

# Chatbot: Hema

**Platform: Google Dialog flow**

**Google Assistant with Multilingual Text and Voice Assist.**

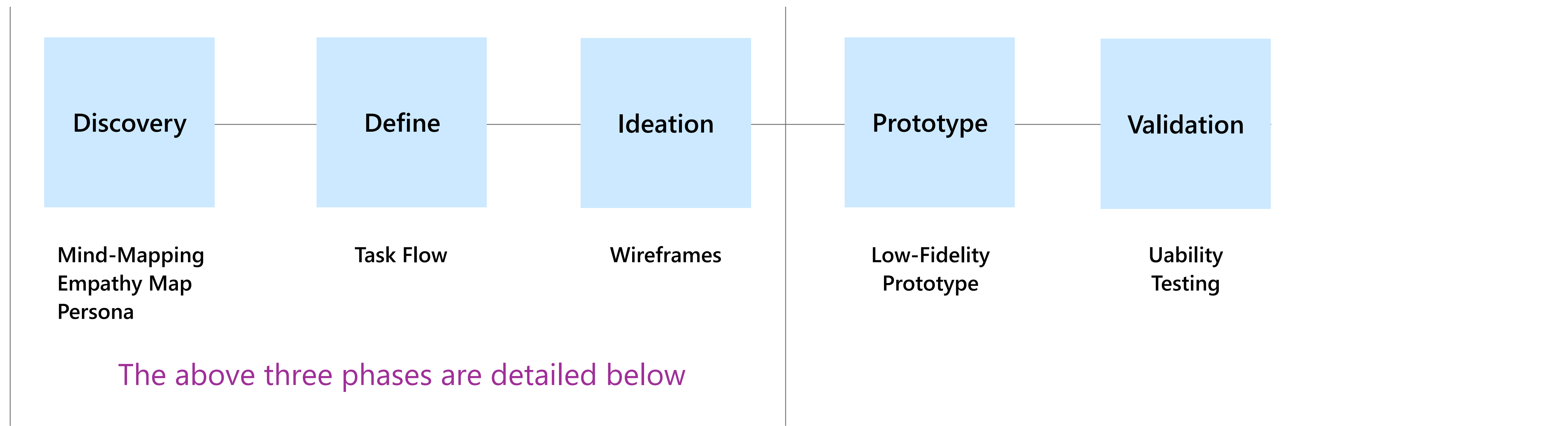
## Goal of AI Assistant

AI assistant that can help women living in rural and non-metro cities find information and remedial solutions about women’s health by receiving queries in natural language and interpret them correctly.

## Personality of Chatbot

The gender of chatbot is Female and name is Hema, who provide customer service on women health issues.

## UX Process



# Chatbot: Hema

## 1. Discovery Phase

## Mind Mapping (To Understand more about AI Assistant)

To Assist Women in rural and non-metro cities to find information and remedial solutions about women’s health,

