

# AI Hackathon

2022

AI FEATURE BOT



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# Major challenges Healthcare industry

- Asthma –respiratory condition marked in the bronchi of the lungs
- Irrelevant Information and Integrated Health Services
- No Advanced Health Technology
- Cybersecurity–Data breach
- Rising Healthcare Costs
- Payment Processing and Invoicing –Insurance claim
- Regulatory Changes
- External Market Disruption

# Our Solution Outcome



## Advanced Technology

Integrating to advanced technology for data analytics and also to improve customer patient care through best CRM software.

## Cybersecurity

Data security in place firewall and authorization should improve which takes care of patient data in a highly secured way

## AI-BOT

AI-bot which solves major problems and solving queries which is highly available 24/7 also acts as a patient care by analysis the patient health data and suggest health precautions

## Customer Insights

Analysis patient data and taking action before the crisis. shift from a traditional clinical interview with a focus on acute illness to involving patients and better staff communication

## Opioid Crisis

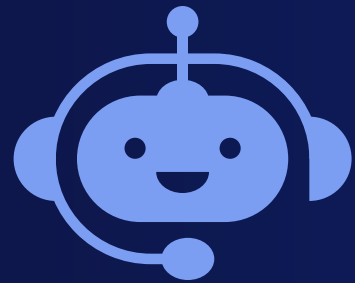
Misuse of prescription drugs is gradually gaining recognition in many country. It is important that healthcare enterprises and pharmaceutical companies come together to propagate tighter laws

## Insurance Claim

Healthcare companies can break the whole payment into small chunks to help patients/payers better plan their finances and mode of payment through Automation.

# AI Feature bot

In our project we are providing solution for three problems which faced by major healthcare industry



## Schedule Appointment

Medi Assit Ai Bot schedule medical appointment as per doctor availability and to customer need without reaching service desk and confirmation mail of the appointment sent to mail address



## Asthma Scale

Measure asthma control in children using Pediatric Asthma Symptom Scale  
The scores range from 5 (poor control of asthma) to 25 (complete control of asthma), with higher scores reflecting greater asthma control. An ACT score  $>19$  indicates well-controlled asthma. Yes, test-retest reliability was 0.77



