



AI Healthcare Services

Voice Emotion Recognition



SERvis

User Manual

1 Introduction

1.1 Product description

Our product is a software that analyses audio recorded from the patient and gives an in-depth report of the emotions experienced, which will aid the medical professional with diagnosis and selection of a treatment strategy. It uses Machine Learning with Convolved Neural Networks to develop an emotion recognition model and this model is then used to assess the patient's emotional state.

This document details the features and navigation of the easy to use User Interface and also the functionality and workflow of the product. The document does not require any prior knowledge of the subject matter. Hence, a user from a non-technical background can also go through it and understand the working of the product.

1.2 Intended use

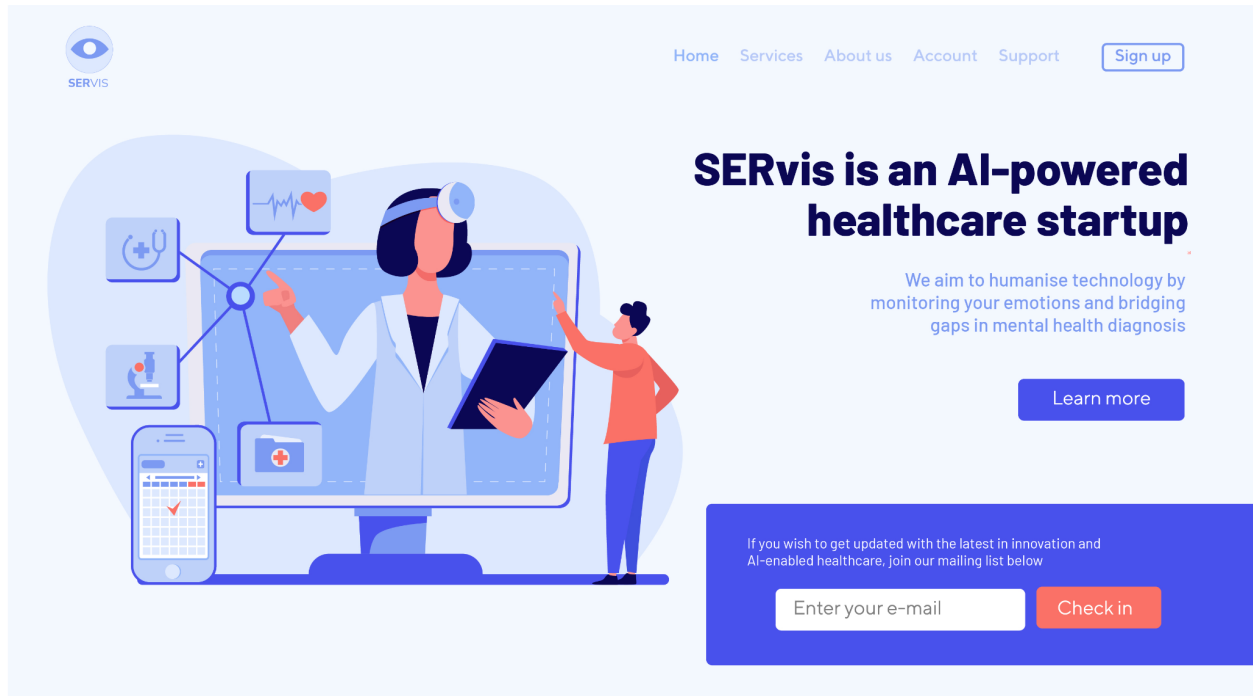
This application is intended for use by doctors, hospital chains and other licensed medical practitioners as a potent tool to aid in diagnosis, treatment and health monitoring.

1.3 Process Overview

The product functions as a processing unit that takes the audio file uploaded by the user and splits it into segments of a specified duration, and detects the emotion state for each segment, allowing the user to obtain a detailed analysis.

2 UI Description and Procedure

After logging into your account through the Sign-up option, in the top panel, you will see the following menus: Home, Services, About Us, Account, and Support.



Home: Your main page just after login.

Services: View the various healthcare-related services we offer.
(Explained in detail below)

About Us: Details of our team, back story, inspiration and much more.

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Account: View and update account details and subscriptions, service usage statistics.