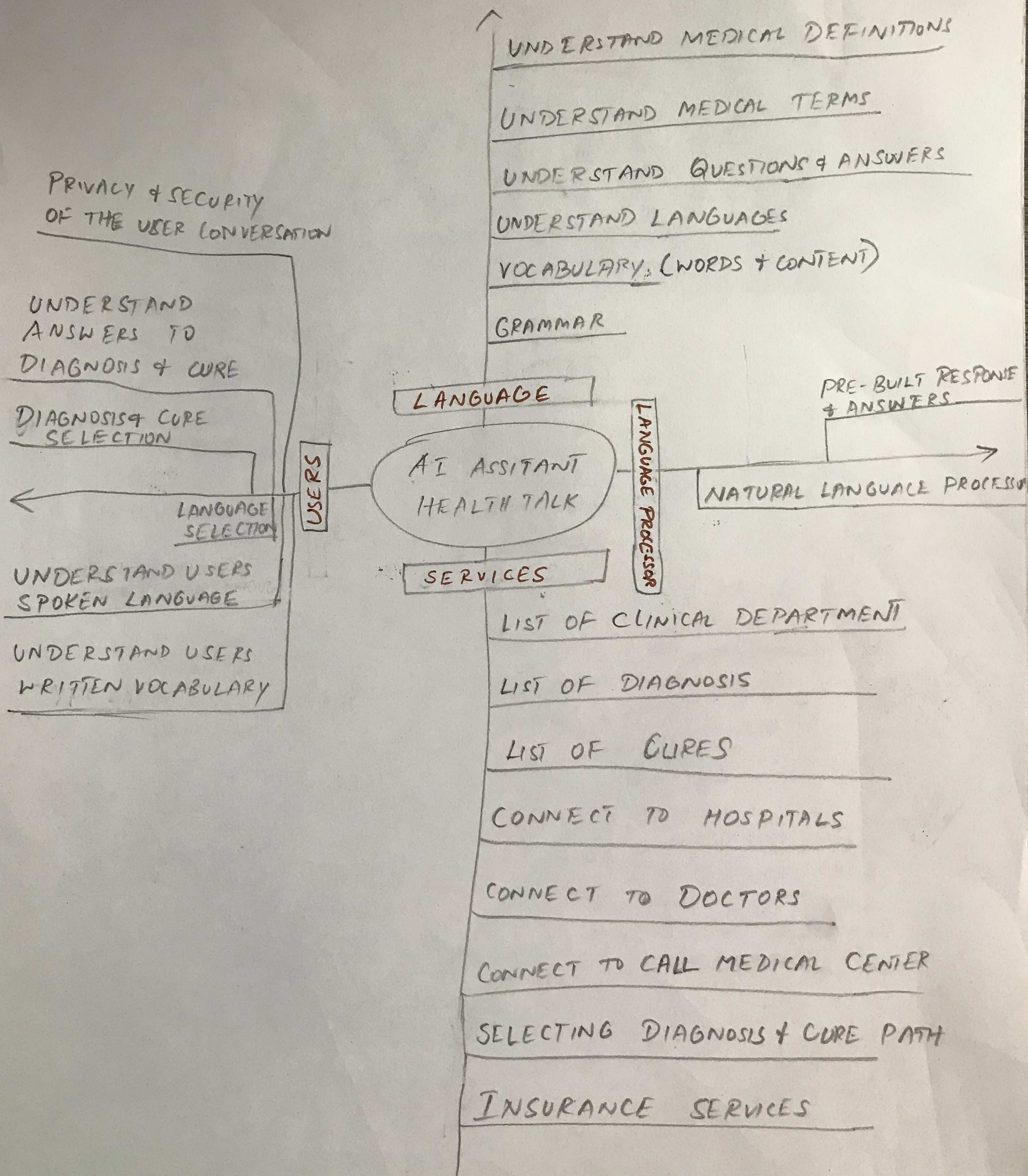
- 1) How should the AI Assistant should be built so that it responds and solves specific problem?
- 2) What are the information or function should AI assistant should perform to help the user?
- 3) Does it speak humanized language?
- 4) Does it question and answers the Diagnosis and Cure precisely. And how does it decide the solution to the problem?

## Four Main Branches of AI Assistant should have built in to assist people who use it.

Language	Services	Users	Language Processor
Understand Vocabulary, Languages and Medical Terms.	Selecting and understanding diagnosis and cure. Connecting to hospitals and doctors.	Understand users questions and answers. Understand users spoken and written language.	AI assistant with Natural Language Processor (NLP), which process and understand human language.



