

# Appointment Chatbot integrated with WhatsApp

## **DESCRIPTION:**

The project "Appointment Bot" is an intelligent Chatbot using Natural Language Processing. Chatbot helps individual to integrate with quick access to help them guide respective things. Chatbot almost is like a secretary to oneself. It links with everyone. Things can be achieved by just in snap of fingers, so sharp and very accurate by using NLP.

## **ABSTRACT:**

Due to increasing technology, every company or establishment opt for modern solutions to make work more accessible within no time. Chatbot is similar concept that services to do modern and intelligent work to hassle with time and give optimal result. Appointment Bot provides with solution for booking instant appointments via WhatsApp for Haircare and Healthcare.

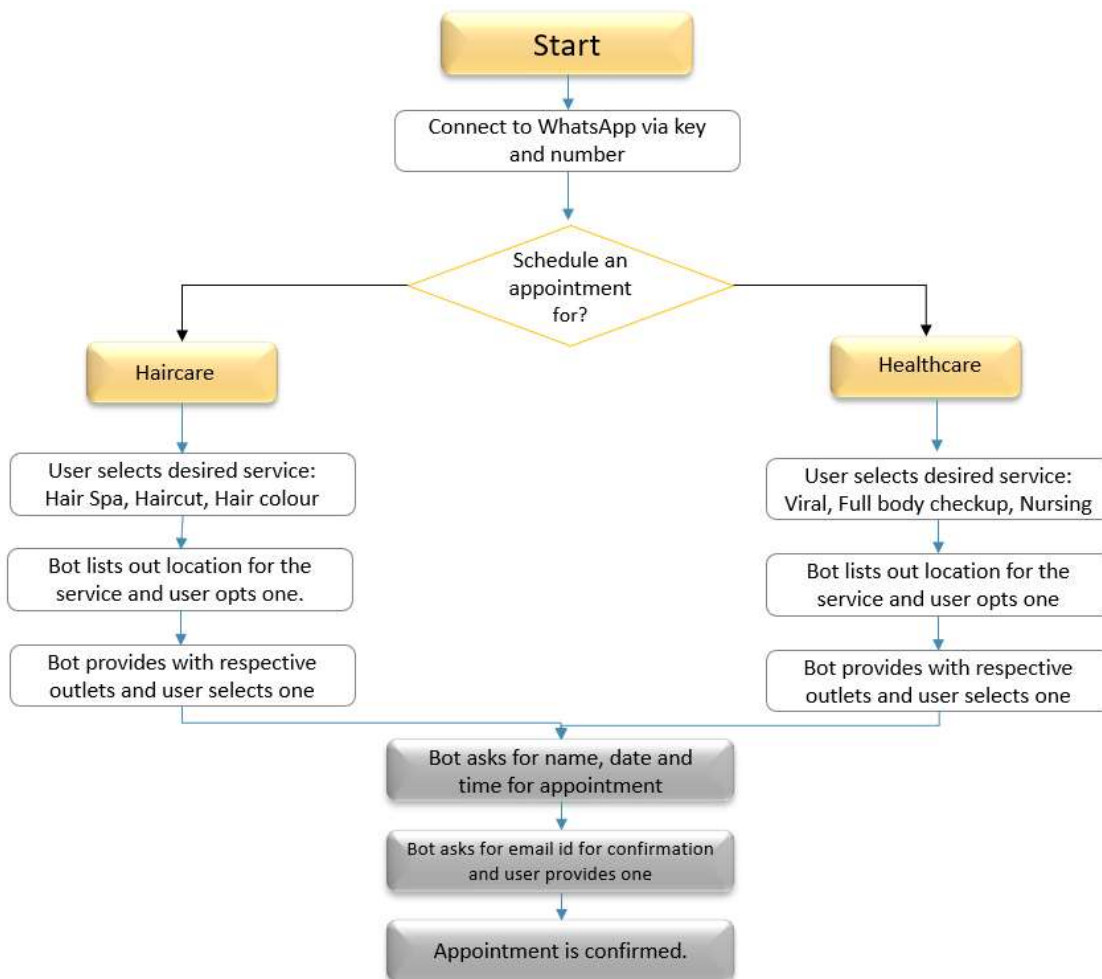
This chatbot provides with ultimate outlet for every service undertaken by user. Thus, the user is provided with maximum service under this chatbot. This Chatbot connects to user via WhatsApp. User will be connected to this Appointment Bot by the key provided. Customer services become intact and they can schedule their appointment by selecting particular date and time. Later their appointment is confirmed via email. This chatbot will be able to do the needful by convenient way provided to user and can create instant bridge with their queries and booking the appointment.

**Keywords:** Appointment, Hair Salon, Health, Hair Spa, Haircut, Viral, Checkup, Nursing.

# ALGORITHMIC FLOW

The given algorithm describes step structure of scheduling appointment. Step 1 follows with scheduling of appointment by responding to “hey”, “hello”, etc. Then Step 2 gives major services provided by bot which are Haircare and Healthcare and user can opt for any one service, if no Bot cancels the request and undertakes exit. Step 3 gives sub services under major services corresponding as Hair Spa, Haircut and Hair color for Haircare services and Viral Checkup, Full Body Checkup and Nursing for Healthcare services. In Step 4, the bot asks for location where the user wants to schedule the appointment; the location where this Chatbot employs are Mumbai, Navi Mumbai, Pune and Thane.

In Step 5 the chatbot lists out the outlets of all the services, these outlets are the best outlets selected by the Appointment chatbot for better user services. For example, if user selects Hair Spa as their service, then the bot will list out best Hair Spa outlets in given area provided by the user. Then in Step 6, Chatbot asks for date and time scheduling of the appointment; on this date and time users’ appointment is scheduled. And later in Step 7 Chatbot asks for email id for confirmation and then user has to provide their Email Id. And in last step, Step 8 Appointment Bot confirms the appointment.



