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Azure Bot Services

# Problem Statement:

Nowadays in many countries, Hospitals and Pharmacies are busy and sometimes just to have a few questions answered can be very time consuming. This situation causes people to postpone looking into their health issues until they become serious which is unfortunately sometimes too late. While increasing the staff could be an easy answer to this problem, it is not always feasible due to the cost associated with more staff members.

# Proposed Solution:

One of the solutions could be the use of Azure Web Bot across different platforms (WebPage, Facebook Messenger, Skype) to answer most of the quick and easy questions that customers have, advise the customers to go to a pharmacy or hospital for further investigation or to go to the nearest hospital urgently. Another advantage is that the Customers knows that the information provided by the bots are updated recommendations of local Health Professionals as opposed to a general article on the internet.

While this solution could help the situation, it requires its users to communicate with Robot which users are sometimes reluctant to do.

# Working Solution:

Creation of a QnA Web bot, which presents its users with a disclaimer and upon acceptance of the disclaimer, the users can ask questions about the flu or the common cold.

# Azure Bot Services:

This Microsoft Azure service allows for accelerated development of intelligent bot that can easily scales on multiple platform to reach its users.

# Data Set:

URL: <https://www.webmd.com/cold-and-flu/top-10-questions-cold>

Extracted to: Cold\_FAQ.docx for sample

# Hardware:

Computer with Core i7 @2.60GHz and 16GB RAM / IPhone 7

# Software:

Windows 10 64 bit / Web Browser – Google Chrome

Skype

PowerShell

Microsoft Account with Free trial for Azure

# YouTube URLs:

Short Video: <https://youtu.be/H-TqfHbwMVE> Long Video: <https://youtu.be/m-7m0mIRagg>

# GitHub URL:

<https://github.com/kavishen/AzureFinal>