## MIND MAPPING





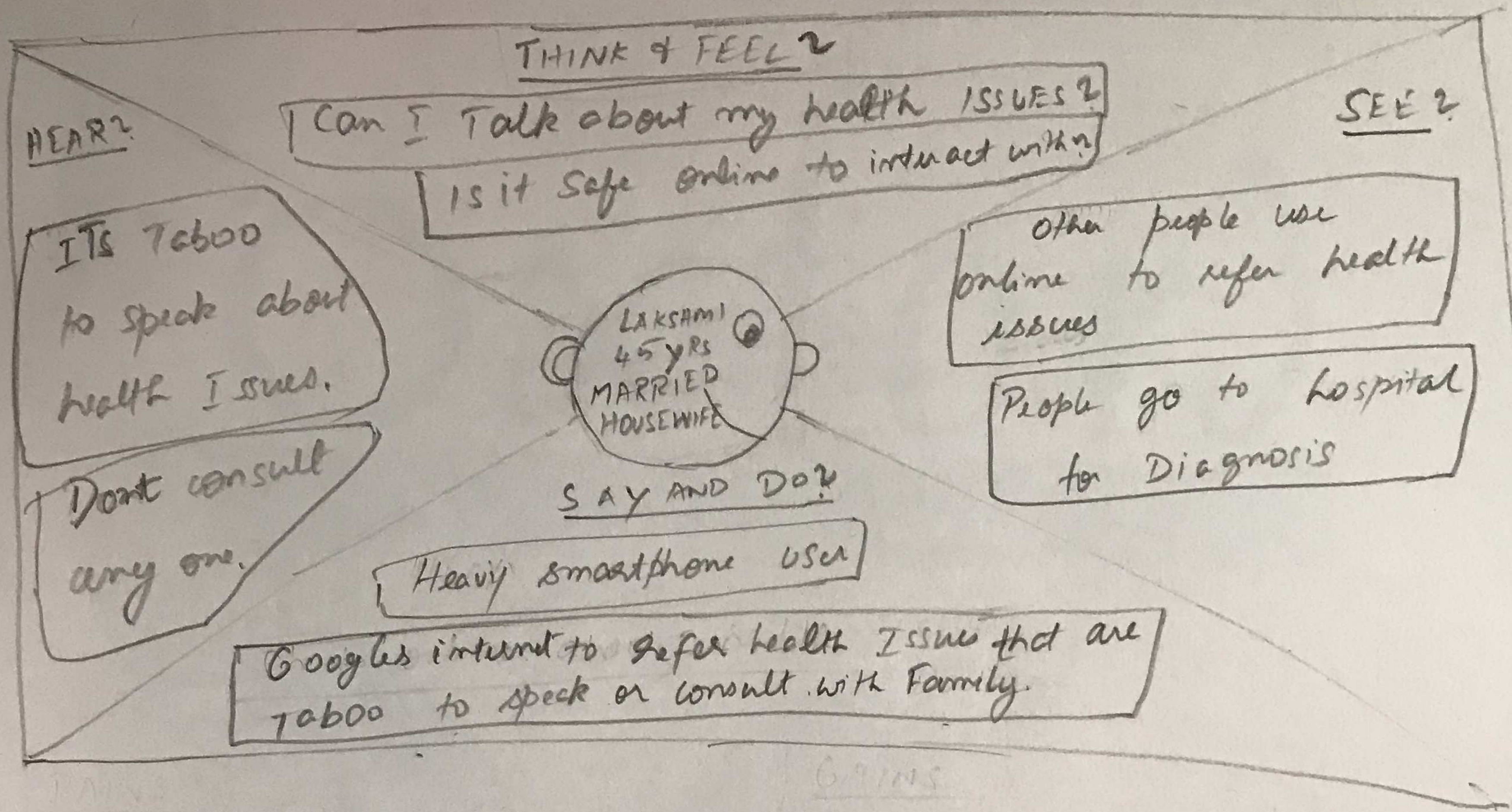
## Empathy Map and Persona

To understand about the user, created Empathy map and persona.

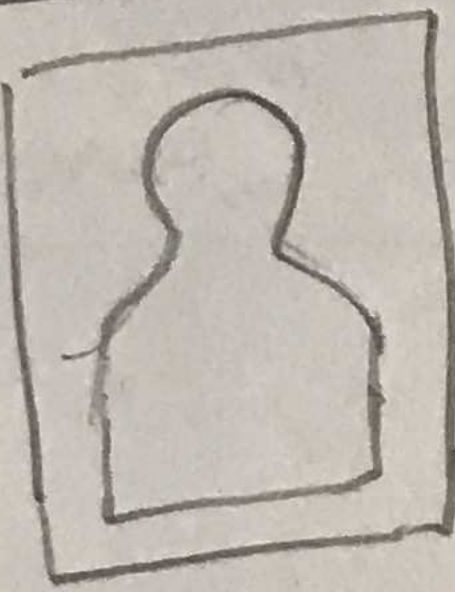
- 1) To know more about user, how they think and feel, say and do, what they hear and see about health issues in their current environment.
- 2) Currently which device or apps they use to interact with while they are online.



