

Design Goals of a Clinic Chatbot

Availability:

Customers can access the bot 24 hours 7 days(weekend and holiday too). The client needs only to have a whatsapp application.

Time saving:

The customer doesn't face waiting time and also adds efficiency on the administration side.

Responsiveness:

The software includes a bot that is responsible for the interaction with the user and can create/update/cancel appointments based on users' wishes and the availability of the clinic. The bot also sends reminders and confirmations regarding these operations, just like a human agent, but better and autonomous!

Completeness:

The software is designed to manage all aspects of clinic management and client relationships. Administrators can add/update/remove doctors and users, as well as services, accepted insurances, and specialities; they can also update the clinic information, get all the booked and available appointments.

Scalability:

Creating a system that is capable of handling increasing user interactions and also expanding data volume.

Security and privacy:

Protect user data and ensure safe chatting and maintain the privacy of the conversation between the chatbot and the client.