Chatbot for Boston Medical Center - Documentation

1. Introduction

This document explains the structure, logic, and functionality of the chatbot created for Boston Medical Center. The chatbot is designed to help users with three main intents:

- Getting more information about BMC.
- Contacting the hospital.
- Booking an appointment.

2. Intent Flow Explanation

Intent 1: Get More Information

- **User Journey:**
    1. The bot greets the user and asks what specific information they are looking for about BMC.
    2. After the user specifies, the bot provides a **summary of Boston Medical Center**.
    3. The bot asks if the user needs further information.
    4. If **Yes**, the flow returns to the main menu.
    5. If **No**, the bot thanks the user and ends the conversation.
- **Key Logic:**
    - User input is captured to determine the type of information they are seeking.
    - A decision block checks if the user wants more information after the summary.
    - Error handling redirects the user in case of unrecognized input.

Intent 2: Contact Us

- **User Journey:**
    1. The bot asks for the user's **email**.
    2. The bot then requests the user's **first and last name**.
    3. It prompts the user for **specific information regarding their inquiry**.

4. The bot thanks the user, mentions that someone from BMC will be in touch, and then asks if they need additional help.
5. If **Yes**, it returns the user to the main menu.
6. If **No**, the bot ends the conversation with a thank you message.

- **Key Logic:**
    - The flow captures user information in three parts: email, name, and inquiry.
    - After confirmation, the bot uses a decision block to ask if the user requires more assistance.
    - Error handling ensures that if an email or name format is wrong, the user is prompted to re-enter.

Intent 3: Book Appointment

- **User Journey:**

1. The bot asks the user for the type of appointment they want to book (e.g., General Checkup, Specialist Consultation, etc.).
2. It prompts the user for any specific requirements (e.g., specific doctor, special care, etc.).
3. The bot asks for the user's full name.
4. It requests the user’s email address to confirm the appointment.
5. The bot asks if the user would like to be contacted via phone.
    - If Yes, the bot asks for the user’s contact number.
    - If No, it moves to the next step.
6. The bot asks if the user has any other concerns.
    - If Yes, the flow returns the user to the main menu to address the additional concern.
    - If No, the bot ends with a thank you message.

- **Key Logic:**
- The flow captures the user's input for each required field (appointment type, requirements, name, and email).

- It checks the user's preference for contact (email only or email + phone number).
- If a phone number is required, the bot asks for it; otherwise, it skips to the next step.
- The user is asked about any other concerns and either returned to the main menu or thanked if they have no further needs.
- Error Handling ensures that if there's unrecognized input (e.g., invalid phone number or email format), the user is prompted to re-enter the correct information.

3. Error Handling

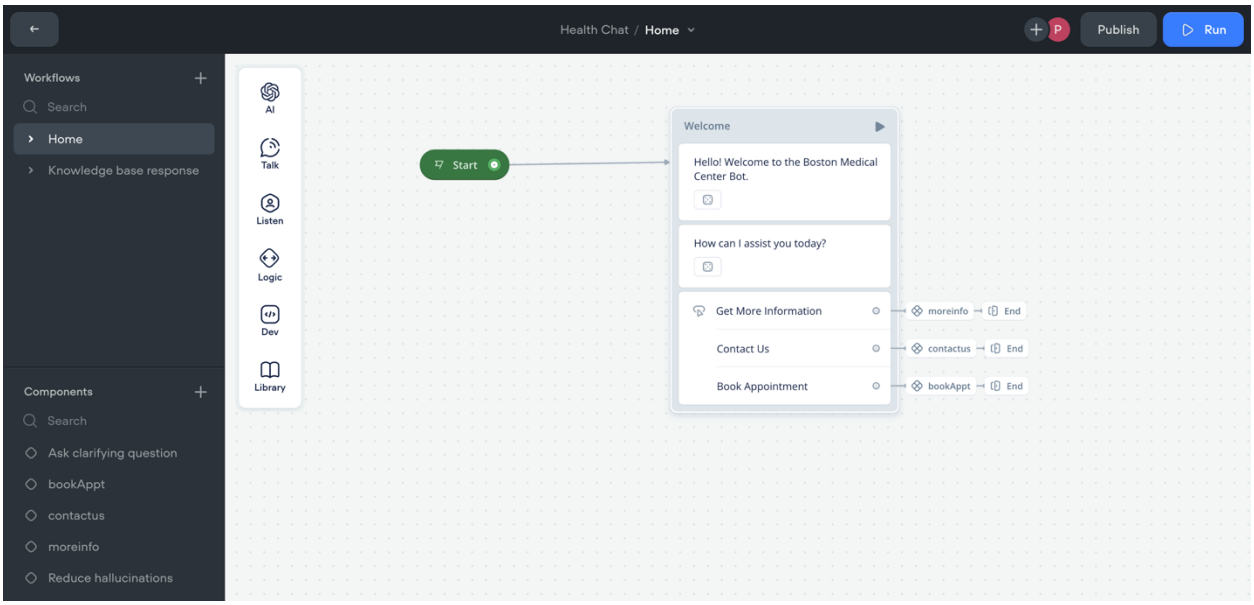
- In case the chatbot doesn't recognize the user's input, a **fallback message** is triggered, such as:
    - "I'm sorry, I didn't understand that. Could you please rephrase?"
- The user is then guided back to the main menu or asked to try again.

