is a web platform to spread awareness and meet all needs specific to COVID-19, such as real-time tracking of cases, a support page with helpline numbers, a FAQs page and chatbot for interaction.

1.2 Effects of Covid-19 on the World

The COVID-19 outbreak has resulted in a substantial loss of human life globally and is creating unparalleled difficulties for public health, food systems, and the workforce. The pandemic is causing devastating economic and social disruptions, with tens of millions of people at risk of extreme poverty, and an estimated increase of up to 132 million undernourished individuals by year-end, from the current estimate of 690 million. The pandemic is also threatening the existence of millions of enterprises, with almost half of the world's 3.3 billion global workforce at risk of losing their livelihoods. Informal economy workers, in particular, are vulnerable due to the lack of social protection and access to quality health care, as well as the loss of productive assets. During lockdowns, the inability to earn an income has left many unable to provide food for themselves and their families. For most, no income means insufficient or lower-quality, less nutritious food.

Vaccination is considered one of the greatest successes in public health medicine for disease prevention, regardless of COVID-19. Its efficacy has been confirmed in reducing global morbidity and mortality from diseases such as polio, measles, rabies, typhus, and others. However, achieving the vaccination coverage required for population immunity is a challenge due to the lack of knowledge and mistrust towards vaccines.

1.3 Strategy

We aim to provide top-notch customer service in the industry, but the current situation falls short of our expectations. To address this, we have developed a new CSS web platform that not only raises awareness on preventing the spread of the Covid SARS virus but also motivates people to get vaccinated.

CHAPTER 2

LITERATURE SURVEY

This chapter includes a literature survey of all the research papers we reviewed for our project. One such paper by Can Hou (2020) and Jiaxin Chen examined the effectiveness of the quarantine in Wuhan City against the Corona Virus Disease. Their study showed that the quarantine was successful in reducing the spread of the virus as people had limited contact with each other. However, it did not necessarily reduce the fatality of the disease. Thus, it is essential to increase awareness among the public about preventative measures, such as getting vaccinated, to curb the spread of the disease.

In a research paper by A (2020) from the Precision Immunology Institute at the Icahn School of Medicine at Mount Sinai in the USA, the immunology of COVID-19 was explored, and the current state of the science was presented. The study focused on how the immune system is affected by the virus and highlighted the importance of strengthening our immune system to tolerate COVID-19. The research paper also showcased medical techniques that have proven to be effective in combatting the virus. Although a proper cure for the coronavirus has not been discovered yet, the current vaccine may also become ineffective if a new strain emerges with changes in its protein chain.

Abbott A, D. Park, L. Pi, and E. Emerson (2022) conducted a research study on the mental health of scientists during the COVID pandemic. The study revealed that the demand for frontline health workers has significantly increased, which puts their lives at risk, and as a result, it affects their mental health. To address the situation, a registry has been developed to provide respiratory support to patients in need. However, vaccination remains the most effective solution to combat this dangerous disease.

Barney Graham and Robert Seder, along with their colleagues at the US National Institute of Allergy and Infectious Diseases in Bethesda, Maryland, conducted a study to determine which immune responses are critical for Moderna's vaccine. The study involved administering various vaccine doses to monkeys and exposing them to SARS-CoV-2. The results of the study, published in a preprint on bioRxiv (K. S. Corbett et al., 2021), revealed that the vaccinated monkeys with the highest levels of antibodies

recognizing the viral spike protein, which is the molecule encoded by the Moderna vaccine, also had the lowest levels of viral genetic material in their noses and lungs. The levels of other immune markers did not show a strong correlation with the vaccine's protective effects.

In a systematic review and meta-analysis by Qiao Liu, Chenyuan Qin, Min Liu and Jue Liu, they found that a single dose of SARS-CoV-2 vaccine was 41% effective at preventing infections, 52% effective for symptomatic COVID-19, 66% effective for hospitalization, 45% effective for Intensive Care Unit (ICU) admissions, and 53% effective for COVID-19-related death. Two doses of the vaccine were 85% effective at preventing infections, 97% effective for symptomatic COVID-19, 93% effective for hospitalization, 96% effective for ICU admissions, and 95% effective for COVID-19-related death. The vaccine was also found to be effective against different variants of the virus. The overall pooled incidence rate for adverse events was 1.5%, 0.4 per 10,000 for severe adverse events, and 0.1 per 10,000 for death after vaccination.

In their research paper titled "The COVID vaccine development landscape," Tung Thanh Le and Stephen Mayhew (2020) discussed how the timeline for vaccine development has been significantly shortened, with the possibility of a vaccine being available as early as 2021. This accelerated rate of vaccine development is unprecedented, as it typically takes 5-10 years to develop vaccines. However, this rapid pace also raises concerns about potential side effects. It is important to ensure that the vaccine is distributed to areas where it is most needed, which requires accurate information.

The systematic literature review conducted in this study utilized the Preferred Reporting Items for Systematic Reviews and Meta-Analysis (PRISMA) guidelines (McInnes et al., 2018). The PRISMA approach includes a detailed database search using selected search terms and predetermined inclusion and exclusion criteria (Shaffril et al., 2018). The authors focused on articles reporting changes in air quality during COVID-19 lockdown in Chinese cities and provinces, and searched the online databases of EBSCO Host, PubMed, Web of Science, and Scopus from inception to 10 September 2020. The study considered the following pollutants as measures of air quality: NO₂, PM2.5, PM10, SO₂, CO, O₃, and air quality index (AQI) (Xiong et al., 2020).

