



CHURCH OF ST MARY OF THE ANGELS

PARISH VISION: TO KNOW CHRIST + TO LOVE CHRIST + TO SERVE CHRIST

5 BUKIT BATOK EAST AVE 2
SINGAPORE 659918
TEL: 6567-3866
FAX: 6562-1824

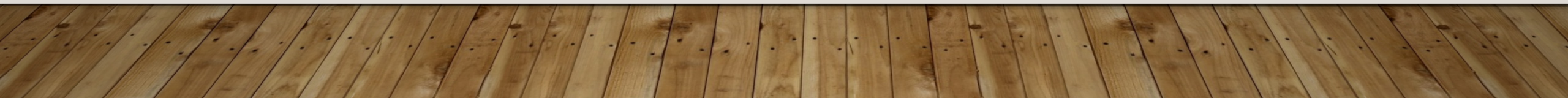
ST MARY CHATBOT

BUSINESS CASE , DOCUMENTATION AND DELIVERABLES

JONATHAN AUSTIN

BATCH 2

3 DECEMBER 2020

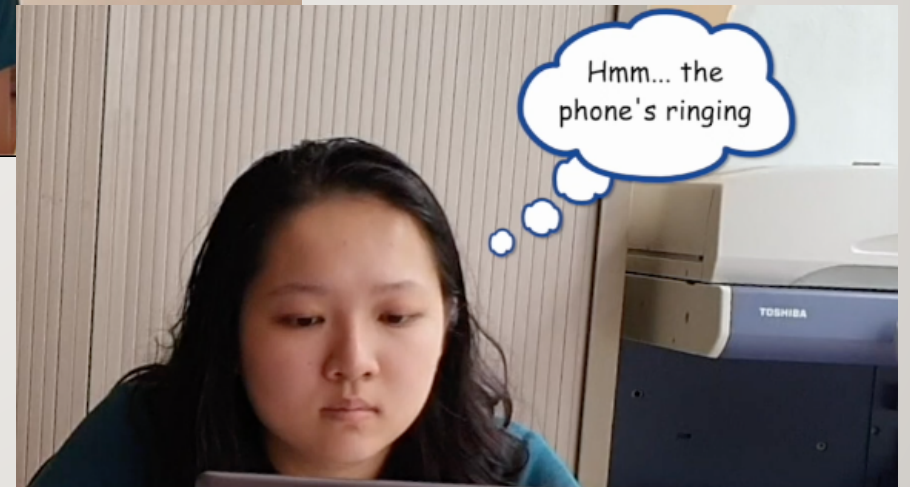


THE PROBLEM

The Website of St Mary is now handling many enquiries from 12,000 members and the public. The Church has digitized services but the office is overwhelmed with routine and complex enquiries.

Key problem statement areas as follows (see the video attached)

- Church Opening Hours
- Columbarium entry
- Devotions
- Prayer Requests by preference
- Finding a Mass by schedule and language
- Requesting seats for a Mass by date and #seats
- How to get married as a catholic (lengthy process)