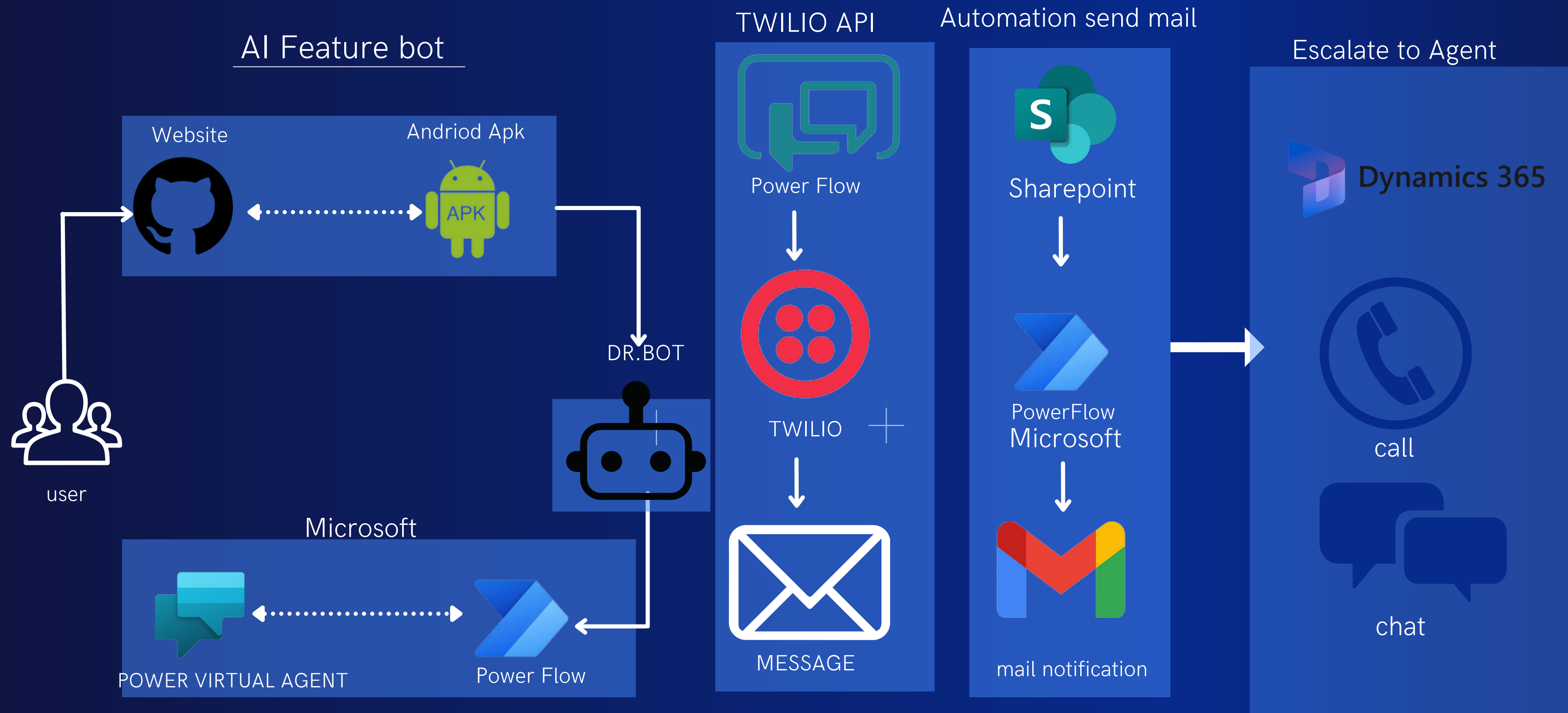
## Medicare Data Analytics

Analytics reports are available for you to measure the behavior of your bot and continuously adapt and revisit your conversation flows in a response to your end-users

Unique users Report the number of unique users interacting with your chatbot over the selected period

Custom Sessions shows the distribution of your custom scenarios over the selected period.

# Architecture



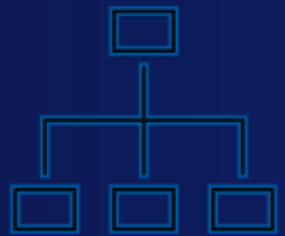
# Why Power Virtual Agents?



