

VisaPlace: Immigration Path Assessment Chatbot

This project is partnered with an immigration law firm called Visaplace that helps people immigrate into Canada and the United States. Currently, clients must speak with agents over the phone and fill out lots of paperwork to determine what immigration path they are eligible for. To reduce costs and speed up this application process, Visaplace is designing a chatbot to ask clients questions and give a score representing how qualified they are for various immigration paths. They have created a proof-of-concept chatbot built with Botpress that determines a client's score for express entry immigration into Canada. Clients can interact with the chatbot through Visaplace's website, SMS, or WhatsApp. Our mission is to help expand features to make the chatbot more useful and accessible. Our team is working to enable human-in-the-loop functionality so that agents can take over conversations with clients. We are also enhancing the chatbot's interface over text so that people without internet access can get the same quality of assistance. Finally, we will be creating a machine learning scoring model for the chatbot.