### **Algorithm:**

#### **Step 1: Schedule appointment or not**

1. IF schedule an appointment == YES go to step 2
2. IF schedule an appointment == NO, EXIT

#### **Step 2: Major services provided by bot**

3. From step 1.1, select the service 1) hair salon  
2) health care
4. IF input = hair salon go to next step
5. IF input = health care go to next step
6. Else cancel appointment request

#### **Step 3: Sub services under major services**

7. From step 2.4, select service 1) hair spa  
2) hair color  
3) hair cut
8. IF service = hair spa || hair color || haircut go to next step  
Else: EXIT
9. From step 2.5, select service 1) viral checkup  
2) full body checkup  
3) nursing
10. IF service = viral checkup || full body checkup || nursing go to next step  
Else: EXIT

#### **Step 4: Location and outlet**

11. ask user input, select location 1) Navi Mumbai  
2) Mumbai  
3) Thane
12. for hair salon, select outlet 1) Juice  
2) Enrich  
3) Tony and Guy

13. for health care, select outlet 1) NM medical center

2) Apollo hospital

3) CT nursing

14. input = invalid option, EXIT

**Step 5: Asks for date and time for the appointment**

15. input = "enter \$date and \$time", for slot booking

16. input = invalid slot, EXIT

**Step 6: Asks for email id for confirmation**

17. input = "enter valid email", for confirmation

18. input = invalid email, ask for valid email or cancel booking

**Step 7: Appointment confirmation**

19. IF confirmation == YES

Print "appointment is scheduled"

20. else EXIT and stop.

# RESULTS

Appointment chatbot offers ultimate result of scheduling appointments in hair salon and healthcare in Mumbai and Pune area. Scheduling appointments gives easy access to individuals on WhatsApp. WhatsApp makes it easier to list appointments and saves time, resources and energy. It is just like having a personal secretary to individual. This bot gives services of Hair Salon and Healthcare and provides best outlet in your area for your service. It asks for your name, by which you want to schedule the appointment. Further, it questions for the date and time of your appointment. And then gives the confirmation by inquiring your Email Id.

Thus, this Appointment Bot gives easy entrée and maximizes the convenience of a person. Appointment bot has two-way profit as it useful for the user as well as for the organizer where we are booking appointment.

Dialogs	User Response	Bot Response
Welcome	Hey	Hello, I am Assistant Scheduler. Would you like to schedule an Appointment?
Hello, I am Assistant Scheduler. Would you like to schedule an Appointment?	yes	Would you like to book an appointment for Hair Salon or Healthcare?
Hello, I am Assistant Scheduler. Would you like to schedule an Appointment?	no	Cool, Take care
Would you like to book an appointment for Hair Salon or Healthcare?	Hair Salon	Great. Here are some of our Hair Salon Services: 1. Hair Spa 2. Hair Cut 3. Hair Color Which service would you like to schedule this appointment for?
	Healthcare	Great. Here are some of our Healthcare Services: 1. Viral Checkup 2. Nursing 3. Full Body Checkup Which service would you like to schedule this appointment for?

In what name would you like to schedule this Appointment?		
\$name, What date you want to schedule the appointment?	Any Date	Your Appointment is scheduled on \$date-time . Kindly provide your email-id for further details.
Your Appointment is scheduled on \$date-time . Kindly provide your email-id for further details.	Any email id	Okay, confirmation will be sent on this \$Emailid id. Do you want to confirm this appointment?
Okay, confirmation will be sent on this \$Emailid id. Do you want to confirm this appointment?	Yes Confirm	Okay your appointment is confirmed. Have a nice day.
Okay your appointment is confirmed. Have a nice day.	Thank you	We are glad to help your need, Take care.

<b>HEALTHCARE</b>									
<b>Dialogs</b>	<b>User Response</b>	<b>Bot Response</b>							
Great. Here are some of our Healthcare Services:	Viral Checkup	Great.Your service is Viral Checkup .							
1. Viral Checkup		Select an area where you would like to schedule this appointment							
2. Nursing		1.Mumbai							
3. Full Body Checkup		2.Thane							
Which service would you like to schedule this appointment for?		3.Pune							
	Nursing	Great.Your service is 'Nursing:							
		Select an area where you would like to schedule this appointment							
		1.Mumbai							
		2.Thane							
		3.Pune							
	Full Body Check up:	Great.Your service is ' Full Body Check up:							
		Select an area where you would like to schedule this appointment							
		1.Mumbai							
		2.Thane							
		3.Pune							
Okay,here are some of our great Hair Salon Services in Greater Mumbai:		Sneha/Srushti/Any Name	\$name, What date you want to schedule the appointment?						
1. JUICE									
2. ENRICH									
3. TONY & GUY									
We recommend you JUICE for great Hair Spa Service									
Check the JUICE Website: <a href="http://juicesalons.com/">http://juicesalons.com/</a>									

## CONCLUSION

This chatbot offers ultimate solution for instant appointment booking. It reduces the effort for attending the particular services and deteriorating time over it. Chatbot concept helps in manipulating with time, immediate patient assistance and hassle-free booking appointments. This provides objective of maximizing the suitability over scheduling the appointment. Also, with daily busy schedule its vital that provision for easy WhatsApp access is given for scheduling appointment.

It is certain that this use is intelligently provided in future for convenient access. Knowledge gaining access can be gathered through this bot. It boosts customer experience by rationalize interaction with people and services.