## EMPATHY MAP (UNDERSTANDING THE USERS)



## PRIMARY PERSONA

ABOUT	 <p>NAME: LAKSHMI TITLE: HOUSEWIFE AGE: 45 MARITAL STATUS: MARRIED EDUCATION: B.COM</p>
Believer	She is a housewife who takes care of two children. Heavy mobile user. Checks internet often for health issues that are Taboo to speak with family.
Goals & Needs	<ol style="list-style-type: none"> <li>1) Talk about Health Issues that are Taboo to speak out.</li> <li>2) Feel secured to talk about her health conditions.</li> <li>3) Get diagnosis &amp; remedial solutions about her health issues.</li> </ol>
Pain Points	Cannot speak about health issues that is Taboo to speak with family & friends.



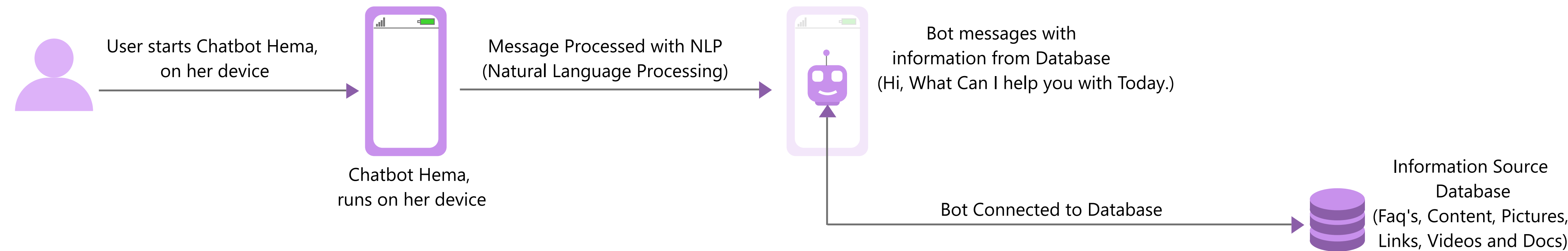
# Chatbot: Hema

## 2. Definition Phase

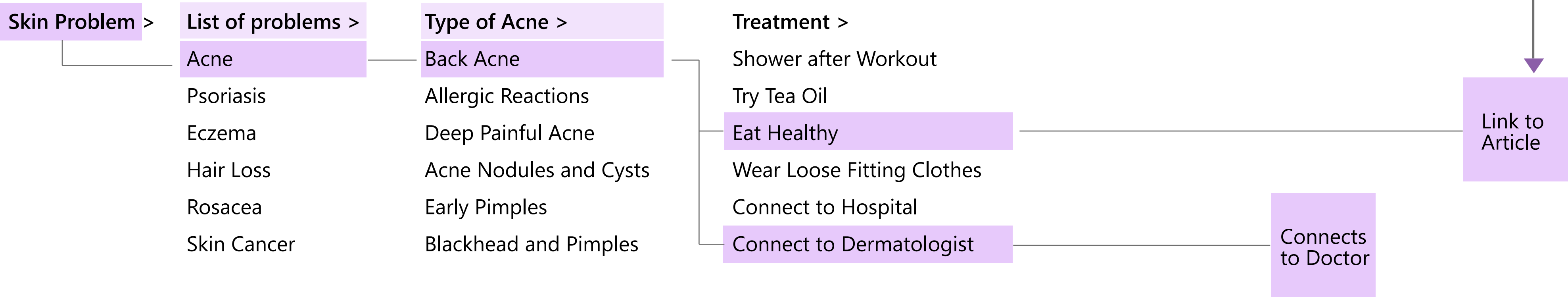


# Chatbot: Hema, Task Flow 1 how User and Bot chat together.

## Task Flow 1: Chatbot Hema starts with Information from Database



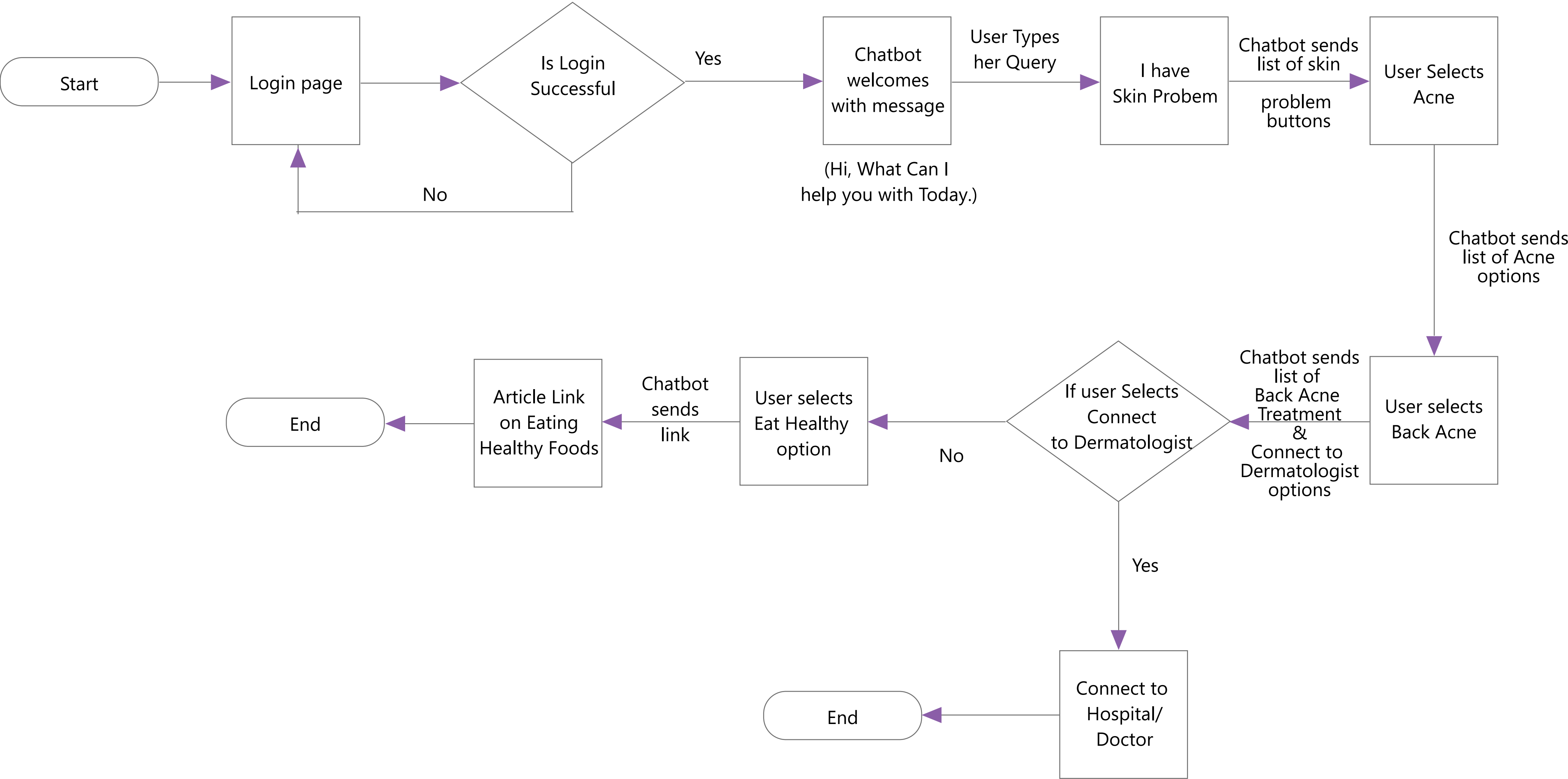
## Chatbot Sample Decision Tree for Women Health Issue : Question and Answers to diagnose and find cure for Back Acne





# Chatbot: Hema, Task Flow 2 for the above Sample Decision Tree (Back Acne)

Task Flow 2: Chatbot Hema starts with Information from Database





**Chatbot: Hema**

## **3. Ideation Phase**



## Wireframe

The User Interface is built upon based on above User research and defined set of rules,

- 1) The chatbot is built based on Step by Step conversation with the User to solve specific health issue.
- 2) Creating a start point and end point in the Conversation instead looping within the content.
- 3) Built based on Natural Language Processing (NLP) engine to help bot in interpreting the Language the users speak or text messages.
- 4) Based on the Information Source the chatbot can send text, pictures, links and etc..
- 5) The new content is adopted with the existing content so that the Bot can Learn when Questions are Queried.