Rapid bot creation without code



Bring developers and SME's together to create



Extend with Power Automate and Azure Bot Framework



Choose from multiple channels and integrate with human agents



Use built in analytics to iterate and enhance

# Leveraging AI Builder

NO-CODE AI

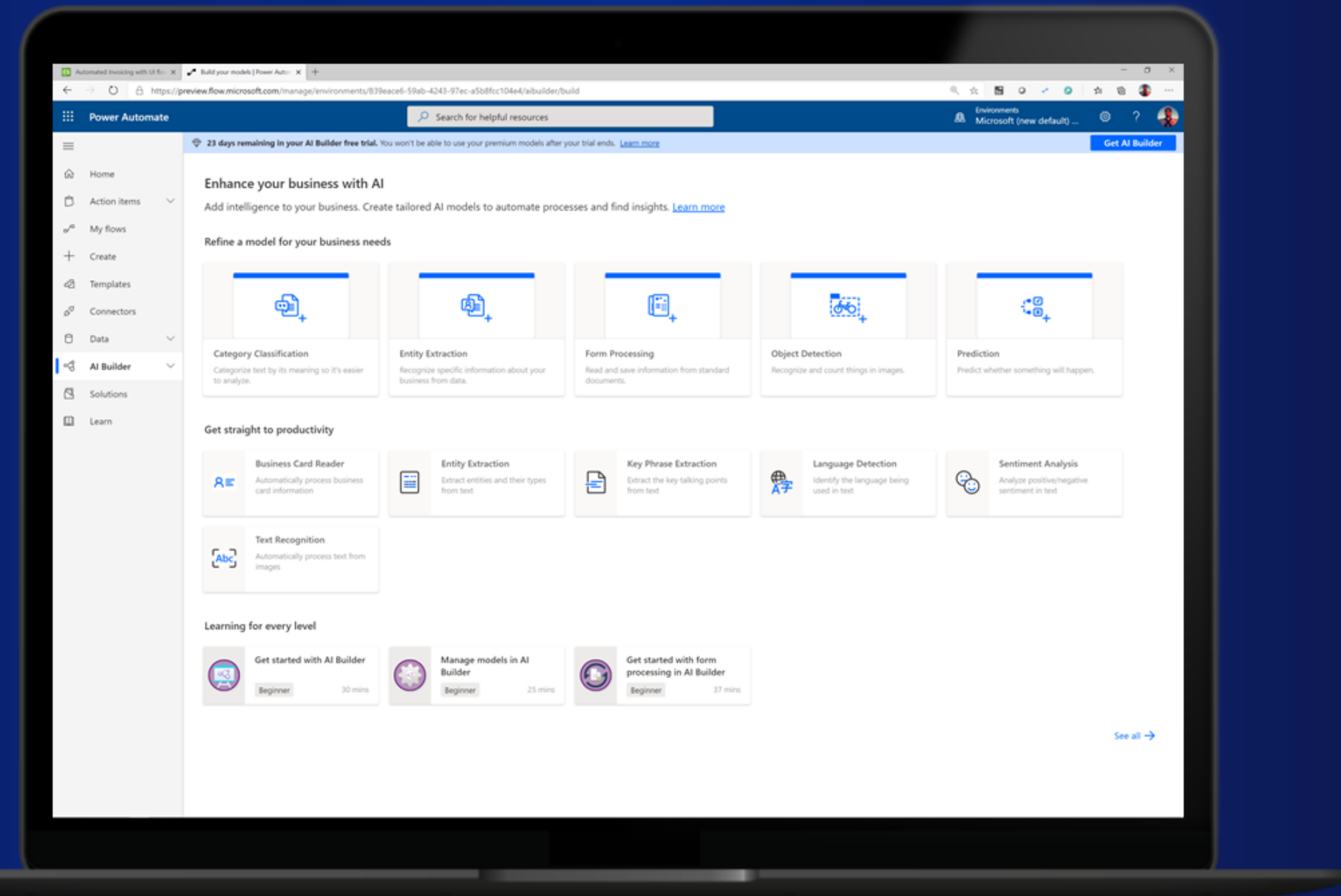
AI FOR MANY INDUSTRY SCENARIOS

AI FOR MULTIPLE INDUSTRY VERTICAL

PRE-DEFINED MODELS

CREATE CUSTOM MODELS