4. Conclusion

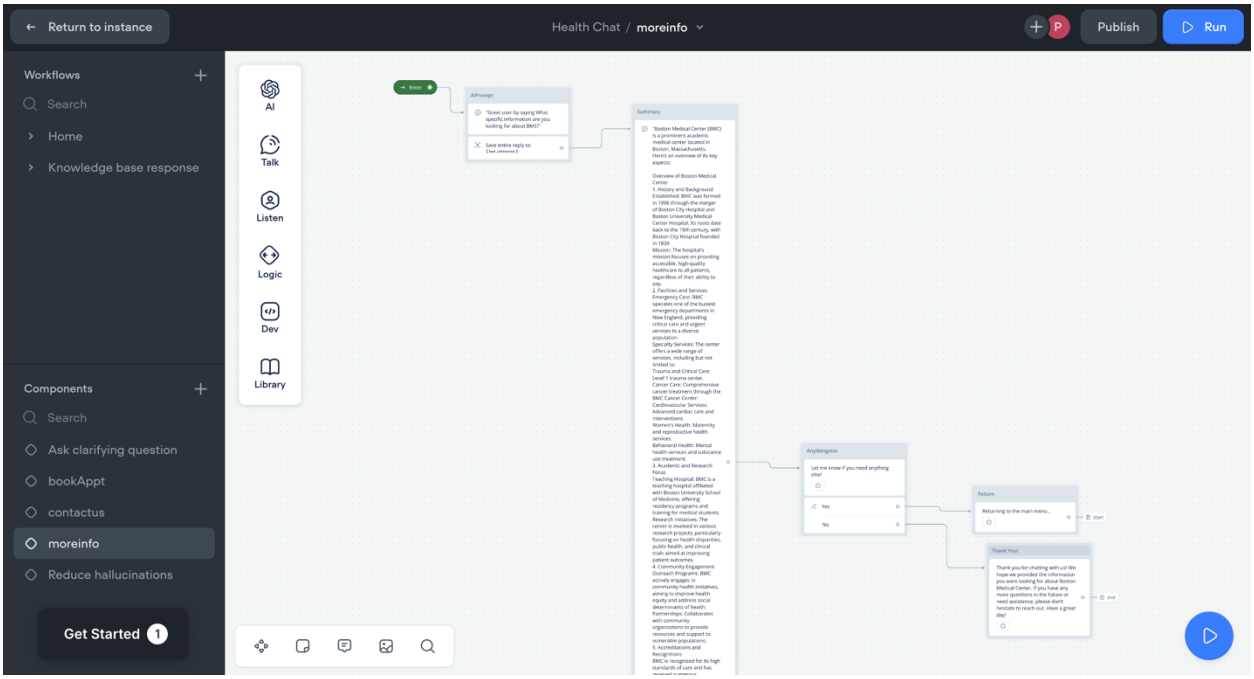
The chatbot for Boston Medical Center provides an efficient, user-friendly interface for patients to obtain information, contact the center, or book an appointment. Each intent has a clear flow, with robust error handling and conversation reset mechanisms.