The CoWIN is a website owned and managed by India's Ministry of Health and Family Welfare, intended for COVID-19 vaccination registration. It allows individuals to search for and book available vaccination slots in their local area through the website. The CoWIN platform offers individuals the ability to register for COVID-19 vaccination using their mobile number, Aadhaar number, or other identity documents. Users can select their preferred vaccination center located nearby and book their slot to receive the vaccine.

The research paper by Einstein and Rosen (2002), as well as Tung Thanh Le, Jakob P. Cramer, Robert Chen, and Stephen Mayhew, explored the evolution of vaccine production and its potential to enhance our immune response. By exposing the immune system to a portion of the virus, the vaccine can train it to recognize and fight the actual virus. This represents a new era in vaccine development and immune enhancement. However, despite the exceptional speed at which leading COVID-19 vaccine candidates have progressed to advanced stages of clinical development, there are still many uncertainties due to the lack of robust clinical data available at this point.

According to a research paper by Chengdi Wang (2020) on COVID-19 in early 2021, it is predicted that during the beginning of the year, more than a hundred million people will be infected with the virus. This will lead to significant problems in people's lives, ranging from economic to health issues. The paper analyzes the increase in cases over the past 12 months and evaluates the success and failure of preventive measures. It presents a comparison of past data to assess the effectiveness of the measures taken to combat the pandemic.

Nowadays, e-learning has become a common practice in higher education. However, it has presented numerous challenges for educators and learners, particularly in English language education. These challenges include a lack of technological skills among educators, low student participation, poor internet connections (Razkane et al., 2021), and difficulties in conducting online assessments (Hijazi AlNatour, 2021). Additionally, Bernama (2022) has pointed out that the lack of experience in online teaching can lead to frustration, mental exhaustion, and a lack of motivation for both English educators and learners. Communication challenges in teaching grammar and a lack of technical support also contribute to these difficulties.

In July 2020, the pandemic had impacted 1.725 billion children and youth, which is 98.6% of learners worldwide, from pre-primary to higher education, across 200 countries (United Nations, 2020). As a result, there has been an urgent need to provide home-based learning opportunities. However, the pedagogy used for face-to-face learning is not necessarily suitable for online learning. While various pedagogies have been developed for online and distance learning, educators who are not proficient with technology require appropriate professional development and training to adapt to their students' needs. For successful online learning, providing helpful formative assessments and timely feedback to learners is crucial (Doucet et al., 2020), but this is challenging for educators and the education system.

The Indian Ministry of Health and Family Welfare (MoHFW) has introduced the Co-WIN platform, which is currently being used by all participating facilities in India's National Covid-19 Vaccination Program, for managing registration, appointment scheduling, vaccination, and certification.

In order to respond effectively to public health emergencies, timely and accurate information is crucial. With the progression of the COVID-19 pandemic, the success of national efforts to combat the virus largely depends on governments' ability to measure its spread and utilize that information to strategically target their public health interventions.

Conclusion:

The safety and efficacy of SARS-CoV-2 vaccines offer reassuring results in reducing mortality, severe cases, symptomatic cases, and infections resulting from SARS-CoV-2 around the world. Given the ongoing global pandemic and the persistent emergence of SARS-CoV-2 variants, accelerating vaccination and improving coverage remains a crucial and urgent task. This approach represents the ultimate solution for ending the pandemic.

CHAPTER 3

EXISTING PROBLEM AND PROPOSED SOLUTION

3.1 Existing Problem

Nowadays everyone wants everything without any hassle. To help users we have developed Covid-19 Support System (CSS).

CSS is developed to address the inconvenience that users face when they have to visit multiple websites to obtain COVID-19 statistics such as total, active, new, recovered, deceased, serious/critical cases or book a COVID-19 vaccination slot, or learn important information about Covid such as preventive measures. By providing detailed, reliable, and accurate information, CSS aims to meet all of the user's requirements. With CSS, users can access all of the information associated with the government at their fingertips, thereby making it more convenient for them.

Thus, we are proud to say that CSS is a ONE STOP FOR ALL!

3.2 Proposed Solution

Our main objective is to create a user friendly and a visually appealing platform, which makes the life of a user easy. We aim to create a one in all platform for users.

Covid-19 Support System (CSS). CSS is a web platform, used to spread awareness amongst the people, help them get connected to the government for vaccination, get support for Covid from their respective or nearest health centres, real-time tracking of cases, a support page with helpline numbers, a FAQs page and chatbot for interaction.

CSS web platform is composed of a combination of coding frameworks and languages including HTML and CSS. To spread awareness, attractive slogans and colourful visuals are used to create an impact on the user. Visual impact is a great technique to influence people. To get real-time statistics, we have created an interactive dashboard using React. This dashboard lets users to get total, active, recovered cases of any country in detail.

Information is wealth, a highly available and interactive chat bot which has answer to all covid-19 and related questions.

3.3 Proposed Architecture

Simple flow diagram of the proposed solution for Covid-19 Support System. With the help of this diagram (figure 3.1) any user can understand the basic functionalities as well as design structure of CSS.