# Chatbot: Hema, User Interface for Mobile

## 1. Login Screen

Meet Hema,  
the Health Assistant

Please login to start  
chatting with Hema

Sign Up


Mobile No

Password

Select Language

English


Submit

 Your Conversation is Secured


## 2. Logged into Hema Chatbot


H

Hi! What Can I help you with Today



I have Skin Problem






## 3. User Lakshmi Starts Chatting

H


Hi! What Can I help you with Today


I have Skin Problem

L



Type your text here







# Chatbot: Hema, User Interface for Mobile

## 4. User Selects Acne as the problem

H

Hi! What Can I help you with Today

I have Skin Problem

L

H

Please select the problem below

<a href="#">Acne</a> ✓	<a href="#">Hair Loss</a>
<a href="#">Psoriasis</a>	<a href="#">Rosacea</a>
<a href="#">Eczema</a>	<a href="#">Skin Cancer</a>

Type your text here

## 5. User Selects Back Acne as Type of Acne

I have Skin Problem

L

H

Please select the problem below

<a href="#">Acne</a> ✓	<a href="#">Hair Loss</a>
<a href="#">Psoriasis</a>	<a href="#">Rosacea</a>
<a href="#">Eczema</a>	<a href="#">Skin Cancer</a>

H

Please select the type of Acne

<a href="#">Back Acne</a> ✓	<a href="#">Acne Nodules and Cysts</a>
<a href="#">Allergic Reactions</a>	<a href="#">Early Pimples</a>
<a href="#">Deep Painful Acne</a>	<a href="#">Blackhead and Pimples</a>

Type your text here

## 6. Chatbot displays list of treatment

H

Please select the type of Acne

<a href="#">Back Acne</a> ✓	<a href="#">Acne Nodules and Cysts</a>
<a href="#">Allergic Reactions</a>	<a href="#">Early Pimples</a>
<a href="#">Deep Painful Acne</a>	<a href="#">Blackhead and Pimples</a>

H

Below are some the list of treatment

<a href="#">Shower after Workout</a>	<a href="#">Try Tea Oil</a>
<a href="#">Eat Healthy</a>	<a href="#">Connect to Hospital</a>
<a href="#">Wear Loose Fitting Clothes</a>	<a href="#">Connect to Dermatologist</a>

Type your text here

7.1. If user selects Eat healthy

H

Please select the type of Acne

<a href="#">Back Acne</a>		<a href="#">Acne Nodules and Cysts</a>
<a href="#">Allergic Reactions</a>		<a href="#">Early Pimples</a>
<a href="#">Deep Painful Acne</a>		<a href="#">Blackhead and Pimples</a>

H

Below are some the list of treatment

<a href="#">Shower after Workout</a>	<a href="#">Try Tea Oil</a>	
<a href="#">Eat Healthy</a>		<a href="#">Connect to Hospital</a>
<a href="#">Wear Loose Fitting Clothes</a>		<a href="#">Connect to Dermatologist</a>

Type your text here

7.2. Chatbot sends Link to Article

H

Below are some the list of treatment

<a href="#">Shower after Workout</a>	<a href="#">Try Tea Oil</a>	
<a href="#">Eat Healthy</a>		<a href="#">Connect to Hospital</a>
<a href="#">Wear Loose Fitting Clothes</a>		<a href="#">Connect to Dermatologist</a>

H

Here is a link to article on eating healthy

<https://www.wikipedia/healthstyle/eathealthy>

Type your text here



8.1. If user selects Connect Dermatologist

H

Please select the type of Acne

<a href="#">Back Acne</a>		<a href="#">Acne Nodules and Cysts</a>
<a href="#">Allergic Reactions</a>		<a href="#">Early Pimples</a>
<a href="#">Deep Painful Acne</a>		<a href="#">Blackhead and Pimples</a>

H

Below are some the list of treatment

<a href="#">Shower after Workout</a>	<a href="#">Try Tea Oil</a>
<a href="#">Eat Healthy</a>	<a href="#">Connect to Hospital</a>
<a href="#">Wear Loose Fitting Clothes</a>	<a href="#">Connect to Dermatologist</a>