INTEGRATE TO ANY POWER AUTOMATE





# Iteration



Create Bot using simple, graphical interface

Monitor Bot performance and improve

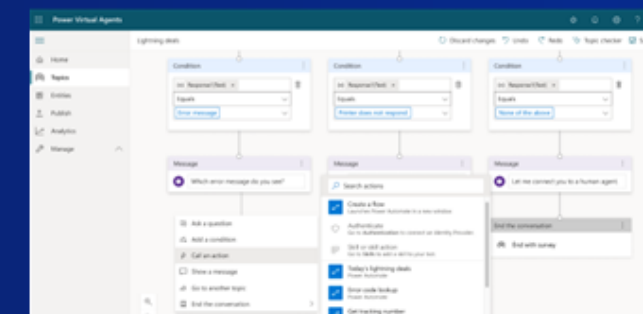
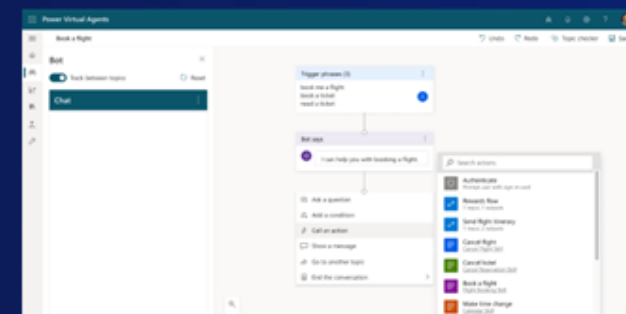
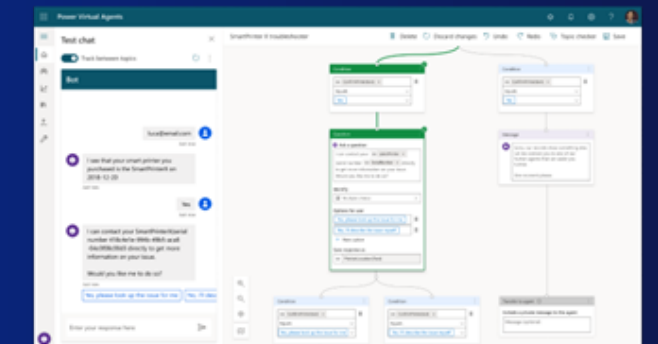
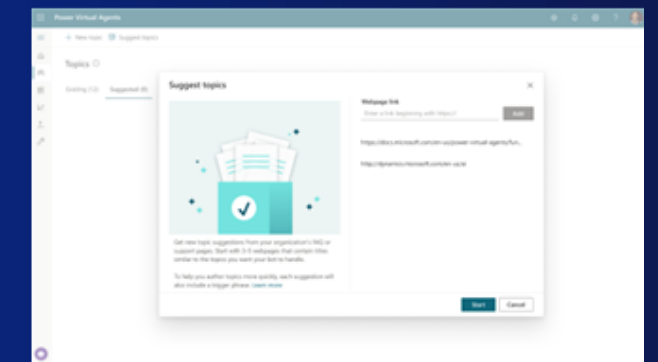
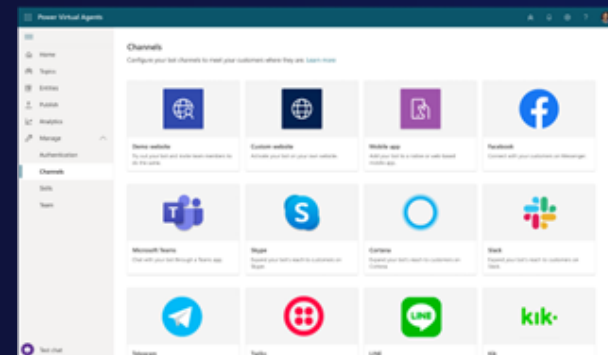
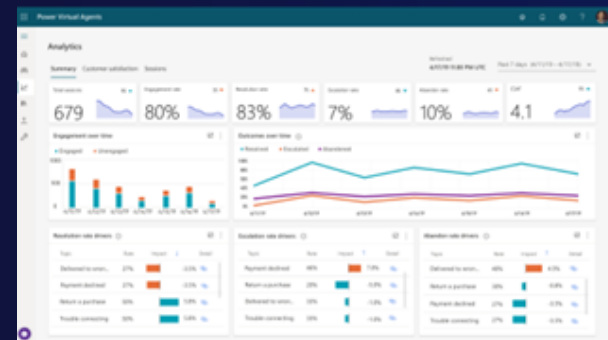
Get starter topics to build upon (from FAQs, sites, etc)

