

Medcor AI ChatBot

[User Manual]

Table of Contents

1. Overview
2. Getting Started
 - Widget Activation
 - Welcome Interaction
3. Main Interface
 - Header
 - Close Button
 - Main Content Area
4. Installation Guide
 - Generating the Chatbot Script
 - Adding the Script to Your Website
 - Expected Behavior After Installation
5. Core Features and Use Cases
 - AI Chat Assistant
 - Quick Links Menu / Feature Modules
 - Doctor Portfolio
 - Appointment Booking
 - Online Face Editor
6. Authentication System
 - User Login
 - Guest Access
 - Registration
7. Step-by-Step Usage Guide
 - Opening and Closing the Widget
 - Navigating Main Features
 - Using the AI Chat Assistant
 - Accessing Doctor Portfolios
 - Booking an Appointment
 - Using the Online Face Editor
8. Technical Requirements
 - For Website Integration
 - For End-Users (Browser & Device)
 - Network Requirements
9. Privacy and Security
 - Data Handling
 - Permissions
10. Troubleshooting
 - Widget Not Loading
 - Camera Issues (Online Face Editor)
 - Voice Input/Output Issues
 - Login/Authentication Issues

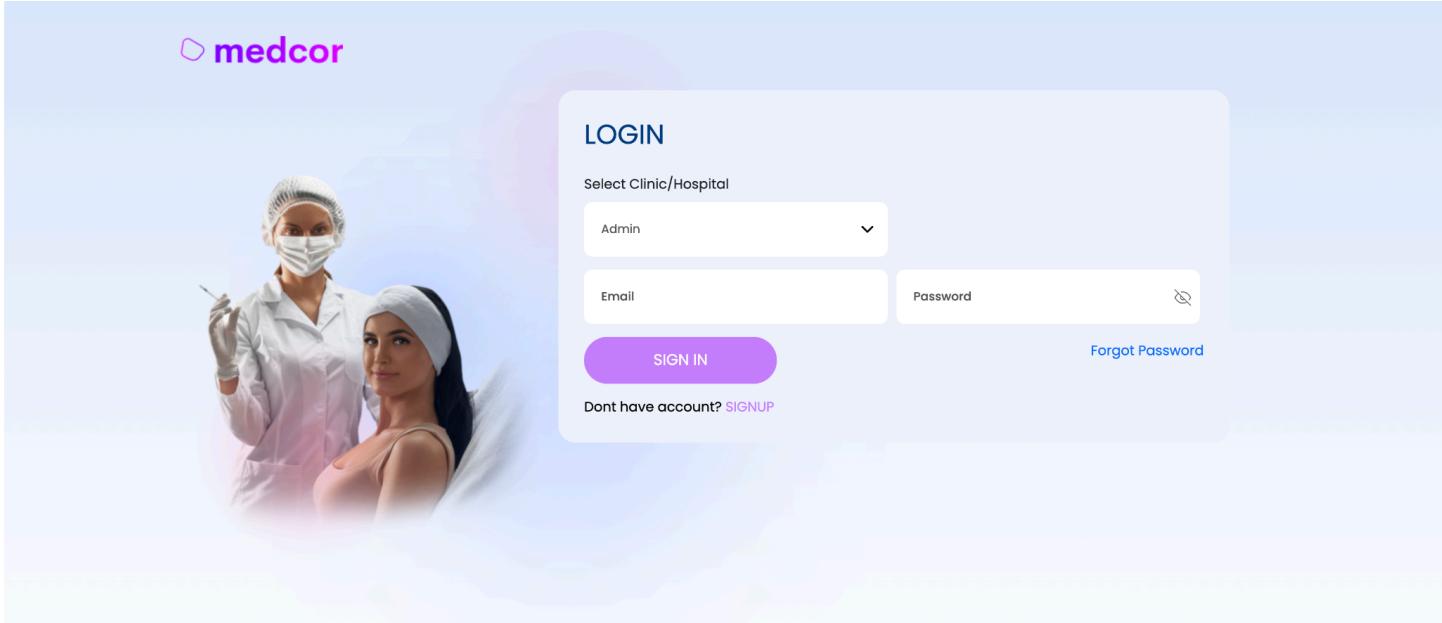
- Performance Tips
- 11. Updates and Maintenance
 - Automatic Updates
 - Scheduled Maintenance
- 12. Support and Feedback
 - Getting Help
 - Submitting Feedback

1. Overview

Welcome to the Medcor AI ChatBot frontend widget! This interactive healthcare assistant is designed to seamlessly integrate into your website, connecting patients with medical services through an advanced AI-powered chatbot. The widget enhances user experience by offering functionalities such as an AI avatar, voice interactions, comprehensive doctor portfolios, streamlined appointment booking, and a real-time online face editor. Its primary goal is to improve user engagement, simplify access to medical information and services, and provide immediate, round-the-clock support.

