

# DESCRIPTION

The project "Appointment Bot" is creative work of many minds. A proper synchronization between individual it must for any project to be completed successfully. One cannot imagine the power of the force that guides us all and neither can we succeed without acknowledging it. Chatbot is just like a second personal secretary to an individual.

A chatbot is a program that communicates with you. There are two kinds of Chatbots. Rule based chatbot - This kind of chatbot essentially works as an interactive Frequently Asked Questions.

It is from the research carried that modern financial services are constantly seeking to expand their technologies, both to improve customer service and increase delivery of services through the advancements in technology. This is to gain a competitive edge over other bots for financial benefits and to expand its customer base. The chatbot will provide personal and efficient communication between the user and their customer in order to manage their finances and get assistance when needed, such as; answering any queries and booking appointments. The chatbot will allow users to feel confident and comfortable while using. It also provides a very accessible and efficient service as all interactions will take place within the one chat conversation negating the need for the user to navigate.

Users will be able to ask appointment scheduling for Hair Salon and Healthcare issues. They will be able to choose their service required for scheduling their appointment for. Certain services will be provided by this Chat Bot to customers via WhatsApp. Customers will join the Appointment Scheduler through a key provided. Customers can engage appointments for their respective service and select date and time for the appointment. Immediate responses will be provided by the chatbot to redeem the need for the user to have to call or visit their outlets and wait in queue in order to get through to an advisor for assistance

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

# ALGORITHM:

## **STEP 1: Schedule appointment or not.**

- 1.START: Bot asks if you want to schedule an appointment or not
- 2.User responds back with yes or no.

## **STEP 2: Major services provided by bot.**

### DECISION:

IF user inputs yes,

{Bot asks appointment for hair salon or healthcare}

Else: Bot cancels request.

## **STEP 3: Sub services provided under major services.**

BOT asks appointment for hair salon or healthcare, waits for user response;

IF: User input, Hair Salon==yes; Healthcare==yes;

BOT asks Hair Salon services: Hair Spa, Hair Color, Hair cut: waits for user response;

OR

BOT asks Healthcare services: Viral Checkup, Full Body Checkup, Nursing: waits for user response;

Else: User input, Hair Salon==no; Healthcare==no;

Bot cancels request.

## **STEP 4: Asks for location for the services**

IF: User input, Hair Spa, Hair Color, Hair cut ==yes;

IF: Viral Checkup, Full Body Checkup, Nursing==yes

BOT asks location for service: Navi Mumbai, Mumbai, Thane, Pune, waits for user response;

Else: User input, Hair Spa, Hair Color, Hair cut ==yes;

Viral Checkup, Full Body Checkup, Nursing==No;

Bot cancels request.

**STEP 5: Lists out outlets for the services**

IF: User input, Hair Spa, Hair Color, Hair cut ==yes;

Bot lists out suitable outlets: Juice, Enrich, Tony and guy, waits for user response

IF: Viral Checkup, Full Body Checkup, Nursing==yes

Bot lists out suitable outlets: NM Medical center, Apollo hospital, CT nursing, waits for user response

Bot responds with date and time;

Else Bot cancels the request.

**STEP 6: Asks for date and time for the appointment.**

Bot asks for user response: What date and time you want to schedule this appointment? waits for user response;

IF: User inputs, \$date and \$time;

Bot responds with email id response;

Else

Bot cancels the request.

**STEP 7: Asks for email id for confirmation.**

Bot asks for user response: Kindly provide with email id for confirmation, waits for user response;

IF: User inputs, \$email id;

Bot responds with confirmation response;

Else

Bot cancels the request.

**STEP 8: Appointment confirmation.**

Bot asks for user response: Confirmation==yes, waits for user response;

IF: User inputs yes;

Appointment is scheduled

Else

Bot cancels the request.

# RESULTS

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.

HEALTHCARE		
Dialogs	User Response	Bot Response
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?	Viral Checkup	Great.Your service is Viral Checkup . Select an area where you would like to schedule this appointment 1.Mumbai 2.Thane 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.