🗓️ Project Plan

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Objective	Osteoarthritis Chatbot Development
Due date	Jun 7 2024
Key outcomes	
Status	IN PROGRESS

🎯 Scope

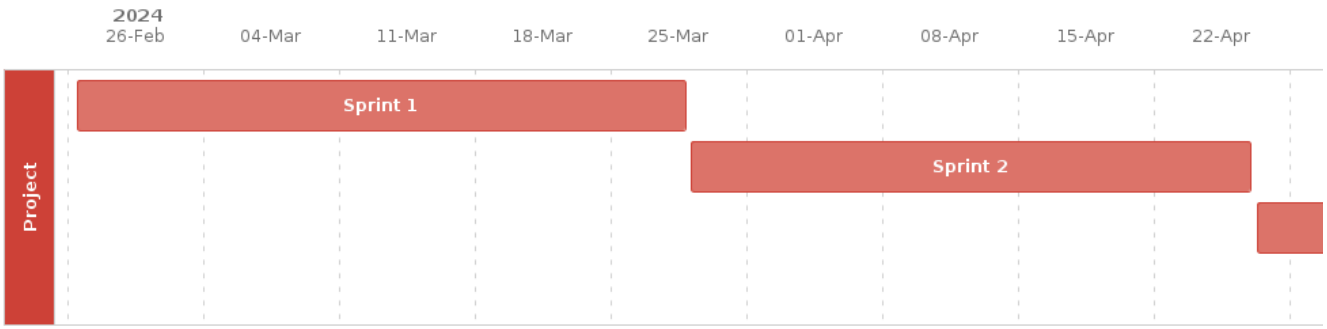
Must have:	• **Basic features: （Must have) 5**
	  ◦ Provide more personalized advice based on user interactions and feedback.
	  ◦ Provide general advice and options but avoid specific prescriptions.
	  ◦ Achieve minimal response lag to ensure quick and efficient user interaction.
	• **Personalization features:**
	  ◦ Create an avatar version for more personalized user interaction on the web platform.
	  ◦ Select a catchy yet appropriate name for the virtual agent, considering the target audience and purpose.
	  ◦ Offer services in multiple languages to cater to a diverse global audience.
	• **Humanization features:**
	  ◦ Train the virtual agent to communicate with a friendly, empathetic, and professional tone. (feels like a human not a computer chatbot)
	  ◦ Avoid the use of language that could cause unnecessary concern or anxiety, such as "wear and tear" or "degeneration."
	  ◦ Communicate that the agent is not a substitute for professional medical advice in a friendly way.
	  ◦ Re-direct people wanting specific treatment prescriptions (e.g. personalized medication, exercise, weight loss regimens). Inform them

	that this is not the role of the agent and recommend they seek tailored advice from a health professional in a friendly manner.
	• **Privacy and security:**
	  ◦ Avoid storing personal data provided by users.
	  ◦ Adhere to data protection regulations.
	  ◦ Communicate how user data will be handled. Communicate privacy practices to users in a clear and friendly manner.

Nice to have:	• **Dataset integration and management:**
	create a backend system to manage OA information sources
	  ◦ Use a database management system to store and manage users' chat history.
	  ◦ Design an easy-to-use interface for CHESM staff to add, update, and delete dataset entries.
	  ◦ Multimedia Resources: Integrate multimedia content, such as videos, infographics, to complement text-based information.
	  ◦ Design a centralized database to store user interactions across different platforms, ensuring easy data management and future data analysis for continuous improvement.
	• **Personalization features:**
	  ◦ Create mechanisms for collecting and integrating user feedback to inform ongoing improvements to the virtual agent.

Not in scope:	• **Accessibility:**
	  ◦ Options for text-to-speech.
	  ◦ Compatibility with screen readers.
	• **Multichannel deployment**
	  ◦ Develop a responsive web-based interface for integration into the CHESM website, enabling users to interact with the virtual agent directly on the page. (Centre for Health, Exercise & Sports Medicine)
	  ◦ Launch a WhatsApp bot version for accessible information.
	  ◦ Future integration into smartphone applications.
	  ◦ Possible integration on My Joint Pain MyJointPain | Welcome

🗓️ Timeline



🚩 Milestones and deadlines

Milestone	Owner	Deadline	Status
(1) UI Design and Prototype based on user story	@All members	Mar 29, 2024	In progress
(2) Development of UI	@Chenghao Lyu @Minye Li @Shunran Wang	Apr 12, 2024	Incomplete
(3) Interaction of UI and language model	@Kailun Zhang @Yusong Yang @Jiajun Luo	Apr 12, 2024	Incomplete
(4) Training of language model and local deployment	@All members	Apr 26, 2024	Incomplete
(5) Create a Database for training dataset	@Yusong Yang @Shunran Wang	May 3, 2024	Incomplete
(6) Create a Database for chat history	@Minye Li @Chenghao Lyu	May 3, 2024	Incomplete
(7) Connect Database to language model	@Kailun Zhang @Jiajun Luo	May 17, 2024	Incomplete
(8) Improve and Deploy	@All members	May 24, 2024	Incomplete

🔗 Reference materials