2. Installation

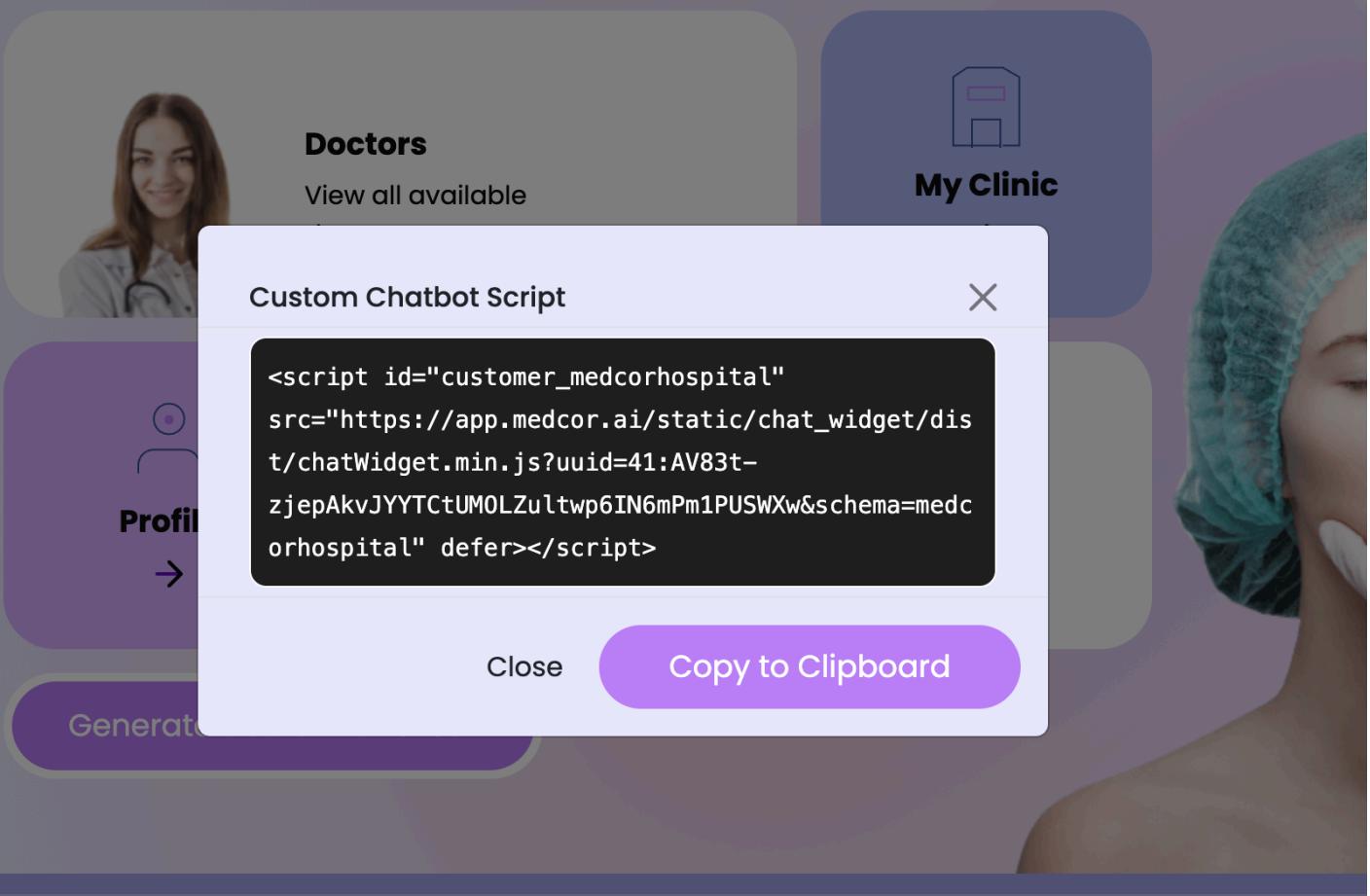
Log in to the <https://app.medcor.ai/> as hospital credential.



On the Dashboard, click on “Generate Custom Chatbot”.