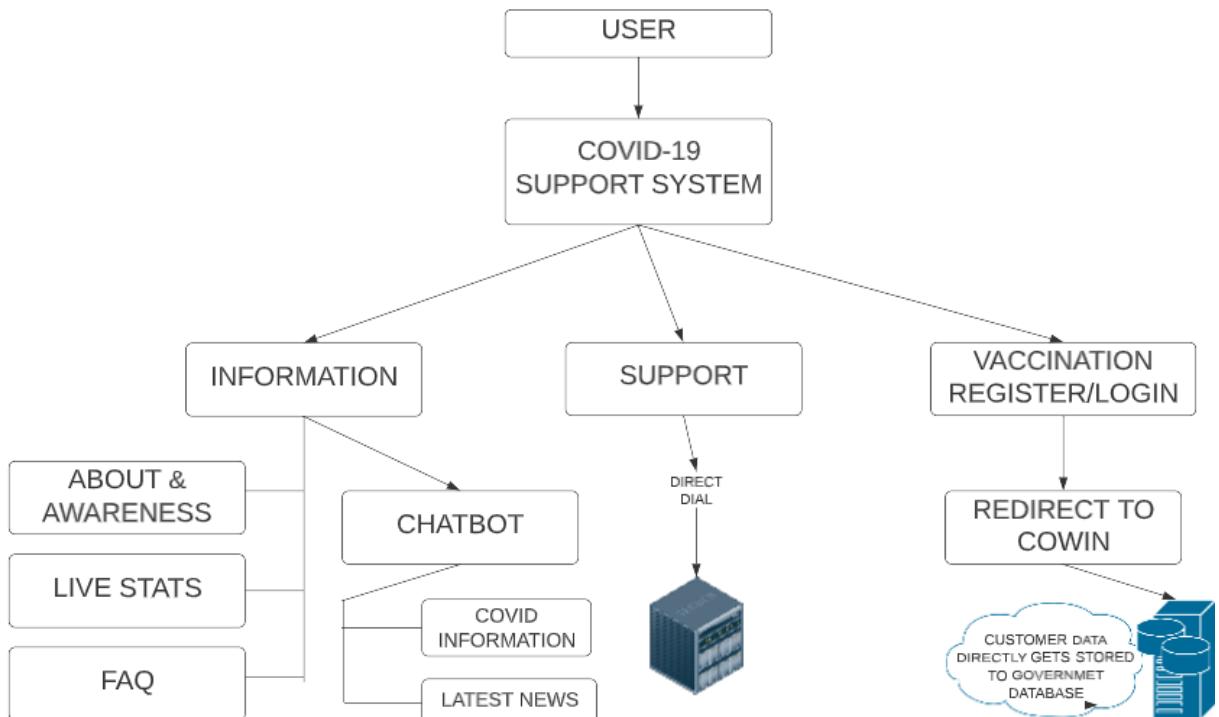


Figure 3.1: CSS design architecture

CHAPTER 4

METHODOLOGIES

In this chapter, we will delve into the methodologies employed in the development of Covid Support System (CSS). Our aim with CSS was to create a comprehensive platform that would serve as a one-stop solution for all Covid-related information. To achieve this, we collected data from multiple sources and meticulously sorted through it to ensure that only reliable and genuine information is presented to the users.

4.1 Getting to Know the User

The Covid Support System (CSS) is a user-friendly platform created to provide Covid-related assistance to anyone in need. Our objective is to offer an all-inclusive solution that caters to the needs of every type of user. Our ultimate goal is to make CSS the go-to platform for all users, regardless of whether they have time to browse multiple sources or not.

4.2 Gather Information

Quantitative data can be expressed or measured in numerical values. It can be categorized into two main types: discrete data and continuous data. In contrast, qualitative data refers to information and concepts that are not represented by numbers. This type of data is typically collected through interviews, focus groups, personal diaries, lab notebooks, maps, photographs, and other observational methods. We have ensured that our users receive accurate and trustworthy information by collecting structured quantitative data from reliable sources.

To ensure the accuracy and reliability of the information provided to our users, we have relied on quantitative data rather than qualitative data. We have collected structured

data from various trustworthy sources to avoid any false or misleading information.

We have collected a range of data pertaining to Covid prevention, as well as real-time global Covid statistics from World-o-meter. Additionally, we have obtained Covid emergency contact information for various Indian states from government sources. Our chatbot, ETHER, also provides users with accurate and up-to-date news and facts on Covid, sourced from multiple verified and highly trusted digital news media outlets

4.3 Prototype

Our primary goal while designing the prototype was to create a user-friendly interface that meets the users' needs without any complexity. Initially, we developed a python-based prototype that simplified the Covid vaccination process for users and displayed real-time Covid statistics. However, to enhance the user experience and connect better with the current generation, we created a more visually attractive and interactive platform called Covid Support System (CSS).

4.4 UI Design

During the UI designing phase, our team aimed to make the platform as user-friendly, visually appealing, and interactive as possible. We incorporated eye-catching clip arts and pictures, and experimented with various text sizes and color palettes to ensure that the platform leaves a lasting impact on the user. Ultimately, our goal was to deliver important and key information to the users in an engaging and easy-to-understand manner.

4.5 Back End

4.5.1 Landing Page

The landing page is a crucial component of any website, as it serves as the starting point for users and determines the conversion rate of the website. Our landing page for COVID-19 Support System (CSS) was designed using HTML, the standard markup language for web documents. HTML provides cues for the appearance and structure of web pages, including text semantics like headings, paragraphs, links, and lists. To improve the user experience, we also paid extra attention to the UI design and used CSS, a style sheet language that separates content and presentation, to create an attractive and visually appealing interface. CSS allows for more flexibility and control over layout, fonts, and colors, and enables multiple web pages to share the same formatting via a separate .css file, which reduces complexity and repetition in the website's structural content. Additionally, the .css file can be cached to improve page load speed between pages that share the file and its formatting. We also incorporated JavaScript, a programming language that is widely used on the client side of websites alongside HTML and CSS, to add features to CSS. JavaScript is responsible for webpage behavior and can incorporate third-party libraries. All major web browsers have a dedicated JavaScript engine to execute the code on users' devices.

