

Conversation flow

1. Report an ergonomic issue at work place:

Your input -> Hi

Hey! I am Tyrion, How are you?

Your input -> I wanted to know about ergonomics at workplace

Ergonomics is the science of fitting a workplace to the user's needs, ergonomics aims to increase efficiency and productivity and reduce discomfort. Do you want self-help or ergonomic assessment or report an ergonomics issue?

Your input -> i want to report an ergonomic issue

We have a certified nurse on staff who can check at this issue. Would you like to book an appointment to consult with a nurse?

Your input -> yes

Please provide your employeeID

Your input -> 661579

Hey Kevin ...Please describe your ergonomics issue.

Your input -> I am getting neckpain if i sit and work for a long time

When would you want to schedule an appointment?

Your input -> Dec 09

Name: Kevin Rajendren

Employee ID: 661579

Issue : I am getting neckpain if i sit and work for a long time

Appointment Date : Dec 09

Shall I go ahead and make an appointment with the details?

Your input -> yes

Appointment got scheduled successfully. You will get an email confirmation shortly.

Chatbot results :

```
2021-12-04 03:39:03 INFO root - Generating grammar tables from /usr/lib/python3.7/lib2to3/PatternGrammar.txt
2021-12-04 03:39:04 INFO root - Connecting to channel 'cmdline' which was specified by the '--connector' argument. Any other channels will be ignored. To connect to all given channels, omit the '--connector' argument.
2021-12-04 03:39:04 INFO root - Starting Rasa server on http://localhost:5005
2021-12-04 03:39:12 INFO root - Rasa server is up and running.
Bot loaded. Type a message and press enter (use '/stop' to exit):
Your input -> Hi
Hey! I am Tyrion, How are you?
Your input -> I wanted to know about ergonomics at workplace
Ergonomics is the science of fitting a workplace to the user's needs, ergonomics aims to increase efficiency and productivity and reduce discomfort. Do you want self-help or ergonomic assessment or report an ergonomics issue?
Your input -> i want to report an ergonomic issue
We have a certified nurse on staff who can check at this issue. Would you like to book an appointment to consult with a nurse?
Your input -> yes
Please provide your employeeID
Your input -> 661579
Hey Kevin ...Please describe your ergonomics issue.
Your input -> I am getting neckpain if i sit and work for a long time
When would you want to schedule an appointment?
Your input -> Dec 09
Name: Kevin Rajendren
Employee ID: 661579
Issue : I am getting neckpain if i sit and work for a long time
Appointment Date : Dec 09

Shall I go ahead and make an appointment with the details?
Your input -> yes
Appointment got scheduled successfully. You will get an email confirmation shortly.
```

Email confirmation:



kr.taway@gmail.com

to me ▾

Hi Kevin,

Your appointment got scheduled successfully on Dec 09 for ergonomic issue consultation.

Issue Description:

I am getting neckpain if i sit and work for a long time

2. Helping with employee stress level

Your input -> I am stressed

Stress is normal. You may feel down or anxious, and that's normal too for a while. It's a concern only when it persists for more than several weeks or if it starts to interfere with your home or work life.

We have Stress Test to analyze your stress level and examine plans to manage it. It will take less than 10 mins.

Do you wish to take a Stress Test?

Your input -> yes

1. How often you have been upset because of something unexpected?

Never

Almost Never

Sometimes

Fairly Often

Very Often

Your input -> sometimes

1. How often you have been upset because of something unexpected?

Never

Almost Never

Sometimes

Fairly Often

Very Often

Your input -> sometimes

2. How often do you feel unable to control the important things in your life?

Never

Almost Never

Sometimes

Fairly Often

Very Often

Your input -> sometimes

3. How often do you feel nervous and stressed?

Never

Almost Never

Sometimes

Fairly Often

Very Often

Your input -> sometimes

4. How often do you feel confident about handling personal problems?

Never

Almost Never

Sometimes

Fairly Often

Very Often

Your input -> very often

5. How often do you feel that things are going well for you?

Never

Almost Never

Sometimes

Fairly Often

Very Often

Your input -> fairly often

6. How often do you feel you are unable to cope with all the things you have to do?

Never

Almost Never

Sometimes

Fairly Often

Very Often

Your input -> never

7. How often are you able to control things that irritate you?

Never

Almost Never

Sometimes

Fairly Often

Very Often

Your input -> never

8. How frequently do you feel in control of your life??

Never

Almost Never

Sometimes

Fairly Often

Very Often

Your input -> sometimes

9. How often you have been angry because of things outside of your control?

Never

Almost Never

Sometimes

Fairly Often

Very Often

Your input -> sometimes

10. How often do you feel calm and peaceful?

Never

Almost Never

Sometimes

Fairly Often

Very Often

Your input -> sometimes

Thank you for completing the Stress Test.

Your stress level is 'Moderate'

We have emailed you the stress test results and few suggestions that may help you.

Chatbot results

Your input -> I am stressed

Stress is normal. You may feel down or anxious, and that's normal too for a while. Its a concern only when it persists for more than several weeks or if it starts to interfere with your home or work life
We have Stress Test to analyze your stress level and examine plans to manage it. It will take less than 10 mins
Do you wish to take a Stress Test ?

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Your input -> sometimes

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Very Often

Your input -> sometimes

4. How often do you feel confident about handling personal problems?

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Almost Never

Sometimes

Fairly Often

Very Often

Your input -> very often

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Fairly Often

Very Often

Your input -> never

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Your input -> sometimes

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 Never
 Almost Never
 Sometimes
 Fairly Often
 Very Often
 Your input -> sometimes

10. How often do you feel calm and peaceful?
 Never
 Almost Never
 Sometimes
 Fairly Often
 Very Often
 Your input -> sometimes

Thank you for completing the Stress Test.
 Your stress level is 'Moderate'
 We have emailed you the stress test results and few suggestions that may help you.
 Did that help you?

