

Mahmooda Ali
November 26, 2020
CS 421 – Professor Parde

WRITTEN REPORT

BONUS:

Student Participants:

Saccha Agriel
Taha Khomusi

Studies I participated in:

Saccha Agriel
Taha Khomusi

QUESTION 1:

Transcript:

Chatbot: Hi! I am Dr. Finder!

Mahmooda: Hello

Chatbot: Can you please let me know what kind of doctor you are looking for?

Mahmooda: I am looking for a pediatrician

Chatbot: Can you please provide me with the zip code of the area you would like to visit your doctor in?

Mahmooda: 60165

Chatbot: Is there insurance you would like to use?

Mahmooda: yes

Chatbot: What kind of insurance would you like to use with your visit at the doctor's?

Mahmooda: Cigna Healthcare

Chatbot: Which days are you available to visit your doctor?

Mahmooda: Monday

Chatbot: Okay, here is a list of doctors that meet your criteria:

Name: Dr. Gayle Matthews

Zip Code: 60165

Insurance Companies Accepted:

- Blue Cross and Blue Shield of Illinois
- Cigna healthcare of Illinois, inc.
- Quartz Health Benefit Plans Corporation

Mahmooda Ali
November 26, 2020
CS 421 – Professor Parde

Days Open:

- Saturday
- Monday
- Friday

Mahmooda: okay thank you!

Chatbot: Would you like help with anything else?

Mahmooda: No

Chatbot: Thank you for using Dr. Finder

QUESTION 2:

CS 421 Student: Saccha Agriel

Transcript:

Chatbot: Hello! This is Dr. Finder

Saccha: Hi

Chatbot: I can help you find medical care in your area. What kind of doctor are you looking for?

Saccha: I am looking for a cardiologist

Chatbot: Can you please provide me with the zip code of the area you would like to visit your doctor in?

Saccha: 60090

Chatbot: Sorry, we do not have any cardiologists in this area. Is there anything else I can help you with?

Saccha: yes

Chatbot: Hi! I'm Dr. Finder!

Saccha: hello

Chatbot: Can you please let me know what kind of doctor you are looking for?

Saccha: cardiologist

Chatbot: Can you please provide me with the zip code of the area you would like to visit your doctor in?

Saccha: 60602

Chatbot: Would you like to use insurance with your visit?

Saccha: no

Mahmooda Ali
November 26, 2020
CS 421 – Professor Parde

Chatbot: Alright, which day would you like to go to see your doctor?

Saccha: Monday or Friday

Chatbot: Okay, here is a list of doctors that meet your criteria:

Name: Dr. Maryam Hassan

Zip Code: 60602

Insurance Companies Accepted:

- Blue Cross and Blue Shield of Illinois
- Cigna healthcare of Illinois, inc.

Days Open:

- Monday
- Wednesday
- Friday

Saccha: Okay, thank you

Chatbot: Would you like help with anything else?

Saccha: no

Chatbot: Thank you for using Dr. Finder!

Was this successful? Yes

Number of dialogue turns:

Total: 23

Participant: 11

The participant was able to successfully complete the task of finding their desired doctor. However, the number of dialogue turns was a bit higher than expected. The reason for this was that initially the participant could not find a cardiologist at their preferred location, so they had to search again.

CS 421 Student: Taha Khomusi

Transcript:

Chatbot: Hello! This is Dr. Finder

Taha: Hi

Chatbot: I can help you find medical care in your area. What kind of doctor are you looking for?

Taha: A family care doctor

Chatbot: Can you please let me know what kind of doctor you are looking for?

Taha: family care doctor

Mahmooda Ali
November 26, 2020
CS 421 – Professor Parde

Chatbot: I can help you find medical care in your area. What kind of doctor are you looking for?

Taha: primary care physician

Chatbot: What is the zip code of the area you live in?

Taha: 60612

Chatbot: Would you like to use insurance with your visit?

Taha: yes

Chatbot: What kind of insurance would you like to use with your visit at the doctor's?

Taha: Blue Cross Blue Shield

Chatbot: Which days are you available to visit your doctor?

Taha: Saturday, Thursday, Friday or Sunday

Chatbot: I'm sorry, there are not any primary care physicians in this area that are open on your available days. Would you like help with anything else?

Taha: No

Chatbot: Ok, goodbye!

Was this successful? *No*

Number of dialogue turns:

Total: 19

Participant: 9

The participant was not able to successfully complete the task of finding their desired doctor. However, the number of dialogue turns was less than the previous participants, but this was probably because the user terminated the interaction before the task was completed. Also, the user initially had difficulty finding the kind of doctor they wanted so they had to look for another doctor. And when they could not find a PCP that was open on the day that they preferred the user decided to end the dialogue instead of looking again.

QUESTION 3:

Saccha Agriel:

In this conversation, I knew what I could say or do at each point of the dialogue.

1 (Strongly Disagree) ○ ○ ○ ☒ ○ 5 (Strongly Agree)

The system worked the way I expected it to in this conversation.

1 (Strongly Disagree) ○ ○ ☒ ○ ○ 5 (Strongly Agree)

The dialogue produced by this system seemed natural.

1 (Strongly Disagree) ○ ○ ○ ☒ ○ 5 (Strongly Agree)

Analysis:

The average score for the above questions was a 3.67. This was a little lower than what I expected, but not by much. The main reason why I received this score is because when the user had to change location when looking for a cardiologist, they had to start the conversation all over again. They believe it would have been more convenient if the chatbot had just asked the user for a different zip code instead of making the user start all over.

Taha Khomusi:

In this conversation, I knew what I could say or do at each point of the dialogue.

1 (Strongly Disagree) ○ ○ ☒ ○ ○ 5 (Strongly Agree)

The system worked the way I expected it to in this conversation.

1 (Strongly Disagree) ○ ☒ ○ ○ ○ 5 (Strongly Agree)

The dialogue produced by this system seemed natural.

1 (Strongly Disagree) ○ ○ ○ ☒ ○ 5 (Strongly Agree)

Analysis:

The average score for the above questions was a 3. This was a little higher than what I expected, because the user was not able to complete their desired task and the interaction seemed a little frustrating. The main reason why I received this score is because when the user was looking for a family doctor, instead of letting the user know that it did not have that information, the chatbot kept on requesting input for a doctor. The participant wished that they could have been told to look for a different kind of doctor instead of having to type the same thing over and over again.