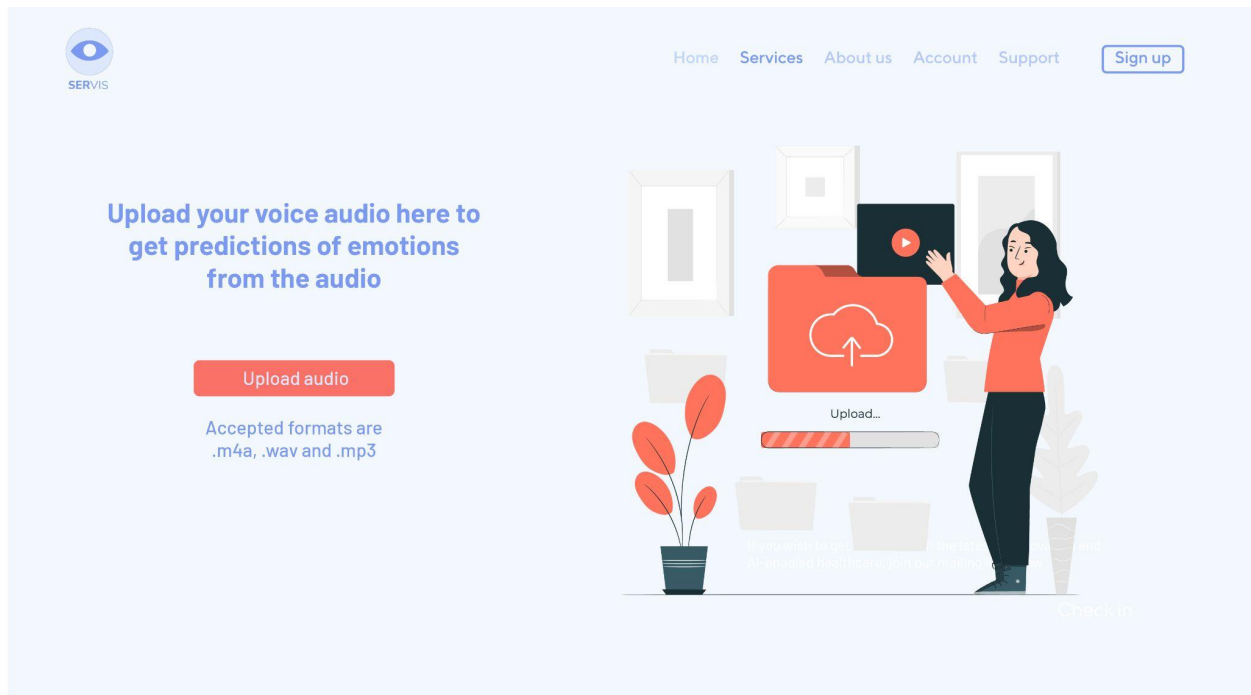
Contact Us: Details of our contact info for technical support obtaining details of services.

Services:

Once you select a patient in the **Services** section, you will be greeted with the patient details such as Name, Age, Patient History, Diagnostic Reports, etc.

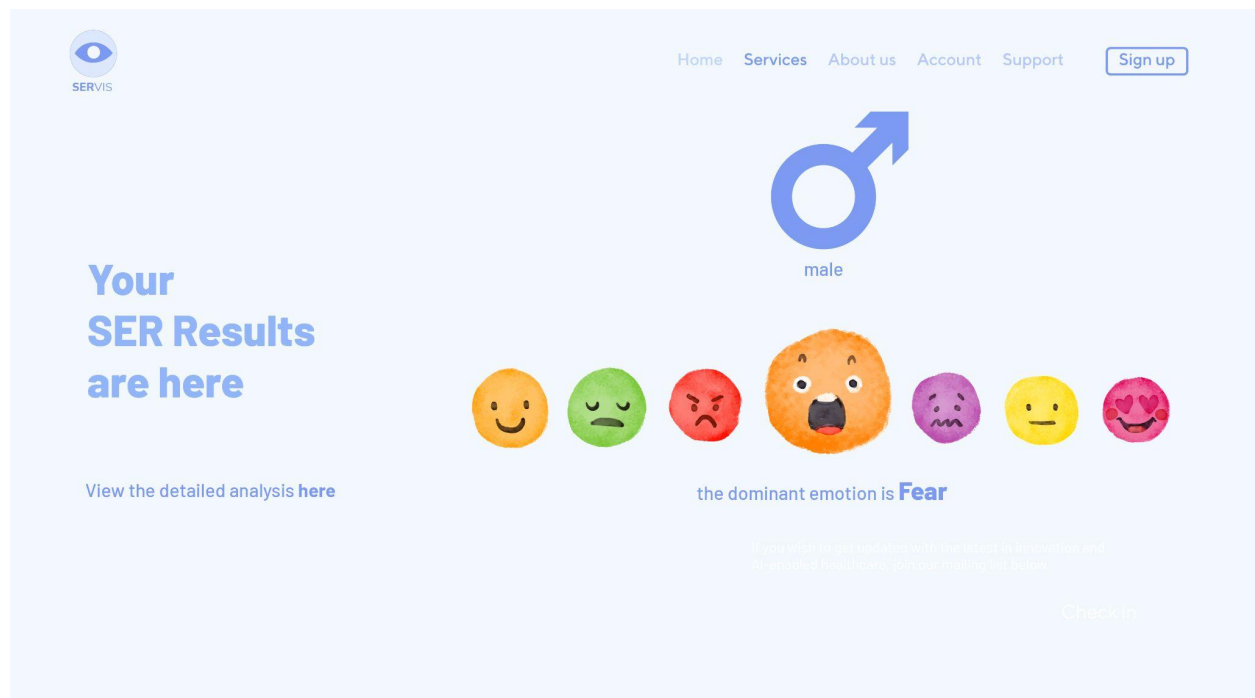
You will also have the option to perform various kinds of analysis.

Select **SER** to navigate to the following page:



Now select **Upload audio** and you will get a pop-up asking you to select an audio file from your PC to upload for analysis. (Please ensure that the audio file is in a supported format: **m4a**, **mp3** or **wav**)

Click on the *View the detailed analysis* **here** suggestion for a comprehensive view of the patient's emotional history.



3 Safety and Concerns

Caution: Interpretation of obtained results is to be done only by certified medical professionals.

Privacy Concerns: Ensuring the privacy of our customers and their patients is a top priority. We encrypt the data transferred and store and process it in secure private servers.



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