Email confirmation:

kr.taway@gmail.com
 to me
 7:42 PM (31 minutes ago) ☆ ↶ ⋮

Hi,
 Thank you for completing the Stress Test.
 Your stress level is 'Moderate'
 Your visualization suggests you're under pressure and that you may be experiencing symptoms typical of moderate stress.
 The good news is moderate stress can be addressed quite easily by making small changes that have a lasting impact.
 Here are some of my suggestions to refresh mind:
 1. Box Breathing exercise and meditate <https://www.youtube.com/watch?v=tEmt1Znux58>
 2. Simple stretches <https://societyinsurance.com/ins-k-management/occupational-safety/>
 3. Listen to Calming Music <https://www.pandora.com/playlist/PL-56831869-1250724002>
 4. Take a Walk - A little physical activity can naturally increase endorphins leading to more energy, pain relief, and reduced stress
 5. Take a Break from Social Media - Taking a break from social media can help you become more in tune with your thoughts and feelings
 Managing stress is important for your mental and physical health. You can refer to the below links to know more about stress management.
<https://www.webmd.com/balance/stress-management/stress-management>
<https://www.inc.com/inegy-karydes/5-ways-to-motivate-yourself-increase-your-productivity.html>
 We care your welfare and we are there to help you.
 Kindly contact +91 7648234873 / +91 6725462543 if you think you need assistance.

Thank you,
 Tyrion, Chatbot powered by RASA

3. Raise a complaint

Your input -> i want to raise a complaint

Your employee ID is 661579. Could you please confirm by retyping it?

Your input -> 661579

what is the complaint about ? 1. Individual grievance 2. Group grievance 3. Policy or Union grievance

Your input -> Group

Give your complaint description. Please type it in this format (E.g) Description:your_complaint

Your input -> Description: The printer at building 89 is not working

shall I go ahead and raise complaint?

Your input -> yes

Thank you. Your complaint was successfully registered. Our employee service department will contact you for more information.

Chatbot output:

Your input -> i want to raise a complaint
Your employee ID is 661579. Could you please confirm by retying it?
Your input -> 661579
what is the compaint about ? 1. Individual grievance 2. Group grievance 3. Policy or Union grievance
Your input -> Group
Give your complaint description. Please type it in this format (E.g) Description:your_complaint
Your input -> Description: The printer at building 89 is not working
shall I go ahead and raise complaint?
Your input -> yes
Thank you. Your complaint was successfully registered. Our employee service department will contact you for more information.

Email confirmation:

kr.taway@gmail.com 7:44 PM (32 minutes ago) ☆ ↶
to me ▾
Hi ,
Your complaint was successfully registered. Our employee service department will contact you for more information.
Below are the details of the complaint.
Complaint Id: CMP2
Complaint Type: Group
Description: The printer at building 89 is not working

Thank you,
Tyrlion-Chatbot powered by RASA

4. Ask food court details

Your input -> i am hungry

The following food courts are serving now

Fiesta waitTime :20 mins

Enroute waitTime :10 mins

Arena waitTime :walk-in

Magna waitTime :10 mins

Multiplex food zone waitTime :10 mins

Oasis waitTime :5 mins

Vista waitTime :walk-in

Maitri waitTime :3 mins

Happy meals

Your input -> where can i get pizza?

The following food courts are serving pizza

Fiesta Vendor : Dominos

Vista Vendor : Dominos

Happy meals

Chatbot results:

```
Your input -> i am hungry
The following food courts are serving now
Fiesta      waitTime :20 mins
Enroute     waitTime :10 mins
Arena       waitTime :walk-in
Magna       waitTime :10 mins
Multiplex food zone  waitTime :10 mins
Oasis       waitTime :5 mins
Vista       waitTime :walk-in
Maitri      waitTime :3 mins
Happy meals
Your input -> where can i get pizza?
The following food courts are serving pizza
Fiesta Vendor : Dominos
Vista Vendor : Dominos
Happy meals
```

5. Emergency

Your input -> emergency

Stay Calm. Please contact the Infosys emergency No: +91 7648234873 / +91 6725462543. National Emergency Numbers: 112 / Police: 100 / Fire: 101 / Ambulance:102. Other Helplines:

<https://indianhelpline.com/>

Chatbot results:

```
Your input -> emergency
Stay Calm. Please contact the Infosys emergency No: +91 7648234873 / +91 6725462543. National Emergency Numbers: 112 / Police: 100 / Fire: 101 / Ambulance:102. Other Helplines: https://indianhelpline.com/
```

6. Ergonomics assessment

Your input -> i need ergonomics assessment

Prevention is better than Cure. We appreciate your willingness to participate in the ergonomics evaluation.

Our company employs ergonomists who can help you with questions.

Below are the ergonomists for your Energy department

1. Rebecca rebecca_12@domain.com

2. Stephen stephen_09@domain.com

You may contact them via email to inquire about their availability to assist you with setting up an ergonomically safe workplace.

Chatbot Results:

```
Your input -> i need ergonomics assessment
Prevention is better than Cure. We appreciate your willingness to participate in the ergonomics evaluation.
Our company employs ergonomists who can help you with questions.
Below are the ergonomists for your Energy department
1. Rebecca rebecca_12@domain.com
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You may contact them via email to inquire about their availability to assist you with setting up an ergonomically safe workplace.
```