The image shows the Medcor dashboard. On the left is a sidebar with icons for Dashboard, Profile, Doctors, Treatments, Clinic, Patient, and Sign out. The main dashboard area has a purple header with the text "Welcome, Medcorhospital". It features several cards: one for "Doctors" showing a doctor's photo and a link to "View all available doctors"; one for "My Clinic" with a blue icon; one for "Profile" with a purple icon; and one for "Treatments" showing a patient's photo and a link to "View all treatments available at the clinic". At the bottom of the dashboard is a large purple button labeled "Generate Custom Chatbot". The background of the dashboard features a photograph of a medical professional performing a procedure on a patient's face.

Copy the Script by clicking the “Copy to Clipboard” button.



Step 1: Add the Script

Add the following script tag to your HTML:

**For example it will look something like below.

```
<script id="customer_medcorhospital"
src="https://app.medcor.ai/static/chat\_widget/dist/chatWidget.min.js?uuid=41:AV83t-zjepAkvJYYTctUMOLZultwp6IN6mPm1PUSWXw&schema=medcorhospital"></script>
```

The widget will automatically create its container with the ID medcor-chat-widget in your webpage

2.1. Getting Started

Interacting with the Medcor AI ChatBot is designed to be intuitive from the moment a user lands on your webpage.

Widget Activation

- **Automatic Appearance:** The widget is engineered to be noticeable yet unobtrusive. It typically appears as a floating chat bubble (often displaying a 🗤 icon) on your website, usually 2 seconds after the page has fully

loaded. This ensures users are aware of its presence without it being intrusive.

- *(Floating chat bubble icon on a sample webpage)*
- **Manual Activation:** If the user closes the widget or if it's configured for manual activation, they can click the chat bubble icon at any time to open or reopen the main chat interface.

Welcome Interaction

- **Greeting:** Upon opening the widget for the first time in a session, the AI assistant will greet the user.
- **Voice-Enabled Interaction:** This initial greeting is often voice-enabled, providing an immediate demonstration of the widget's interactive capabilities and inviting the user to engage.



- *(Expanded widget interface showing initial welcome message and AI avatar)*

3. Main Interface

The Medcor AI ChatBot widget presents a clean, user-friendly interface.

Header

- **Title:** The header typically displays 'AI Assistant' , clearly indicating the nature of the tool.
- **Chat Icon:** An icon may also be present, reinforcing the chat functionality.

Close Button

- **Location:** A clearly visible 'X' button is located in the top-right corner of the widget interface.
- **Functionality:** Clicking this button will close or minimize the widget back to its chat bubble state.

Main Content Area

- **Dynamic Content:** This is the largest part of the widget and its content adapts dynamically based on the user's interactions and the selected features. It can display chat conversations, doctor profiles, appointment booking forms, or the face editor interface.

4. Installation Guide

Integrating the Medcor AI ChatBot into your website is a straightforward process.

Generating the Chatbot Script

1. Log in to the Medcor Admin Portal:

- Navigate to <https://app.medcor.ai/>.
- Log in using your hospital or clinic credentials.

(Screenshot: Medcor Login Page - As provided in the original document)

[Image: Login screen showing fields for "Select: Clinic/Hospital", "Email", "Password", and a "SIGN IN" button.]

○

2. Navigate to Chatbot Generation:

- Once logged in, you will be directed to the Dashboard.
- Locate and click on the "**Generate Custom Chatbot**" button.

(Screenshot: Medcor Dashboard with "Generate Custom Chatbot" button highlighted - As provided in the original document)

[Image: Medcor dashboard with various options like "Doctors", "My Clinic", "Profile", "Treatments", and a prominent "Generate Custom Chatbot" button.]

○

3. Copy the Script:

- A pop-up window will appear displaying the "Custom Chatbot Script".
- Click the "**Copy to Clipboard**" button to copy the generated script.

(Screenshot: Custom Chatbot Script pop-up - As provided in the original document)

[Image: Modal dialog titled "Custom Chatbot Script" showing a code snippet and buttons "Close" and "Copy to Clipboard".]

Adding the Script to Your Website

1. Access Your Website's HTML:

- Open the HTML file of the webpage(s) where you want the chatbot widget to appear (e.g., `index.html` or a global template).

2. Paste the Script:

- Paste the copied script tag just before the closing `</body>` tag of your HTML page.

Example Script:

```
<script id="customer_medcorhospital"
src="https://app.medcor.ai/static/chat_widget/dist/chatWidget.min.js?uuid=41:AV83t-zjepAkvJYYTCtUMOLZult
wp6IN6mPm1PUSWXw&schema=medcorhospital" defer></script>
```

(Note: The `uuid` and `schema` parameters in the `src` URL will be unique to your generated script.)