BRAINSTORM

Define the problem

help those who want to get married

prayer requests

help people find and reserve a service due to covid

get people devotions online

help people plan a trip to the church

How is it going to interact

12000 community

all ages, multi lingual

media saavy audience and church

helpful service only, not conversations

not sancatam onious

How to build a conversation flow

define available data

look at skit and training videos

get proble priritised

for each key intent write a conversation

use the FAQ or website content

use mindmap and map out high level and into each flow

look at botstar example

How are you getting people to use it

church use wordpress sites and facebook a lot

offer limited functionality initially and build, track usage

media saavy content producing church

complement not compete with website

How to make money

build lists of interested parties

safety to meet covid issue

get people to pre register as seats limited

handle increased volume prayer requests

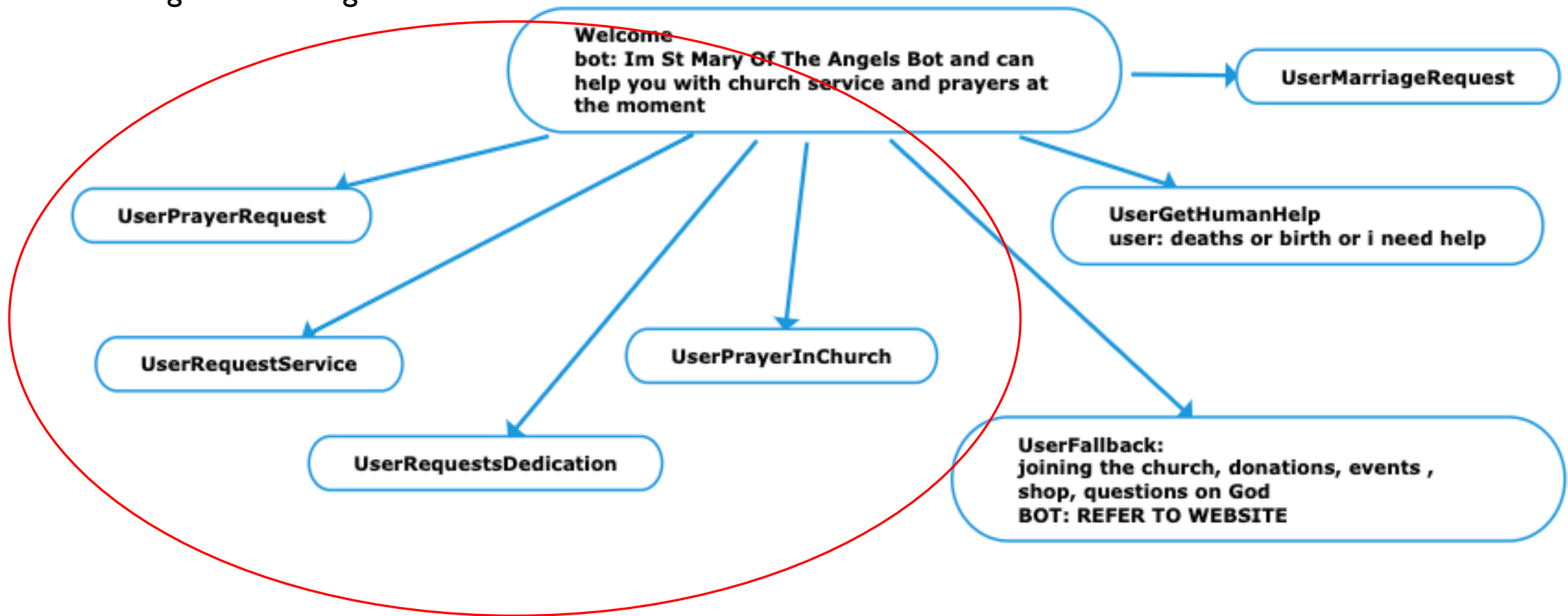
engage new members

more engagement online via digital

mobile friendly channel

KEY FUNCTIONAL & PROCESS AREAS (INTENTS)

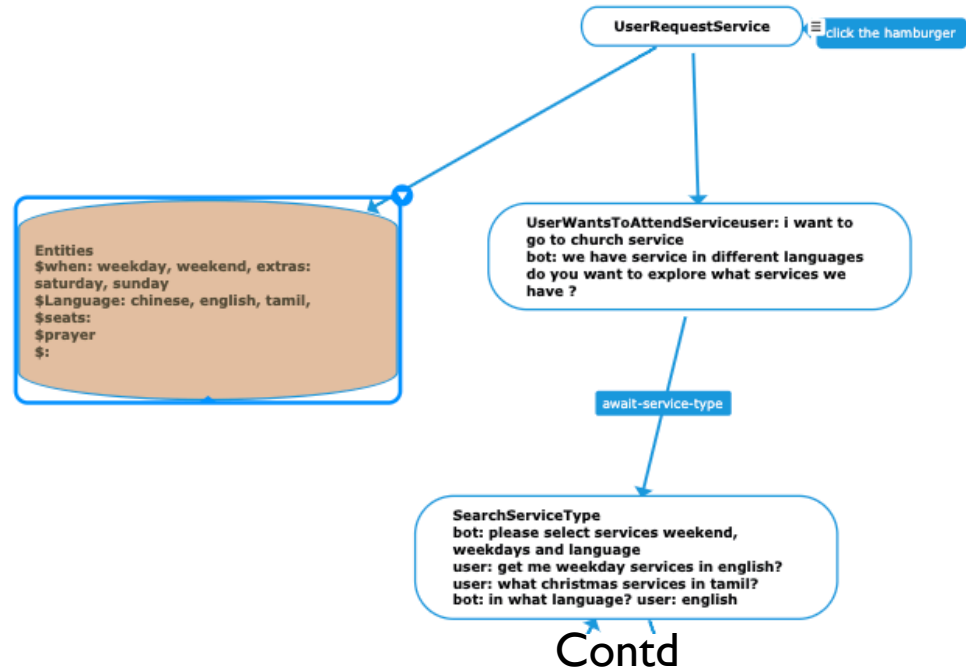
Due to limits in time scope covers
The following for this assignment...