Type your text here

8.1. Chatbot sends phone and name of the doctor

H

Below are some the list of treatment

<a href="#">Shower after Workout</a>	<a href="#">Try Tea Oil</a>
<a href="#">Eat Healthy</a>	<a href="#">Connect to Hospital</a>
<a href="#">Wear Loose Fitting Clothes</a>	<a href="#">Connect to Dermatologist</a>

H

Here is the name and phone number of the dermatologist

Mobile No: 7353462598

Name: Dr.Mukund

Type your text here

# Other Artifacts



# Sample WOMEN HEALTH ISSUE

## DERMATOLOGIST or Skin Doctor

ACNE ① | PSORIASIS ④  
ECZEMA ② | ROSACEA ⑤  
HAIR LOSS ③ | SKIN CANCER ⑥

ACNE Treatment

- 1) DIY ACNE TREATMENT
- 2) ACNE PRONE SKIN
- 3) CAUSES
- 4) IS IT REALLY ACNE

TYPES OF ACNE

Some more types

BACK ACNE  
SERIOUS ALLERGIC  
DEEP PAINFUL ACNE  
ACNE NODULES & CYST  
EARLY

- ① 7 Reason to treat ACNE
- ② BACK - ACNE, *serious allergic*
- ③ DEEP PAINFUL PIMPLE
- ④ ACNE - SELF CARE
- ⑤ SERIOUS ALLERGIC REACTIONS
- ⑥ let me see Dermatologist

- ① Connect me to HOSPITAL
- ② connect me to Doctor

HOSPITAL

DOCTOR

Login screen

MOBILE NO

8345672321

PASSWORD

.....