3. Save Changes: Save the HTML file and upload it to your web server if necessary.

Expected Behavior After Installation

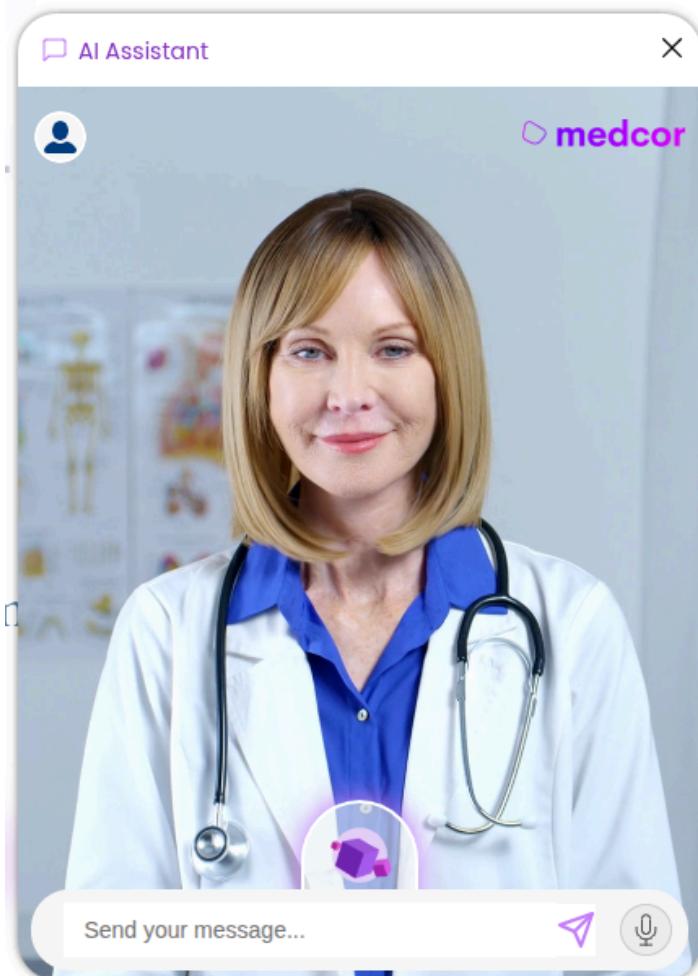
- **Widget Appearance:** As described in "Widget Activation," the chat bubble should appear after page load.
- **Automatic Container Creation:** The script automatically creates its necessary HTML container (e.g., a `div` with an ID like `medcor-chat-widget`). No manual placeholder is usually needed.

5. Core Features and Use Cases

The Medcor AI ChatBot offers a suite of features accessible through an intuitive interface, designed to assist users effectively.

AI Chat Assistant

- **Description:** The foundational feature, allowing users to interact with an AI through natural language.
 - **Text Input:** Users can type messages in the input field and send them by pressing Enter or clicking the send icon.
 - **Voice Input:** A microphone icon allows users to speak directly to the AI. The AI processes the voice input for interaction.
 - **Voice Output:** The AI assistant can read its responses aloud, enhancing accessibility and engagement. This may include an animated AI avatar.
 - **Voice Mode:** A continuous conversation mode might be available, allowing for back-and-forth voice interaction without needing to click the microphone icon repeatedly.
 - **Audio Controls:** Users can mute or unmute the AI's voice output as needed.
 - **Session Management:** Chat sessions have a configurable timeout. Users receive warnings before a session expires and are given options to renew it, preventing abrupt disconnections.
 - **Visual Indicators:** Animated UI elements, like typing indicators for both user and AI, and an avatar, make the chat experience more dynamic.
- **Use Case:** Patients seeking quick answers to general health queries, information about clinic services, opening hours, help navigating the widget, or initiating requests for specific modules.



