# Problem Statement and Opportunity

See script

Requirements

* Not overwhelm

# Technical Implementations

Note down all Microsoft azure resources used

# Design Decisions

* The bot will be named Felix, after the Latin word for “happy”
* Follow’s Microsoft’s 10 guidelines for responsible bots (read more into <https://www.microsoft.com/en-us/research/uploads/prod/2018/11/Bot_Guidelines_Nov_2018.pdf> to see more details and justifications). Here are the top \_ examples:
  + Articulate the purpose of your bot and take special care if your bot will support consequential use cases
    - This leads to the necessity to create a bot that is sensitive to the user, especially given its application toward talking with different people in different states.
  + Be transparent about the fact that you use bots as part of your product or service
    - Bot lets user know right off the bat that it is a bot and its limitations. The user will know upfront about Felix and about what he can do and what he can’t.
  + Ensure a seamless hand-off to a human where the human-bot exchange leads to interactions that exceed the bot’s competence.
    - Hand-off is gracefully and smoothly handled. Handoff can be requested at any time by user.
* Follow’s Microsoft’s 6 guiding principles of responsible AI
  + …
* Some phrases were found on the internet
* Info is based on pdf
* Those demo phrases are not part of knowledgebase.
* Knowledge based data also balanced
* Follow-up phrases suggested to aid in user’s conversation
* Kept the amount of resources found to max of 3 to prevent overwhelm, but let the user know there’s more if needed.
* Limitations
  + See FAQ and script

# Stats/Facts

Bolded are taken from <https://fondationdouglas.qc.ca/la-sante-mentale/?lang=en> (2020). Some are verified by <https://cmha.ca/fast-facts-about-mental-illness> (2013)

* 159 Countries represented by UofT students
* **24% of deaths among 15-24 year olds are due to suicide**
* **4000 Canadians are lost due to suicide each year.**
* **3.4 million Canadians are affected by major depression**
* 3rd, is Canada ranked in the industrialized world for highest suicide rates
* **1 in 5 Canadians will experience a mental illness at some point in their lives**
* **5 out of 10 leading causes of disability in the world are mental disorders.**
* **1 in 5 children who need mental health services actually gets them**
* Facts
  + Mental illness affects people of all backgrounds, regardless of age, income, or culture.

# Main Capabilities to Demo

* Able to get large variety of MH resources (show website as well)
* Urgent cases
* Conversation (FAQ)
* Handoff
* Different languages
* Edge cases (unknown intents)

# Script

## [25 seconds] Context

**~~[10 seconds]~~** ~~{Stats}~~

**[8 seconds]** University. It’s a time to learn, experience, and connect. But it can be stressful and without the proper support, a student’s mental health can very easily deteriorate. ~~With the recent pushes for change in mental health policies at various Canadian universities {show images (UO, UW, UT)}, the awareness of available mental health resources has been slowly growing.~~

**[7 seconds]** ~~Our university {show University of Toronto} is fortunate to have a wealth of resources on and off campus.~~ ~~However, the amount of options can be overwhelming for a student who wants simple support.~~ Resources such as Good 2 Talk and My SSP already exists, but with the students outnumbering operators, it is easy for services to be overwhelmed.

**[11 seconds]** What if there was a system that could provide individualized resource referrals for students? What if this same system could also handle frequent concerns ~~answer the frequently asked questions~~ so that the operators could spend more time with the more complex ones? ~~Bots are already being used in the business settings for freeing time for humans, why not apply it here?~~

## [47 seconds] Technical Details (Fill the time with footage showing usage of Azure)

**[15 seconds]** Introducing Felix, ~~a bot to improve access to mental health resources~~. Right off the bat, Felix is transparent about the fact that it is a bot and mentions its limitations. Felix also ensures a seamless handoff to an operator if requested. These are only two of the many ways Felix follows Microsoft’s 10 guidelines for responsible bots. {Briefly show the 10 guidelines}

**[6 seconds]** Ok let’s see what else Felix can do. It can engage in chatter thanks to Azure’s QnA maker. {emphasize the service name text}

**[10 seconds]** It can also detect multiple languages with the help of Azure’s Text Analytics service {emphasize the service name text}. This ~~ability to support multiple languages~~ is especially important at our university, where students hail from over 159 countries. {Briefly show the 6 Microsoft AI guiding principle}

Felix takes inclusiveness very seriously so that students with different language backgrounds are not excluded.

PROUNOUNCE AZURE CORRECTLY

**[15 seconds]** Of course Felix’s main use is its referrals to resources. {This prototype of Felix uses information from a document published by Student Life at the University of Toronto}. Here, the user tells Felix that they have been struggling with addiction. Using Azure’s Language Understanding service, Felix understands the user’s intent and fetches relevant resources from a database. ~~Felix gives the user the opportunity to talk more, and they do. In another example, a black woman is being harassed at her workplace. In some cases, the user may not want to provide more info. Here, In another example, a student shares that they are struggling with online learning~~. **Felix** has access to resources ranging from counseling to academics ~~{scroll tags and/or show end results (or sped up versions) of other demos}, such as this student who is struggling with online learning.~~ *~~Felix treats LUIS entities as word vectors and then fetching resources with Felix fetches these resources by treating LUIS entities as vectors and comparing them to predefined resource tags.~~* ~~{emphasize the service name text,show how the student example, as an utterance, is broken down into entity and then an intent (chosen from the other intents)}~~

~~[~~**~~5 seconds~~**~~] Using Azure’s Language Understanding Service {emphasize the service name text,show how the student example, as an utterance, is broken down into entity and then an intent (chosen from the other intents)}, Felix is able to understand utterances that it has not seen before.~~

## [27 seconds] Limitations and Conclusion

[**10 seconds**] ~~Felix takes inspiration from existing bots, {show Woebot} but unlike them, Felix is targeted to university students. Also, we’re not replacing existing services such as Good2Talk and MySSP. Rather, we are augmenting them. But~~ Felix is just the first step. We acknowledge that it’s not enough to just design *for* the users. We have to design *with* the users through meaningful collaboration; this is our next step.

[**17 seconds**] Especially during the current pandemic, students must be able to access the mental health resources they need. ~~They will be using novel methods of learning, which will bring out challenges and stress that have never been experienced before.~~ As school starts again, novel methods of learning will be used, and with it, comes new sets of mental health challenges.

We are in uncertain times right now, and it’s essential that we remain healthy, safe, and most importantly, . . . happy {Show meaning of Felix’s name, dictionary esque. Then fade in “Improving access to mental health resources”}