4.5.2 Live Statistics Page

The live statistics page of CSS (COVID-19 SUPPORT SYSTEM) is built using the React library, a flexible and efficient JavaScript library that enables the creation of declarative user interfaces by breaking them down into small, reusable components. To obtain real-time data for the live statistics page, we collect data from the Worldometer endpoint using an API, which provides the React app with clear and visually appealing information. We structure the live statistics page using HTML, the standard markup language used for creating documents for display on web browsers. Additionally, we use JavaScript to add interactive features to the page. Cascading Style Sheets (CSS) is used to create an appealing user interface, enabling the separation of content and pre-

smentation, such as layout, colors, and fonts. CSS is an essential technology of the World Wide Web, alongside HTML and JavaScript.

4.5.3 Support Page

The CSS (COVID-19 SUPPORT SYSTEM) Support Page provides dial-up phone numbers for users to contact local authorities in emergencies, serving a critical role in assisting those in urgent need. The page's underlying structure is based on HTML, the standard markup language for web pages, which provides the semantic structure for the page elements, including headings, paragraphs, lists, links, and quotes. To enhance the user experience, we paid special attention to the page's UI and utilized CSS to create an attractive interface. CSS is a style sheet language that is essential for describing the presentation of HTML documents. It enables the separation of content and presentation, including layout, colors, and fonts. This separation improves accessibility, enables greater flexibility and control in content presentation, facilitates shared formatting across multiple pages, and enhances page load speed by caching the .css file. CSS is one of the foundational technologies of the World Wide Web, alongside HTML and JavaScript.

4.5.4 ChatBot

The COVID-19 SUPPORT SYSTEM (CSS) provides a personalized chatbot named Ether that interacts with users through text or text-to-speech, offering an alternative to human agents. Ether is designed to understand user intent and respond using preset rules and data, allowing it to engage in natural language conversations with users. With a single click, users can access all standard and advanced website features, enhancing their overall experience. The development of Ether was accomplished with the help of engati services.

4.6 Front End

The front end, or user interface, is the part of the project that the user interacts with directly. As it's the most visible aspect, it was crucial to make it visually impressive. To achieve perfection in every detail, we meticulously created multiple pages, ensuring that each element was pixel-perfect. We paid close attention to aligning text and making sure that everything was in harmony. Additionally, we carefully selected the appropriate spacing, padding, size, and color to create an impactful experience. Multiple text sizes and color palettes were tested until we arrived at the final result.

In order to achieve an impressive user interface for the project, we paid close attention to the images, ensuring that they were both eye-catching and aligned with the intended design. We also made sure that they could adapt to different screen aspect ratios. During the design phase, we meticulously calculated all the spaces and paddings to produce a visually impactful and flawless output. In terms of technology, the project was built using the latest advancements, including HTML5, CSS3, and Bootstrap v5.3, in order to stay up-to-date with emerging trends. We took great care and consideration in designing the buttons and sub-buttons to maintain the integrity of the overall design. Each section and sub-section was filled with accurate and relevant information to allow for easy navigation of the platform.

4.7 Quality Assurance

During the development phase of the project, we conducted unit testing to ensure that all functionalities were working correctly. Once the project was fully developed, we manually conducted integration testing to eliminate any minor design or functional bugs. Following integration testing, we conducted UI tests to ensure that there were no errors or design glitches. By conducting these tests, we were able to deliver a high-quality product that met the user's needs and expectations.

4.8 Launch

After identifying the bugs during the QA stage, the team resolved the issues and finalized all components of the project. Once everything was deemed satisfactory, the project was prepared for release.

CHAPTER 5

IMPLEMENTATION AND RESULTS

Here in this chapter we are discussing how we implemented Covid -19 Support System and all the Software and Hardware requirement as well as Functional and Non-Functional requirements like performance, Security, Reliability and Maintainability which are necessary for efficient performance of CSS web application without any error and exception and this chapter will also focus on testing as well as the outputs that we are getting.

5.1 Software and Hardware Requirements

Windows:

S.No.	System Requirements
1	Windows 10 or later or Windows Server 2016 or later
2	An Intel Pentium 4 processor or later that's SSE3 capable

Table 5.1: Windows Requirements

Mac:

S.No.	System Requirements
1	macOS High Sierra 10.13 or later

Table 5.2: Mac Requirements

Linux:

S.No.	System Requirements
1	64-bit Ubuntu 18.04+, Debian 10+, openSUSE 15.2+, or Fedora Linux 32+
2	An Intel Pentium 4 processor or later that's SSE3 capable

Table 5.3: LINUX Requirements

5.2 Functional Requirements

User needs a proper internet connection to visit Covid 19 Support System web page.

No login required, he/she can access all the functionalities available in web platform.

For vaccine slot registration, some personal details needs to be entered which is directly stored to government databases no copy is stored in any third party databases. We value privacy of every user accessing our site.

User can check real time covid 19 cases without any third party apps or extensions.

Chat bot response time is very less which can help user to get the information they are looking for in minimal time.

