

Literature Study Second Paper

EMMA: An Emotion-Aware Wellbeing Chatbot

SUMMARY

A very promising application for intelligent agents is in the delivery of mental health therapies. Virtual agents have shown success in multiple contexts, including intelligent tutoring systems, health care decision support & more recently as virtual therapists. Mobile mental health is of growing interest, as it leverages ubiquitous devices & can be used to reach people, regardless of their location. In this paper, EMMA (Emotion Aware mHealth Agent), an emotionally intelligent wellness personal assistant for the general population is being discussed. It provides relevant micro-activities for mental wellness in an empathetic manner & learns to detect mood from smartphone location data. Different aspects of EMMA were evaluated through a two-week long human-subject experiment with $N=39$ participants. The results showed that the chatbot that automated mood detection using personalization & location data from the phone was perceived equally as likable as the bot

relying on one's self reported emotion samples.

How is it related to the project?

We aim to develop a chatbot application with several features to help people come out of this worse situation, who experiences stress, fear & anxiety during this pandemic. So it is necessary to detect the mood of the user & analyze their state of mind in order to keep them mentally fit & also entertain them accordingly.