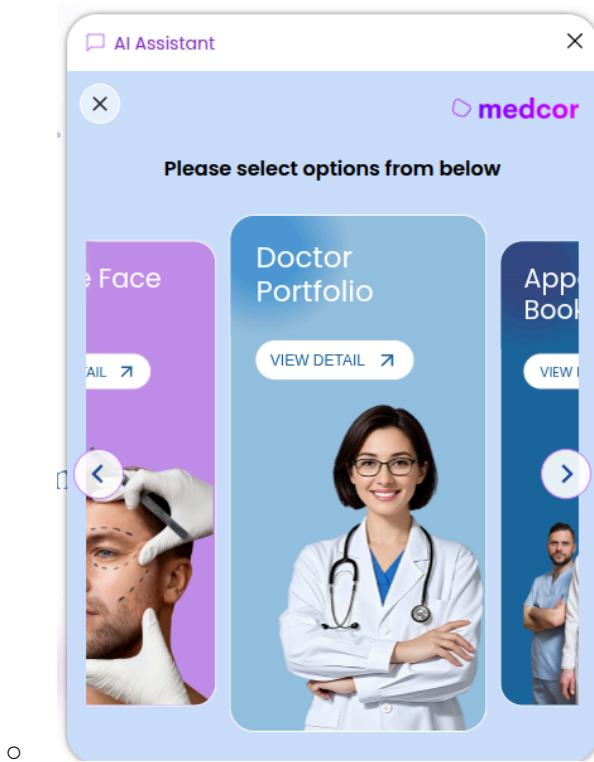
Quick Links Menu / Feature Modules

The widget may present a main menu or quick links (possibly via a slider or card interface) to access dedicated feature modules.

Doctor Portfolio

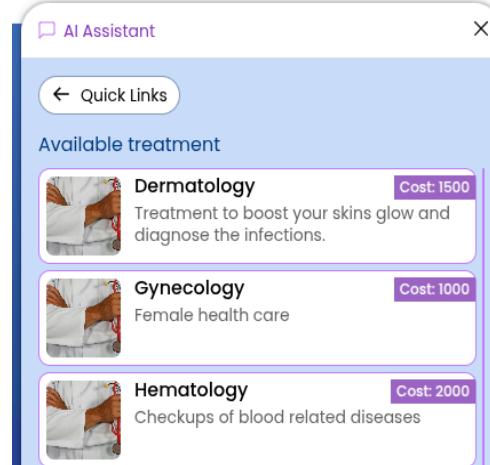
- **Description:** Provides a dedicated module to explore detailed information about medical professionals.
 - Users can browse doctors, often displayed with photos, names, specializations, and years of experience.
 - Detailed profiles may include credentials, and potentially AI-generated summaries or audio introductions from the doctors themselves.
- **Use Case:** Patients looking for a specific type of specialist, wanting to learn more about a doctor's background and expertise before booking, or simply browsing available medical staff.

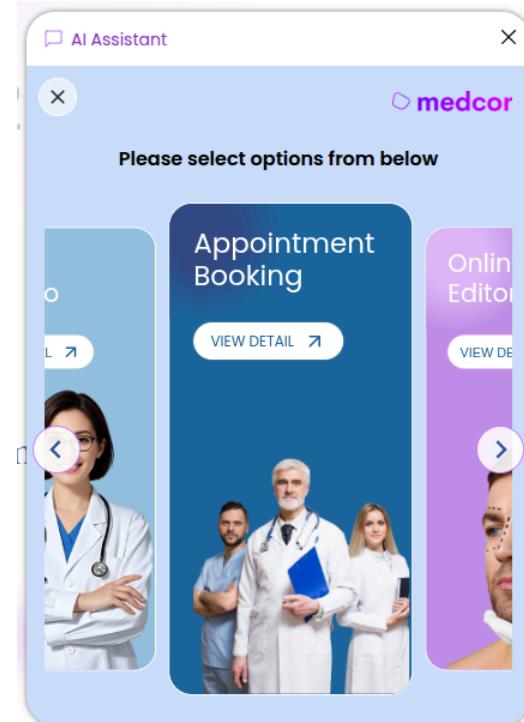




Appointment Booking

- Description:** A streamlined, step-by-step module for scheduling medical appointments online.
 - Features a simple and intuitive booking interface.
 - Requires user authentication (login) for security, personalization, and to manage bookings.
 - The process typically involves:
 - Selecting a treatment or service.
 - Choosing a preferred doctor (if applicable).
 - Selecting an available date and time slot.
 - Confirming the appointment details.
- Use Case:** Patients wishing to schedule consultations, follow-up visits, or procedures at their convenience, with their identity verified for a seamless experience.