5.3 Non Functional Requirement

5.3.1 Performance

Since its a web platform its performance fully depends on the internet bandwidth.

5.3.2 Security

No personal data is collected by us, every personal details entered for booking slot for vaccination is stored into government database (since we are redirecting vaccination booking to CoWin site).

For chat bot if you want it to address you by name, can provide it, but its not stored.

Whatever data site collects in 'Get Immediate Help' is stored on secure data base server and its cleared every week as well as no copy of it is generated and stored.

5.3.3 Reliability

All the functions are automated, so it all comes down to the user's internet connectivity.

5.3.4 Maintainability

Premium servers are used by CSS. So its always well maintained with almost cent percentage runtime.

5.3.5 Scalability

New functionalities can be released without taking the server/site down using zero downtime upgradation method.

5.4 Testing

While the project was in development phase we did unit testing to make sure that each of the functionalities are working as expected. And after fully developing the project, we did integration testing manually to make sure that no minor design or functional bug is present. After integration testing we did UI tests thus, leaving no space for any errors or design glitch.

5.5 Results/Final Output



Why Hesitate? Get Vaccinated Today!

The reason to get a vaccine is to prevent people from getting severely sick after getting affected from Covid SARS virus.
A short period of discomfort is a whole lot better than a visit to the ICU.

FAQ



All you want to know about **Covid-19 Support System**

Exclusively designed for the government and respected citizens to simplify the COVID - 19 Vaccination process. The CSS system will ensure that the vaccination process will be done systematically and efficiently. Our team is committed to privacy and being transparent about government requests for customer data globally.

Learn More

Contagion

Coronavirus disease (COVID-19) is an infectious disease caused by the SARS-CoV-2 virus. Corona virus can easily be transmitted by these actions:



Air Transmission

Covid SARS virus can easily travel through air.



Human Contacts

Coming in direct contact with an infected person can cause the disease to spread.



Sharing eatables

Sharing drinks with an infected person can spread the virus.

Symptoms

Signs and symptoms of coronavirus disease 2019 (COVID-19) may appear 2 to 14 days after exposure. This time after exposure and before having symptoms is called the incubation period. You can still spread COVID-19 before you have symptoms (presymptomatic transmission).

Common signs and symptoms can include:



What Should We Do ?

The virus can spread from an infected person in small liquid particles when they cough or sneeze. These particles range from larger respiratory droplets to smaller aerosols.

Prevention of spreading of Covid virus is as easy as 4 steps:

Wear Masks

Wear a face mask in indoor public spaces if you're in an area with a high number of people with COVID-19 in the hospital and new COVID-19 cases, whether or not you're vaccinated. The CDC recommends wearing the most protective mask possible that you'll wear regularly, fits well and is comfortable.



Wash your hands

Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol. Avoid touching your eyes, nose and mouth.



Avoid Contacts

Keep distance between yourself and others when you're in indoor public spaces. This is especially important if you have a higher risk of serious illness. Keep in mind some people may have COVID-19 and spread it to others, even if they don't have symptoms or don't know they have COVID-19.



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Figure 5.1: Landing Page

Frequently Asked Questions(FAQs)

— Where can I register for COVID-19 vaccination?

You can simply go to the home page of CVMS and click on the "Register/Sign In" or you can open the Co-WIN portal using the link www.cowin.gov.in and click on the "Register/Sign In" tab to register for COVID-19 vaccination, and follow the steps thereafter.

+ Which age groups can register for vaccination?

+ Is online registration mandatory for COVID-19 vaccination?

+ How many people can register with one mobile number?

+ Is it necessary to register again for 2nd dose?

+ What are vaccination schedules?

+ What information is available for the vaccination schedules?

+ What to do if slots are not available on my preferred date?



Figure 5.2: FAQs Page

Helpline Number for corona-virus

Name of State	Helpline Number	DialUp
Andra Pradesh	8662410978	Call
Arunachal Pradesh	9436055743	Call
Assam	6913347770	Call
Bihar	104	Call
Chhattisgarh	104	Call
Goa	104	Call
Gujarat	104	Call
Haryana	8558893911	Call



Name of Union Territory (UT)	Helpline Number	DialUp
Andaman and Nicobar Islands	3192232102	Call
Chandigarh	9779558282	Call
Dadra and Nagar Haveli and Daman & Diu	104	Call
Delhi	1122307145	Call
Jammu & Kashmir	01912520982, 0194-2440283	Call
Ladakh	1982256462	Call
Lakshadweep	104	Call
Puducherry	104	Call

