

Scenario: Dentist Clinic Assistance WhatsApp Bot

User Story:

Sarah has been experiencing tooth pain and wants to seek advice from a dentist or schedule an appointment at a nearby dental clinic. She prefers an easy way to do this without spending too much time on calls or visiting the clinic in person initially.

WhatsApp Bot Features:

1. Appointment Booking:

- Sarah sends a message to the clinic bot requesting an appointment.
- The bot asks if this is her first time to come to the clinic, if it is her first time then the bot opens a new database entry else it refers to the old file.
- The bot asks about Sarah insurance status.
- The bot prompts Sarah for details such as the nature of the dental issue, preferred date, and time for the appointment.
- It checks for available slots and confirms or suggests alternative timings.

2. Changing or canceling the appointment

3. Service Information:

- Sarah asks the bot about the dental services offered at the clinic, such as routine check-ups, cleanings, fillings, extractions, and specialized treatments like orthodontics or implants.
- The bot provides detailed information about the clinic's dental services, highlighting the expertise of the dentists.

4. Location and Directions:

- Sarah requests the clinic's address or directions from her current location.
- The bot shares the clinic's address, a map link, and possibly step-by-step directions or nearby landmarks for easy navigation.

5. Appointment Reminders and Follow-ups:

- After scheduling an appointment, the bot sends Sarah reminders a day before and a few hours prior to the appointment time.
- It may follow up post-appointment with aftercare instructions or feedback inquiries.

6. Dental Care Tips and FAQs:

- The bot offers dental care tips for maintaining oral hygiene or links to FAQs about common dental concerns like cavities, gum disease, or oral care for children.

User Interaction:

1. Appointment Booking:

- Sarah sends a message like "I need to schedule a dental appointment for my toothache."
- The bot responds by asking for specific details and confirms the appointment.

2. Dental Symptom Assessment:

- Sarah describes her tooth pain, "I have a sharp pain in my lower left molar."

3. Service Information:

- Sarah asks, "What types of dental treatments are available at the clinic and prices of each services price?"
- The bot lists out the available treatments, mentioning specialties like cosmetic dentistry, orthodontics, or emergency dental care.

4. Location and Directions:

- Sarah requests directions to the clinic from her current location.
- The bot provides a map link and simple directions or mentions recognizable landmarks nearby.

5. Appointment Reminder:

- The bot sends Sarah a message a day before the appointment, reminding her of the scheduled visit and offering contact information for any queries.