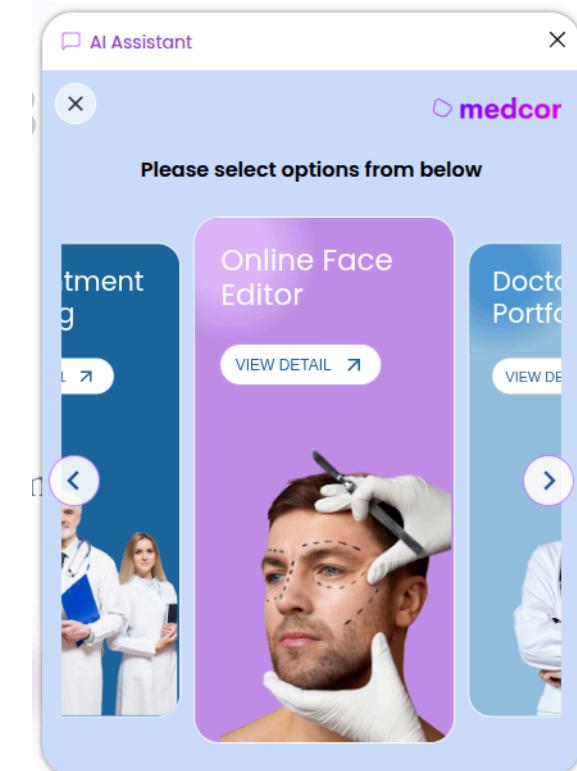




Online Face Editor

- **Description:** An advanced, interactive module, particularly for clinics offering aesthetic or cosmetic procedures.
 - **Camera-Based Interaction:** Utilizes the user's device camera (with permission) for real-time editing.
 - **Retouching Tools:** May include features like skin smoothing, blemish removal, and skin tone enhancement.
 - **Makeup Filters:** Allows users to virtually try on makeup such as lipstick, blush, contour, and various eye makeup styles.
 - **Real-Time Preview:** Changes are previewed instantly on the live camera feed or an uploaded image.
 - **Camera Controls:** Includes options to capture an image, flip the camera view, and toggle filters on/off.
 - **Photo Saving:** Edited images can often be downloaded locally by the user (e.g., as MEDCOR_IMG_YYYYMMDD_HHMMSS_#.png).
- **Use Case:** Potential patients exploring aesthetic treatments and wanting a realistic, interactive preview of possible results before committing to a consultation.



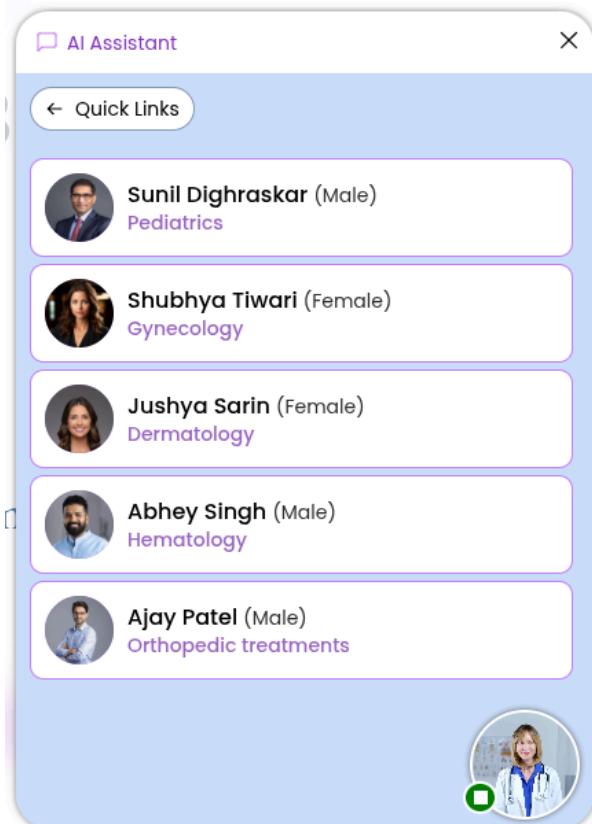


6. Authentication System

To provide personalized experiences and secure access to certain features, the Medcor AI ChatBot incorporates an authentication system.

User Login

- **Purpose:** Required to access features like Appointment Booking or potentially view personalized health information (if integrated).
- **Process:** Users can log in using their email and password associated with their Medcor account. The login prompt typically appears when trying to access a restricted feature or via a general "Login" button.



Guest Access

- **Availability:** Basic features of the chatbot, such as general AI conversations or browsing non-sensitive information (like general doctor listings), are often available without requiring a login.
- **Limitations:** Guests will not be able to book appointments or access any personalized data.

Registration

- **Process for New Users:** If a user does not have an account, they will typically need to register. The registration process is usually handled via an external Medcor patient portal, to which the widget might direct them. The widget itself may not handle new user registration directly.

7. Step-by-Step Usage Guide

This section guides users on how to interact with the various functionalities of the Medcor AI ChatBot.

Opening and Closing the Widget

1. **Locate the Chat Bubble:** On the website, find the chat bubble icon (typically bottom-right).
2. **Expand Interface:** Click the chat bubble to open the full widget.
3. **Close Interface:** Click the 'X' button in the widget's header to close it (it will revert to the chat bubble).