Figure 5.3: Support: Helpline Numbers Page

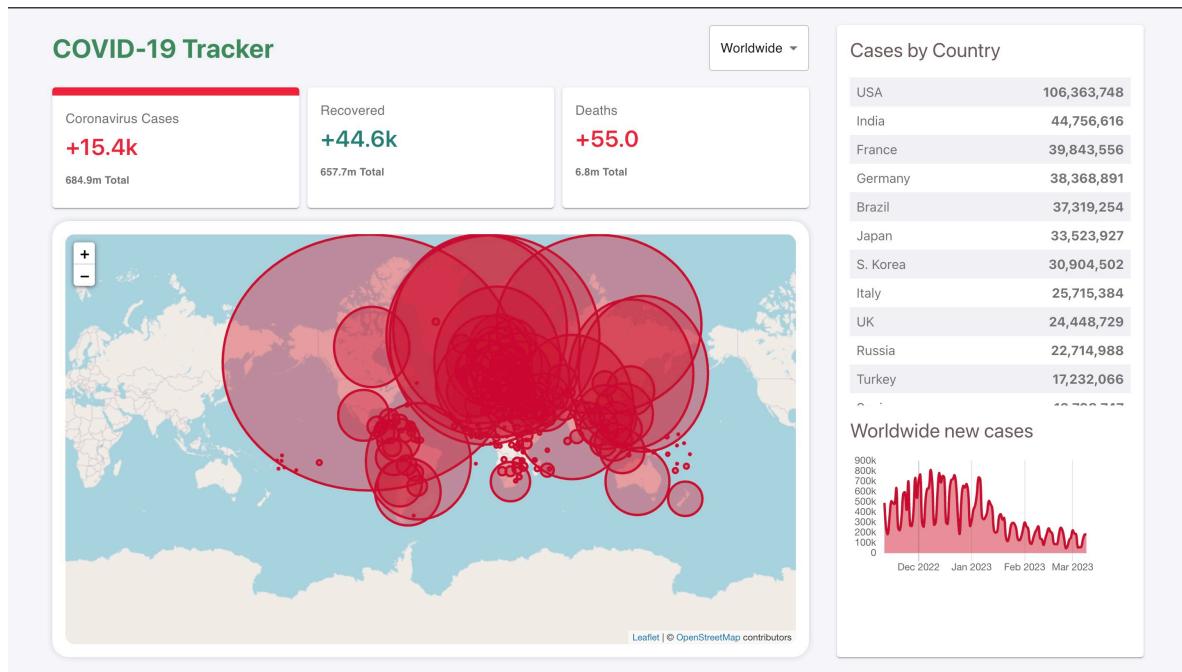
The form consists of the following fields:

- First Name *
- Last Name
- Email *
- Phone Number *
- Pin Code *
- Tell us what we can help you with *