LANGUAGE

ENGLISH

SUBMIT

Lakshmi chatting with Hema

H: HI! WELCOME. What can I do for you

I have a Skin Problem

H: Can you please select the problem

ACNE ✓	PSORIASIS
ECZEMA	ROSACEA
HAIR LOSS	SKIN CANCER

H: SELECT the TYPE of ACNE

BACK ACNE ✓	ACNE NODULES & CYST
SERIOUS ALLERGIC REACTIONS	EARLY PIMPLE
DEEP PAINFUL ACNE	Black head & PIMPLE

H: SEE THE TREATMENT

SHOWER AFTER WORKOUT	EAT HEALTHY
TRY TEA OIL	WEAR LOOSE FITTING CLOTH
CHOOSE SUNSCREEN carefully	EXFOLIATE

NO

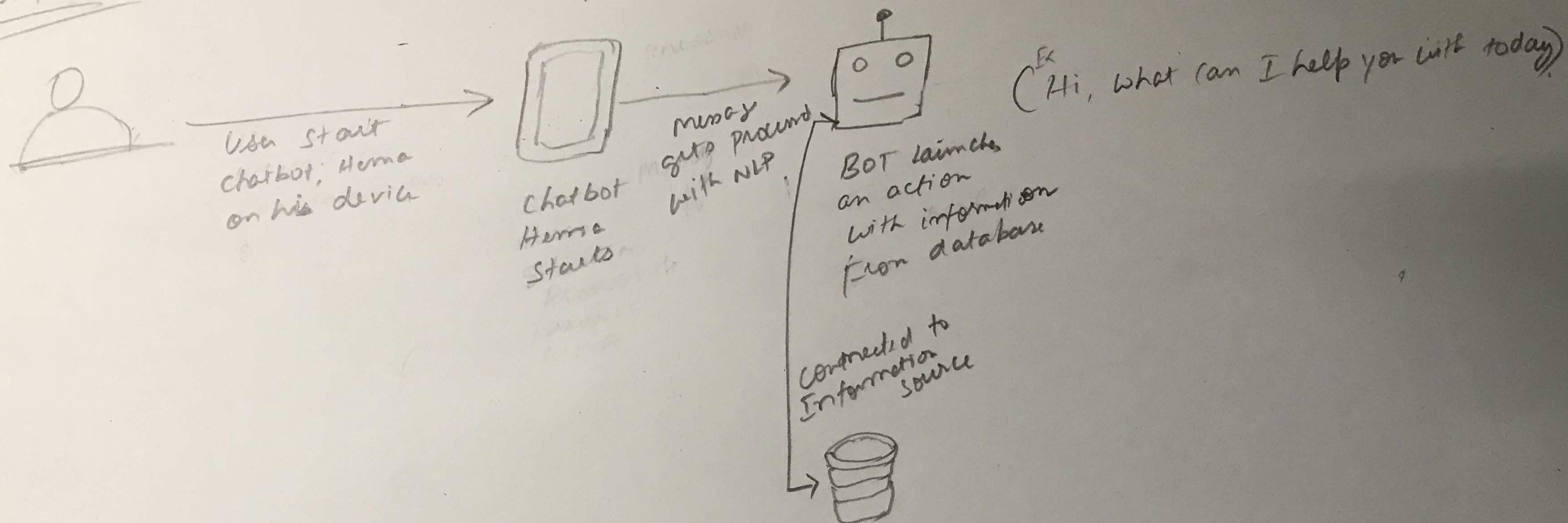
H: SEE DERMATOLOGIST

TYPE TEXT

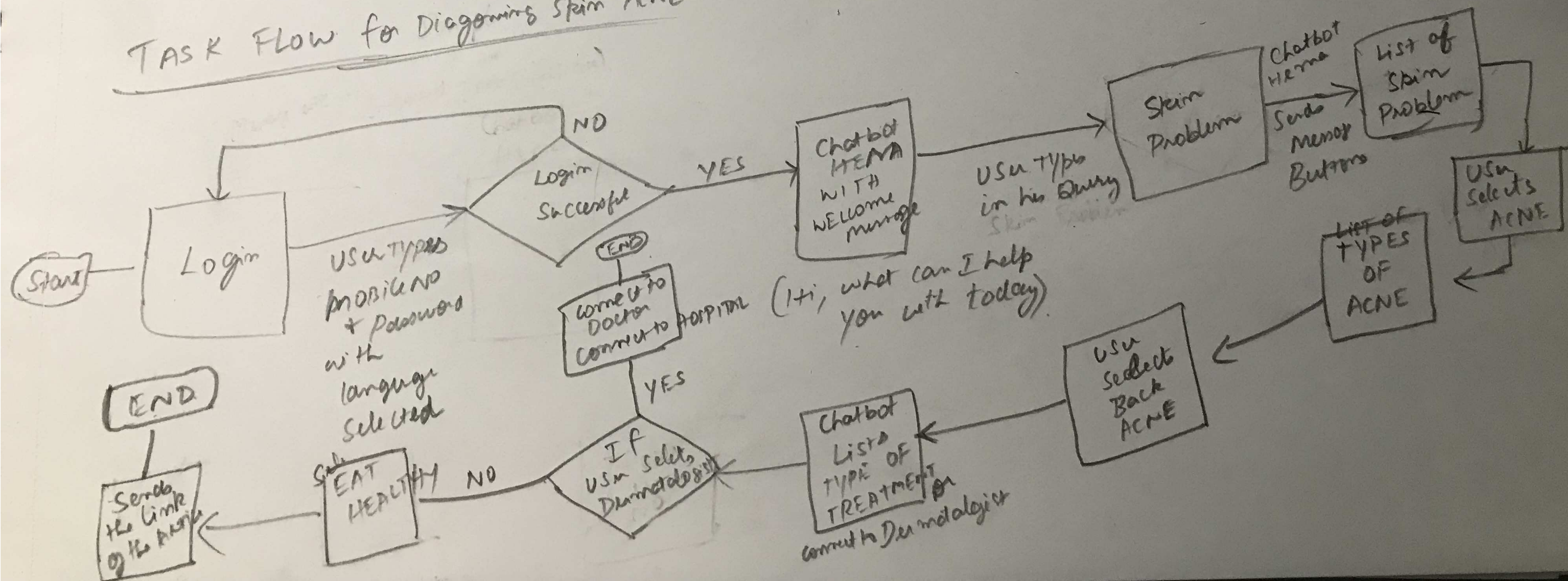




# User Flow



## TASK FLOW for Diagnosing Skin ACNE





**Thanks**