Navigating Main Features

1. **Access Menu/Modules:** Once the widget is open, look for a main menu, quick links, a slider interface, or feature cards to browse available modules like "Doctor Portfolio," "Appointment Booking," or "Online Face Editor."
2. **Select a Feature:** Click on the desired feature's card or link (e.g., "VIEW DETAIL" button) to open its specific interface.
3. **Return/Back:** Use the back button (often an arrow icon) within a module to return to the main widget menu or the previous screen.

Using the AI Chat Assistant

1. **Type Message:** In the chat input field (usually at the bottom), type your question or request.
2. **Send Message:** Press Enter or click the send icon.
3. **Voice Input (Optional):** Click the microphone icon to activate voice input. Speak clearly. The AI will process your speech.
4. **Engage:** Read or listen to the AI's response (which may include an avatar speaking) and continue the conversation as needed. Use audio controls (mute/unmute) if desired.

Accessing Doctor Portfolios

1. **Navigate:** Select "Doctor Portfolio" from the main widget menu.
2. **Browse:** Scroll through the list of doctors. Use any available search or filter options to narrow down choices.
3. **View Details:** Click on a doctor's profile/card to view detailed information, including specializations, experience, credentials, and potentially audio introductions or AI summaries.

Booking an Appointment

1. **Navigate:** Select "Appointment Booking" from the main widget menu.
2. **Authenticate:** If prompted, log in with your Medcor account credentials.
3. **Follow Steps:**
 - Select the desired treatment or service.
 - Choose a doctor (if applicable).
 - Pick an available date and time slot from the calendar/list.

- Review all details on the confirmation screen.
- Confirm the appointment. You should receive a confirmation within the widget and potentially via email/SMS.

Using the Online Face Editor

1. **Navigate:** Select "Online Face Editor" from the main widget menu.
2. **Grant Permissions:** If prompted, allow the widget to access your device's camera.
3. **Interact:**
 - Your camera feed should appear. Use camera controls (capture, flip camera) as needed.
 - Select retouching tools (e.g., skin smoothing) or makeup filters (e.g., lipstick, blush) from the provided palette.
 - Observe the real-time preview of changes on your face.
 - Toggle filters on/off to compare.
4. **Save (Optional):** If available, use the option to download the edited image to your device.

8. Technical Requirements

For Website Integration

- **Valid HTML Structure:** Ensures proper widget rendering.
- **JavaScript Enabled:** The widget is JavaScript-based.
- **Internet Connectivity:** For script generation (admin) and dynamic data fetching (widget).
- **No Conflicting Scripts:** Avoid JavaScript conflicts.
- **Content Security Policy (CSP):** If used, configure to allow:
 - Scripts and connections from <https://app.medcor.ai/>.
 - Domains for WebSockets (e.g., <wss://socket.medcor.ai>) or other integrated services.

Example directives:

```
script-src 'self' https://app.medcor.ai;
connect-src 'self' https://app.medcor.ai wss://socket.medcor.ai;
img-src 'self' data: https://app.medcor.ai;
style-src 'self' 'unsafe-inline' https://app.medcor.ai;
font-src 'self' https://app.medcor.ai; // If custom fonts are loaded
media-src 'self' https://app.medcor.ai; // For audio/video elements
```

○

- **Environment Variables (for widget deployment/hosting by Medcor or advanced integrators):**
 - **VITE_ENV:** Specifies the environment (e.g., `production`, `development`).
 - **VITE_SOCKET_URL:** URL for WebSocket connections.
 - **VITE_HEYGEN_API_KEY:** API key for HeyGen services (if integrated for AI avatar video generation).
 - Additional API keys for specific features may be required.

For End-Users (Browser & Device)

- **Modern Web Browser:**
 - Google Chrome (version 90+ recommended)

- Mozilla Firefox (version 88+ recommended)
- Safari (version 14+ recommended)
- Microsoft Edge (version 90+ recommended)
- **JavaScript Enabled:** Must be enabled in browser settings.
- **Cookies Enabled:** May be used for session management or preferences.
- **Local Storage:** Required for storing user preferences or session data.
- **Device Requirements:**
 - **Camera:** For Online Face Editor (720p+ resolution recommended).
 - **Microphone:** For voice input features.
 - **RAM:** 2GB+ recommended for smooth performance.