Attachments:-

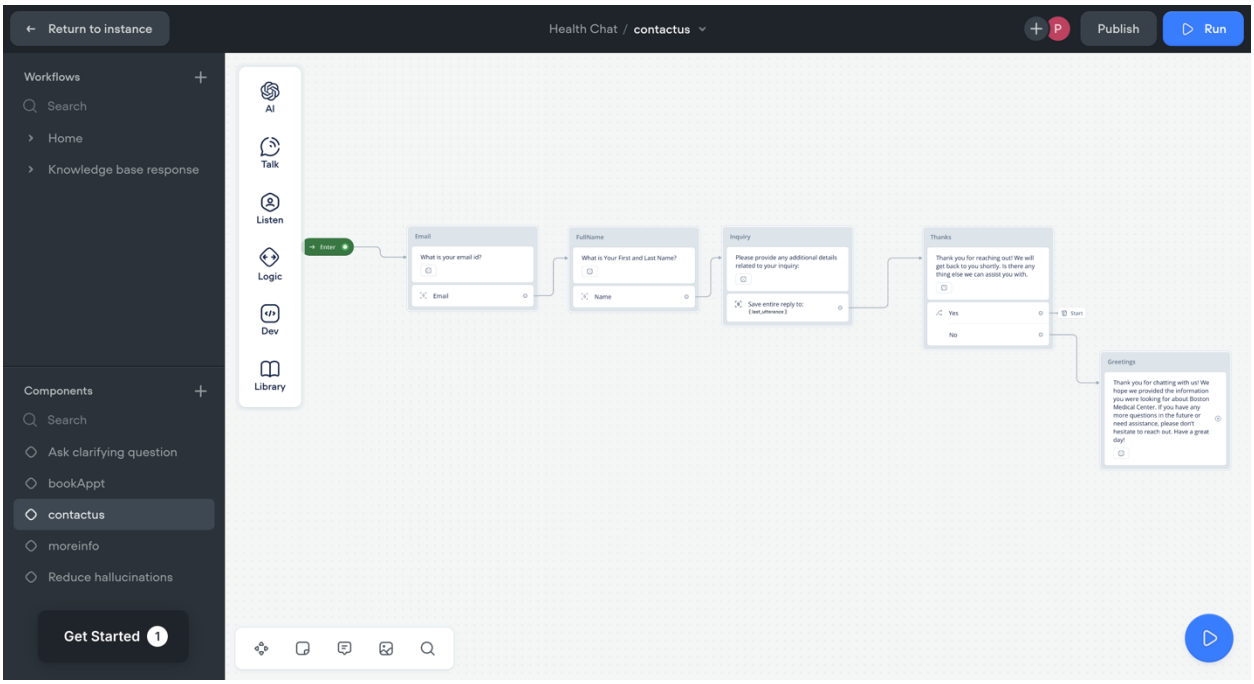
1. Main Menu



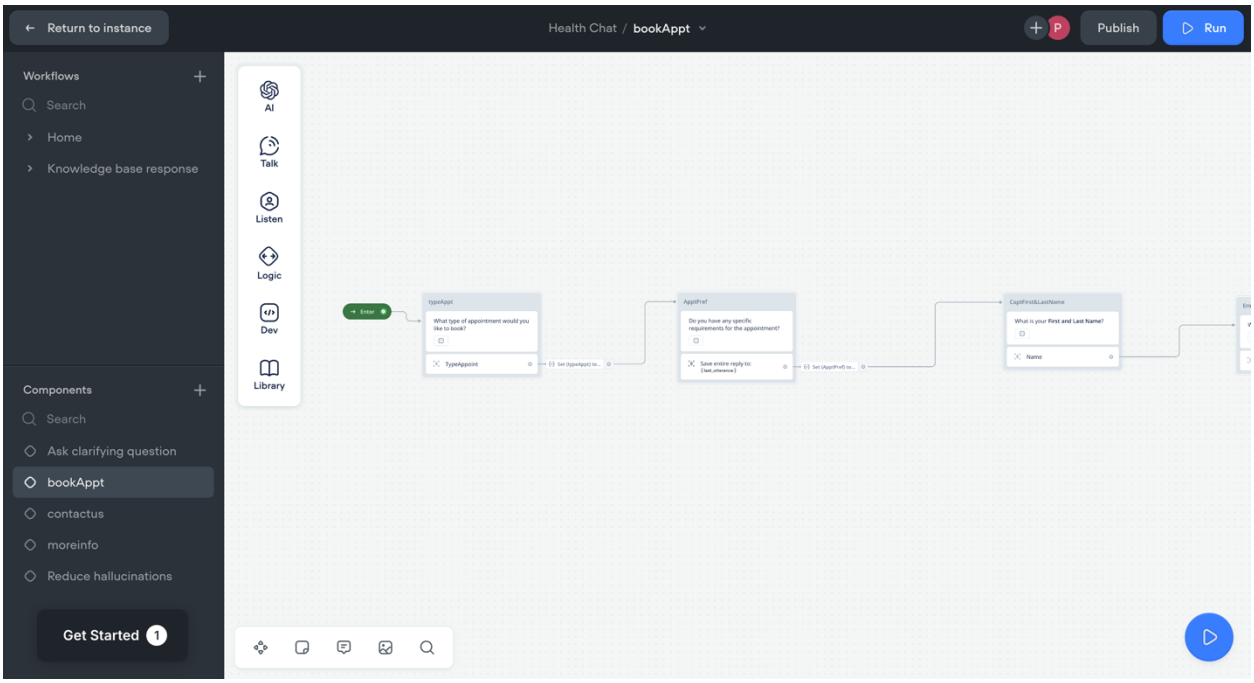
2. Get More Information:-

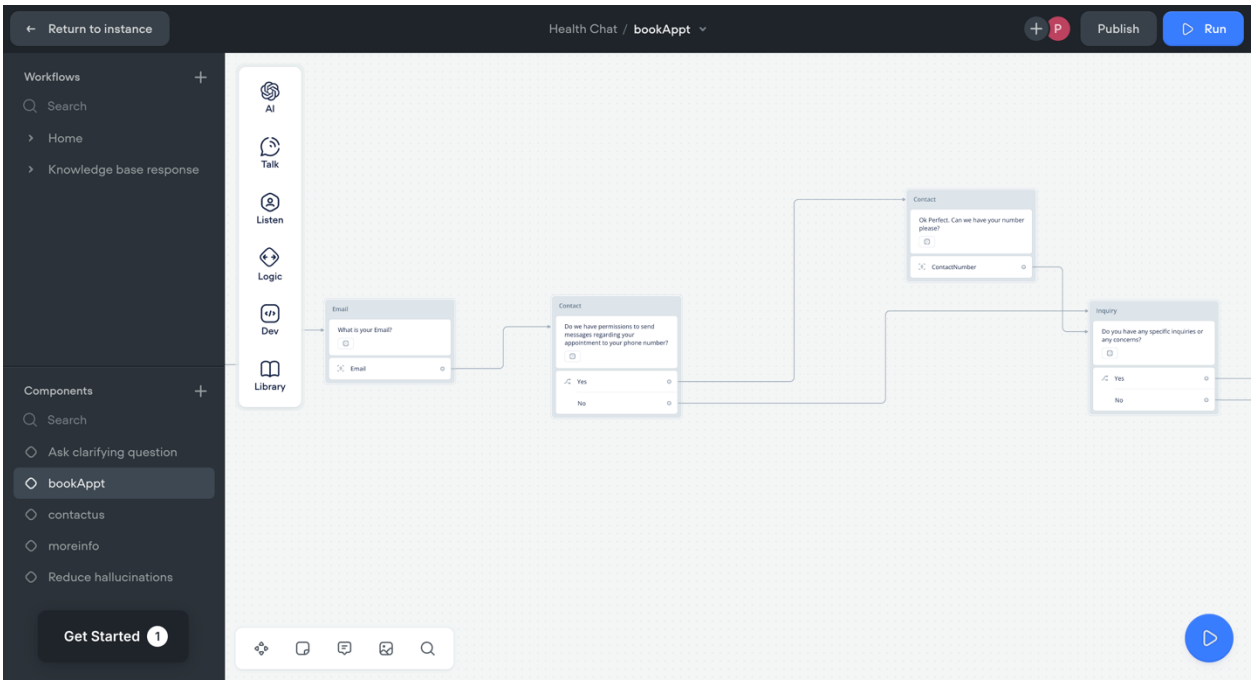


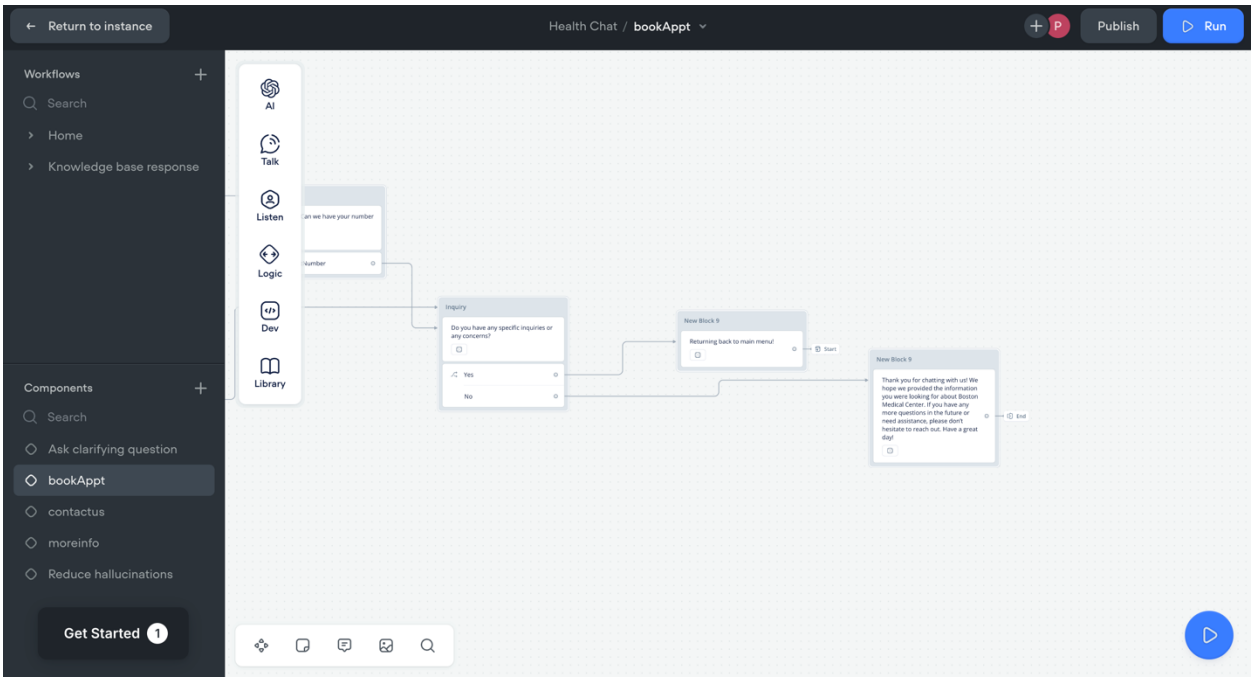
3. Contact Us



4. Book Appointment: -






Return to instance
Health Chat / bookAppt
Publish
Run
Workflows
Search
Home
Knowledge base response
AI
Talk
Listen
Logic
Dev
Library
Components
Search
Ask clarifying question
bookAppt
contactus
moreinfo
Reduce hallucinations
Get Started
1
Inquiry
Do you have any specific inquiries or any concerns?
Yes
No
New Block 9
Returning back to main menu!
Start
New Block 9
Thank you for chatting with us! We hope we provided the information you were looking for about Boston Medical Center. If you have any more questions in the future or need assistance, please don't hesitate to reach out. Have a great day!
End

The End