Figure 5.4: Support: Get Immediate Help Page



Figure 5.5: Support: Get Aarogya Setu App Page



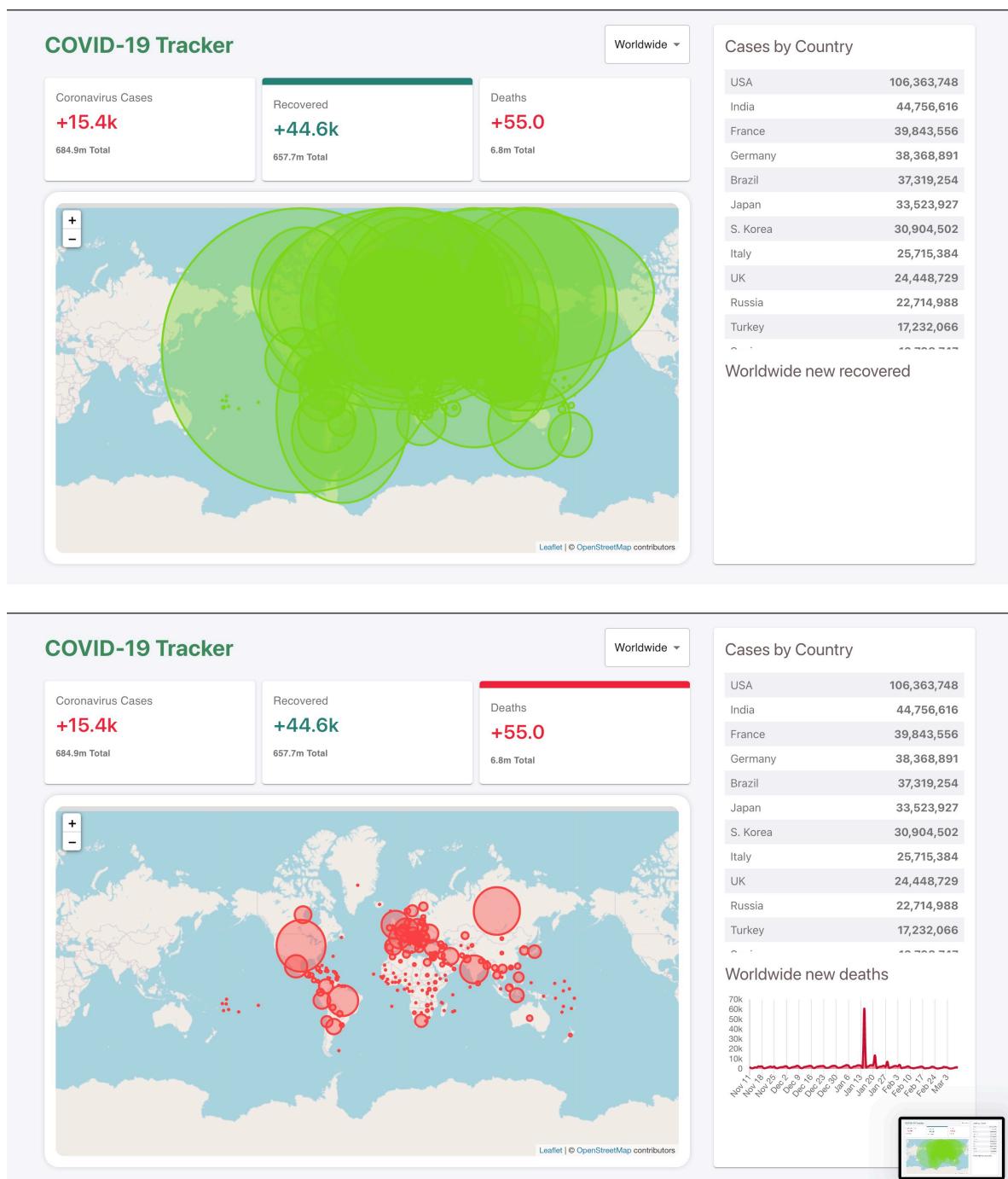
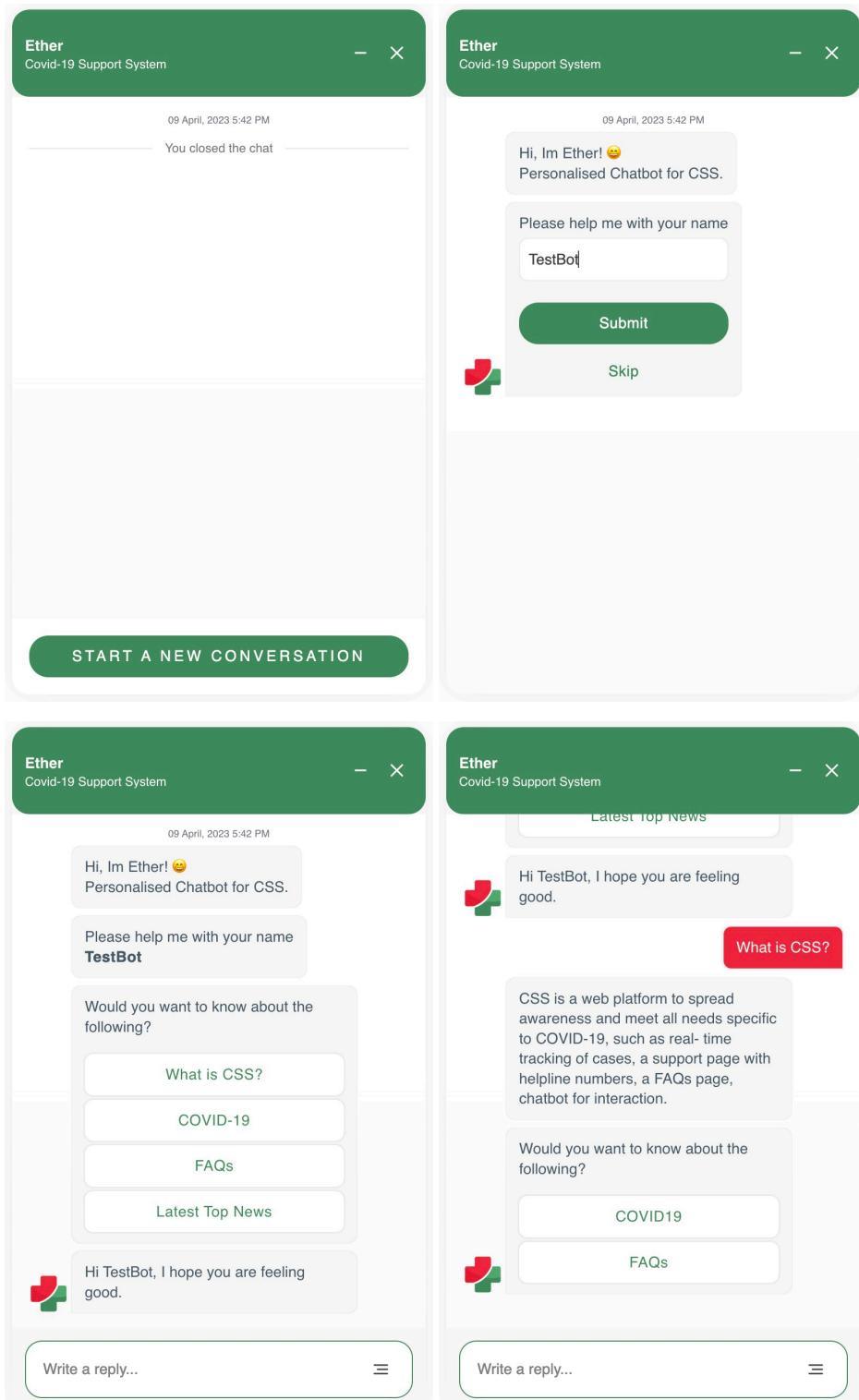


Figure 5.6: Live Stats Page



The screenshot shows the Ether Covid-19 Support System interface. At the top, there's a green header bar with the text "Ether" and "Covid-19 Support System". Below the header, there are two main buttons: "COVID19" (highlighted in red) and "FAQs". A small green cross icon is located to the left of the "COVID19" button. In the center, there's a red button labeled "COVID19". Below these buttons, a message asks if the user wants to know about COVID-19 or jump to the main menu. It lists several options: "What is COVID-19?", "Precautions", "Symptoms", "Myths", and "Main Menu". Each option is enclosed in a white box with a thin gray border. At the bottom of the screen is a text input field with the placeholder "Write a reply..." and a three-dot menu icon.

The screenshot shows two additional screens from the Ether Covid-19 Support System. The left screen is titled "Precautions" and contains five numbered bullet points: 1. Wash your hands thoroughly with soap and water for at least 20 seconds. 2. Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. 3. Avoid touching your eyes, nose and mouth unless you've recently washed your hands. 4. Avoid crowded areas as much as possible. 5. Clean AND disinfect frequently touched surfaces daily. The right screen is titled "Symptoms" and contains four numbered bullet points: 1. To prevent infection and to slow transmission of COVID19, do the following: a. Get vaccinated when a vaccine is available to you. b. Stay at least 1 metre apart from others, even if they don't appear to be sick. c. Wear a properly fitted mask when physical distancing is not possible or when in poorly ventilated settings. d. Choose open, well-ventilated spaces over closed ones. Open a window if indoors. Both screens have a green header bar with "Ether" and "Covid-19 Support System". They also feature a text input field with "Write a reply..." and a three-dot menu icon at the bottom.

