



DON BOSCO INSTITUTE OF TECHNOLOGY DBIT

COMPUTER ENGINEERING

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# COVID CHAT-BOT

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# PROBLEM STATEMENT

◀ In times of crisis, communications systems are often overwhelmed with people trying to find basic information about testing, symptoms, community response, and other resources. When communication lines get clogged, people who need real help can't get through. Chatbots help respond to tens, even hundreds, of thousands of messages a day. This workshop will use IBM Cloud technologies to build a virtual assistant able to understand and respond to common questions about COVID-19, scan COVID-19 news articles, and respond to COVID statistics inquiries with data from trusted sources. This workshop will use Watson Assistant to build a chatbot, Watson Discovery to find information from trusted sources.

# CLOUD USED

- ◀ IBM- International business machines  
IBM Cloud provides a full-stack, public cloud platform with various products in the catalog, including options for compute, storage, networking, end-to-end developer solutions for app development, testing and deployment, security management services, traditional and open source databases, and cloud-native services.



**IBM Cloud**

← → ↺

au-syd.assistant.watson.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Aconversation%3Aau-syd%3Aa%2Ffe39301abe7b48dba7ba0dfee18e291c%3A47b993a2-2cd8-4ad5-b908-e958299798ff...

☆

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⋮

IBM Watson Assistant Lite

Upgrade

Covid help bot ▾

Learning center

?

Dialog

⌕

Try it

⌕

Intents

💬

Entities

^

▶

My Entities

🔗

System Entities

—

Dialog

🔧

Options

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🔗

Webhooks

—

Disambiguation

📈

Autocorrection

—

Intent Detection

—

Upload / Download

—

Content Catalog

Entity (7) ↑

Values

Modified ↑↓

☐

@coronavirus

coronavirus

15 days ago

☐

@landmark

times square, empire state building, grand central

15 days ago

☐

@location

United States of America, New York, South Africa

15 days ago

☐

@phone

US Phone pattern

15 days ago

☐

@reply

no, yes

15 days ago

☐

@school\_type

college, grade school, high school, middle school, preschool

15 days ago

☐

@zip\_code

@sys-number

15 days ago

Showing 1–7 of 7 entities

1 ▾

1 of 1 pages

◀ ▶

⬆ ⬇ ⬇

Create entity +

# OUTPUT:

Build your own assistant using  
**IBM Watson Assistant**

## Assistant preview

Hello, I'm the COVID Crisis Communication Bot ready to answer your questions about COVID-19. How can I help you?

what is Covid19

A novel coronavirus is a new coronavirus that has not been previously identified. The virus causing coronavirus disease 2019 (COVID-19), is not the same as the coronaviruses that commonly circulate among humans and cause mild illness, like the common cold. A diagnosis with coronavirus 229E, NL63, OC43, or HKU1 is not the same as a COVID-19 diagnosis. Patients with COVID-19 will be evaluated and cared for differently than patients with common coronavirus diagnosis.

how does it spread

This virus was first detected in Wuhan City, Hubei Province, China. The first infections were linked to a live animal market, but the virus is now spreading from person-to-person. It's important to note that person-to-person

Type something...

## Assistant preview

can it spread via food

Coronaviruses are generally thought to be spread from person-to-person through respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with food. Before preparing or eating food it is important to always wash your hands with soap and water for 20 seconds for general food safety. Throughout the day wash your hands after blowing your nose, coughing or sneezing, or going to the bathroom. In general, because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from food products or packaging that are shipped over a period of days or weeks at ambient, refrigerated, or frozen temperatures.

higher risk population

Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more serious complications from COVID-19. Based upon available information to date, those most at risk include

Type something...

## Assistant preview

radiation for cancer (currently or in recent past), Sickle cell anemia, Chronic kidney disease requiring dialysis, Cirrhosis of the liver, Lack of spleen or a spleen that doesn't function correctly, Extreme obesity (body mass index [BMI] > 40), People who are pregnant.

should I wear face mask

CDC recommends that you wear masks in public settings when around people who don't live in your household, especially when other social distancing measures are difficult to maintain. Masks are most likely to reduce the spread of COVID-19 when they are widely used by people in public settings.

latest coronavirus news

[business-standard.com/article/current-affairs/coronavirus-live-updates-india-cases-delhi-maharashtra-karnataka-nationwide-lockdown-oxygen-mutations-death-toll-world-covid-highlights-121050700092\\_1.html](https://www.business-standard.com/article/current-affairs/coronavirus-live-updates-india-cases-delhi-maharashtra-karnataka-nationwide-lockdown-oxygen-mutations-death-toll-world-covid-highlights-121050700092_1.html)

Type something...





Search by Country, Territory, or Area

Covid-19 Response Fund  
Donate

# WHO Coronavirus (COVID-19) Dashboard

Overview

Measures

Table View

Watson Assistant

can my pet catch covid 19?

You should restrict contact with pets and other animals while you are sick with COVID-19, just like you would around other people. Although there have not been reports of pets or other animals becoming sick with COVID-19, it is still recommended that people sick with COVID-19 limit contact with animals until more information is known about the virus. When possible, have another member of your household care for your animals while you are sick. If you are sick with COVID-19, avoid contact with your pet, including petting, snuggling, being kissed or licked, and sharing food. If you must care for your pet or be

Type something...

Built with IBM Watson®

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THANK-YOU