Network Requirements

- **Stable Internet Connection:** Broadband internet (1 Mbps+ download/upload) recommended.
- **Low Latency:** For optimal real-time interactions (voice chat, face editor).
- **Firewall Access:** Ensure firewalls allow connections to Medcor servers and any associated service domains.

9. Privacy and Security

Medcor is committed to protecting user data and ensuring a secure experience.

Data Handling

- **Secure Processing:** User data is processed securely.
- **Encrypted Login:** Authentication credentials are transmitted over encrypted connections (HTTPS).
- **Local Camera Processing:** For features like the Online Face Editor, image processing is ideally handled locally in the browser when possible to enhance privacy. If server-side processing is needed for advanced features, data is handled securely. (*Clarify specifics if known*)

Permissions

The widget will request user permission for certain features:

- **Camera:** Explicitly requested for the Online Face Editor.
- **Microphone:** Explicitly requested for voice input features.
- **Location:** Generally not required by the core chatbot widget.
- **Notifications:** Optional, may be requested if the widget supports browser notifications for appointment reminders, etc.

10. Troubleshooting

Widget Not Loading

1. **Check Internet Connection.**
2. **Refresh Page:** Try a hard refresh (Ctrl+Shift+R or Cmd+Shift+R).

3. **Enable JavaScript:** Ensure JavaScript is enabled in browser settings.
4. **Clear Browser Cache & Cookies:** Outdated cache can sometimes cause issues.
5. **Check Script Installation:** (For website administrators) Verify correct script placement and `src` URL.
6. **JavaScript Errors:** Check browser developer console (F12) for errors.
7. **CSP Issues:** (For website administrators) Check console for CSP violations.
8. **Ad Blockers:** Temporarily disable to test if they are interfering.

Camera Issues (Online Face Editor)

1. **Allow Camera Permission:** Ensure you've granted the website/widget permission to use your camera.
2. **Close Other Apps Using Camera:** Only one application can typically access the camera at a time.
3. **Refresh Page:** After granting permission or closing other apps.
4. **Check Browser Camera Settings:** Ensure the correct camera is selected if multiple are available.

Voice Input/Output Issues

1. **Check Microphone Settings:** Ensure the microphone is not muted and is working correctly at the OS level.
2. **Allow Microphone Permission:** Grant the website/widget permission.
3. **Test Audio Output:** Ensure your device's speakers or headphones are working and unmuted.
4. **Select Correct Mic/Speaker:** If multiple audio devices are present, check browser/OS settings.

Login/Authentication Issues

1. **Verify Credentials:** Double-check email/password.
2. **Caps Lock:** Ensure Caps Lock is off.
3. **Use Guest Mode (if stuck):** If immediate access to non-restricted features is needed.
4. **Account Lockout/Server Issues:** If repeated failures, wait and try again or contact support.
5. **Cookies Disabled:** Ensure cookies are enabled for the Medcor domain.
- 6.

Performance Tips

- **Use a Recommended Modern Browser:** Keep your browser updated.
- **Stable Internet Connection:** Crucial for real-time features.
- **Use Headphones:** For clearer audio during voice interactions, especially in noisy environments.
- **Good Lighting:** For better results with the Online Face Editor.
- **Sufficient Device Charge:** Low battery can sometimes throttle performance.
- **Close Unnecessary Tabs/Apps:** Free up system resources.

11. Updates and Maintenance

Automatic Updates

- **Seamless Updates:** The Medcor AI ChatBot widget is typically designed to update automatically. When you refresh a page with the widget, it should load the latest version.

- **No Manual Installation for Updates:** End-users or website administrators generally do not need to perform manual steps to update the widget software itself.

Scheduled Maintenance

- **Advance Communication:** If scheduled maintenance is required that might temporarily affect widget availability or performance, Medcor will aim to communicate this in advance through appropriate channels (e.g., admin portal notifications, status page).

12. Support and Feedback

Getting Help

- **AI Assistant:** For many common questions, try asking the AI assistant within the widget first.
- **Contact Medcor Support:** If you encounter persistent issues or have questions not covered:
 - **Support Portal/Email:** [Insert Medcor Support Email or Link to Support Portal Here]
 - **Phone Number:** [Insert Medcor Support Phone Number Here, if applicable]

Submitting Feedback

- **Through the Widget:** The widget itself may offer a mechanism to submit suggestions, feature requests, or report issues.
- **Via Support Channels:** You can also provide feedback through the main Medcor support channels.

When contacting support, please provide:

- Your website URL (if applicable).
- A detailed description of the issue or feedback.
- Steps to reproduce the problem.
- Screenshots of any error messages or relevant interface views.
- Browser name and version, and Operating System details.