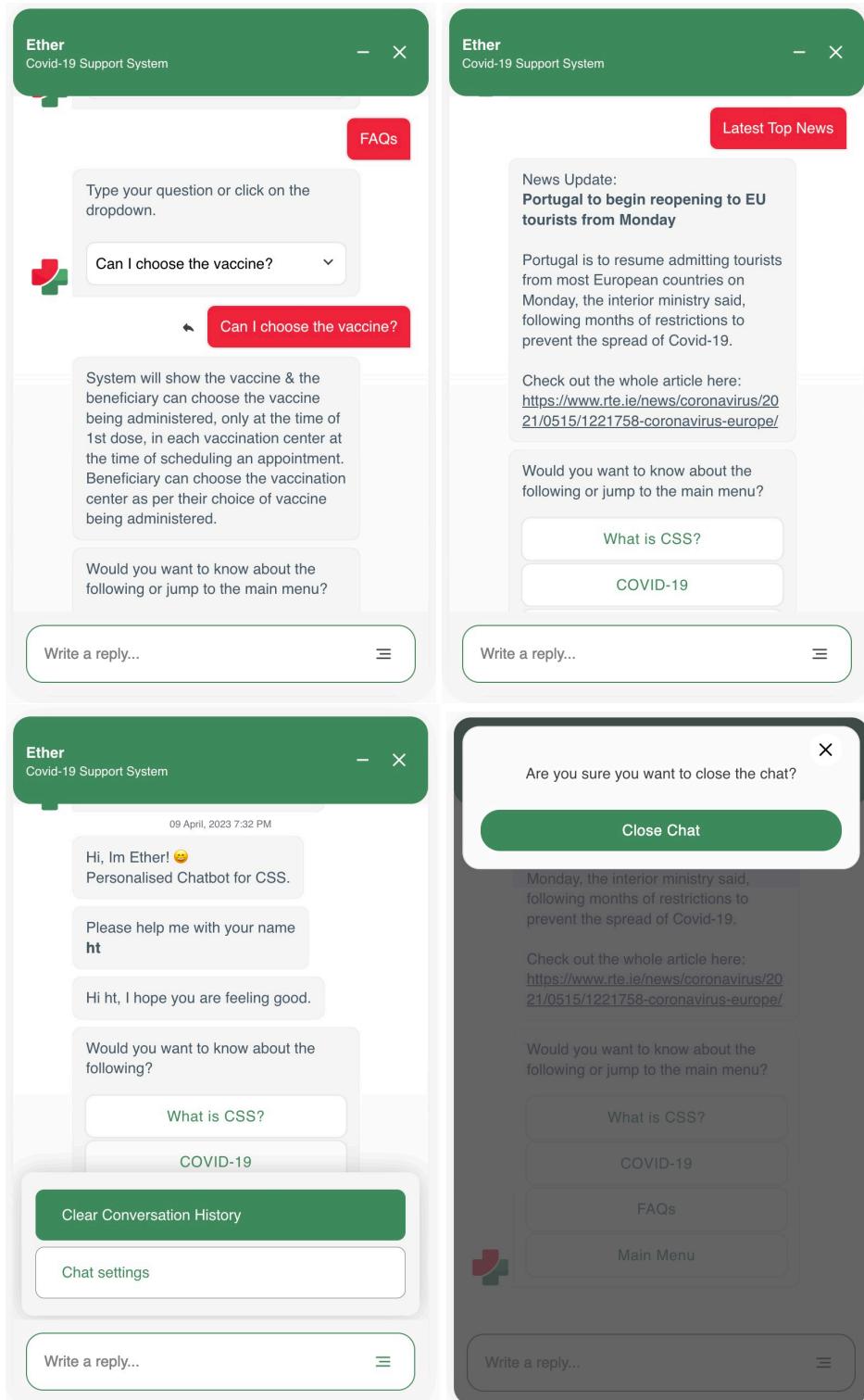


Figure 5.7: ChatBot

CHAPTER 6

CONCLUSION AND FUTURE SCOPE

Here in this Chapter we will conclude the project- Covid 19 Support System. We will also list some possible future scope for this project.

6.1 Conclusion:

The project came to reality when the world was brutally hit by the virus. A need for such an ALL IN ONE platform was really needed. Many websites showed false data, advertisements, old data and started phishing people. To solve all these problems we created this platform. We plan on providing accurate and to the point information to the people through this web platform. We have successfully implemented this.

The platform we made can be used to accurately measure Covid statistics, book vaccination, call for immediate help and learn information about Covid. Our chatbot is designed in such a way it can provide multiple information and help the user in just a few clicks.

Hence, we can conclude that Covid-19 Support System (CSS) is a ONE STOP FOR ALL.

6.2 Future Scope:

Although the project is complete but there can always be more and more improvements. We will share some future scope for this project that will help to increase the projects functionalities and increasing its performance.

1. Improving the chatbot.
2. Adding a prediction model so that future Covid waves can be predicted.
3. Giving push notifications to the users about different Covid related news and giving updates.