Publish bot to channels

Author topics with NL, slot extraction, variables, etc

Extend Bot with BF Skills for complex scenarios

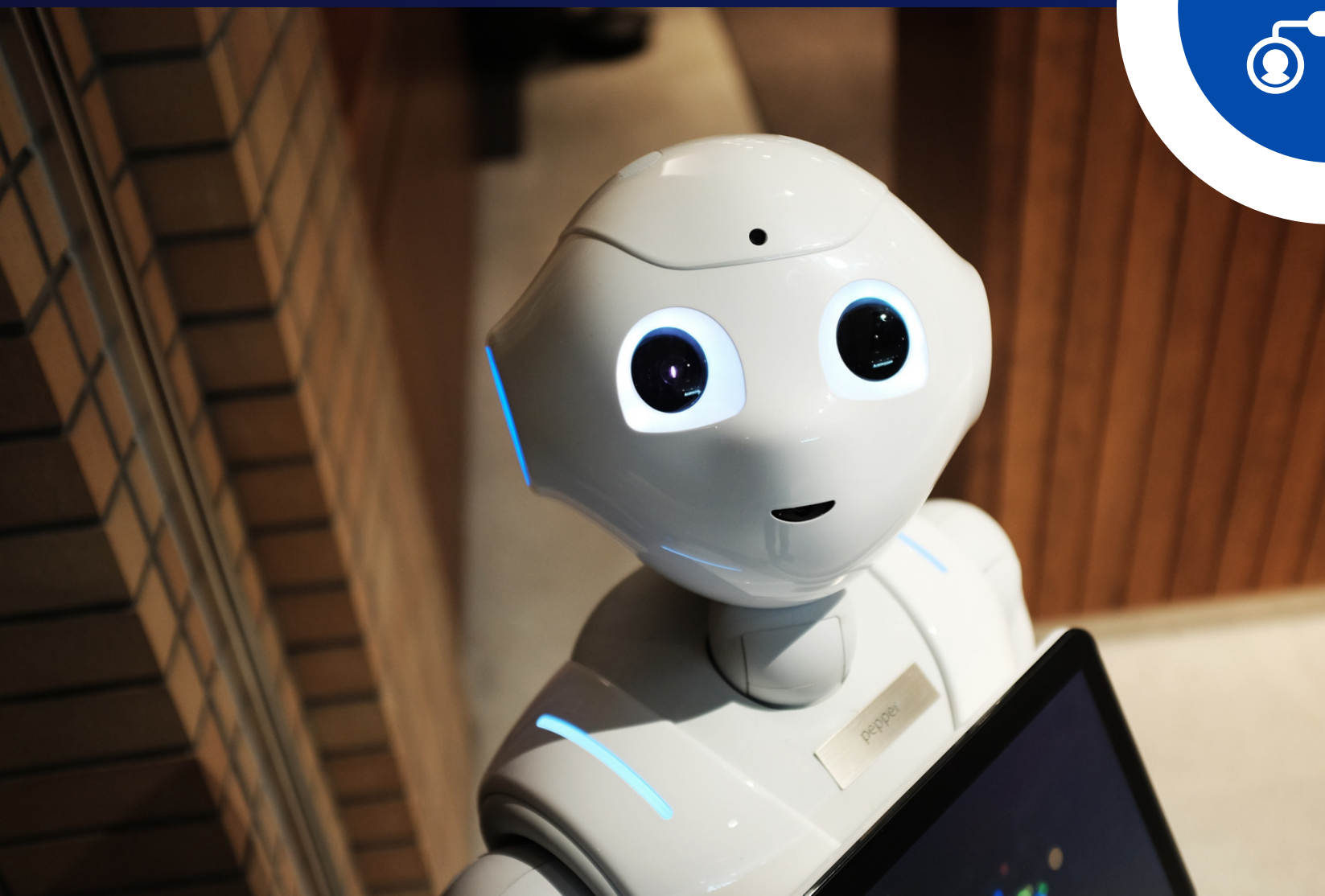
Integrate Bot with backend APIs using Power Automate





# Extensibility Options

- Generally, if unsure always start with PVA + Power Automate
- Development is fast, you will work out if it meets the needs of your scenario quickly



- Bot framework skills have the greatest level of flexibility, but generally take the longest to create
- Good for implementing features that are highly reusable across multiple bots
- For implementing bot features that require pro code features e.g. custom authentication
- Skills are managed and scaled separately
- Skills need to use a 3rd party NLU model (e.g. LUIS)
- Lower latency than Power Automate for complex, reused functions.



# Demonstration

Git hub link

<https://github.com/TWILIGHTCLOUDCODERZ/ASSEMBLY-AI-HACKS.git>

Video Link

<https://youtu.be/a1n59kMxnU>

WebApp

<https://aihackathon.azurewebsites.net/>

Android

[DownloadLink](#)



Thanks for the opportunity to learn and explore new technology



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