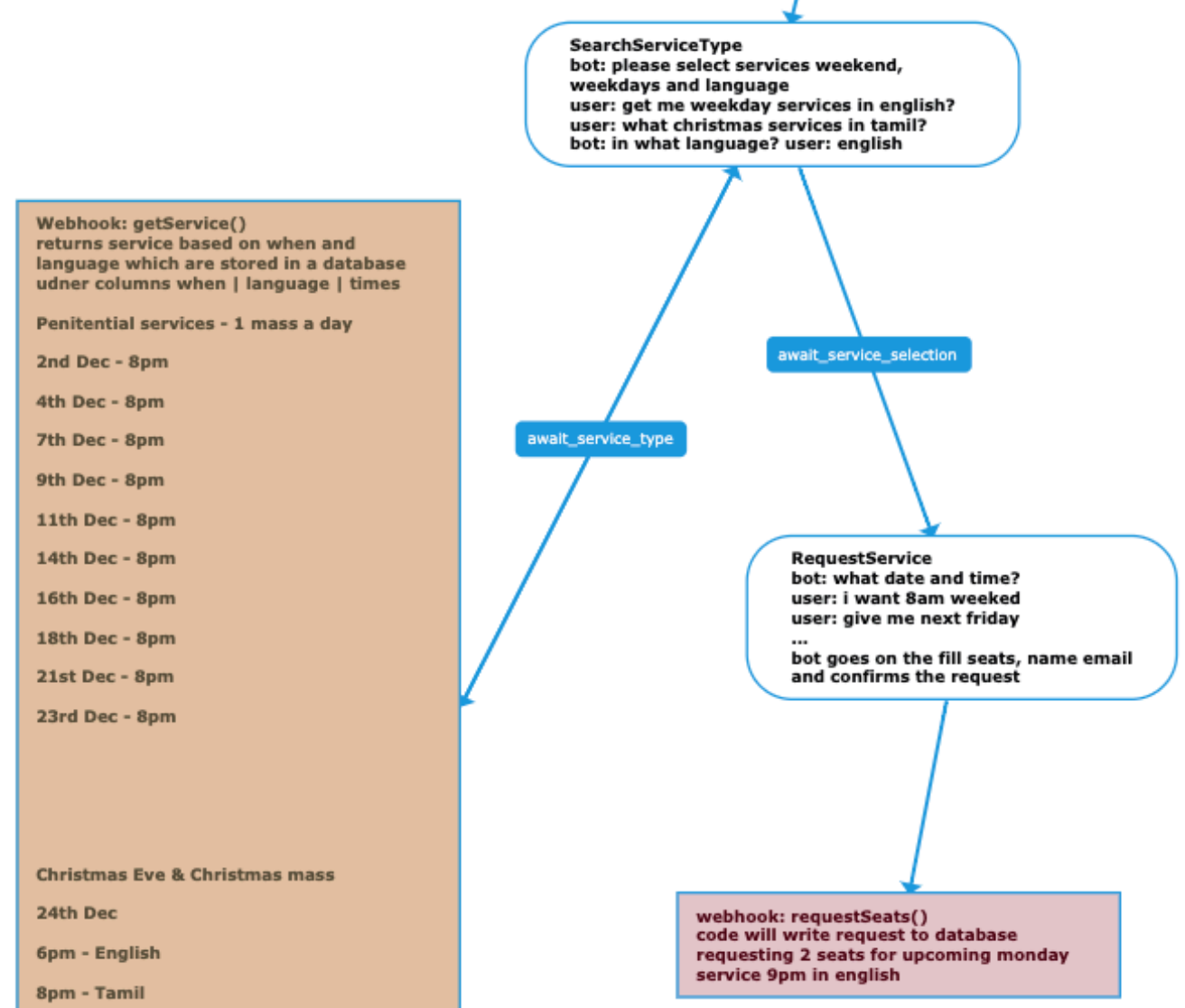
<https://www.mindomo.com/mindmap/welcome-bot-im-st-mary-of-the-angels-bot-and-can-help-you-with-church-service-and-prayers-at-the-moment-a80c4fde08194221a03edd395aabcc58>

USER WANTS TO ATTEND MASS (INTENTS & CONTEXTS)

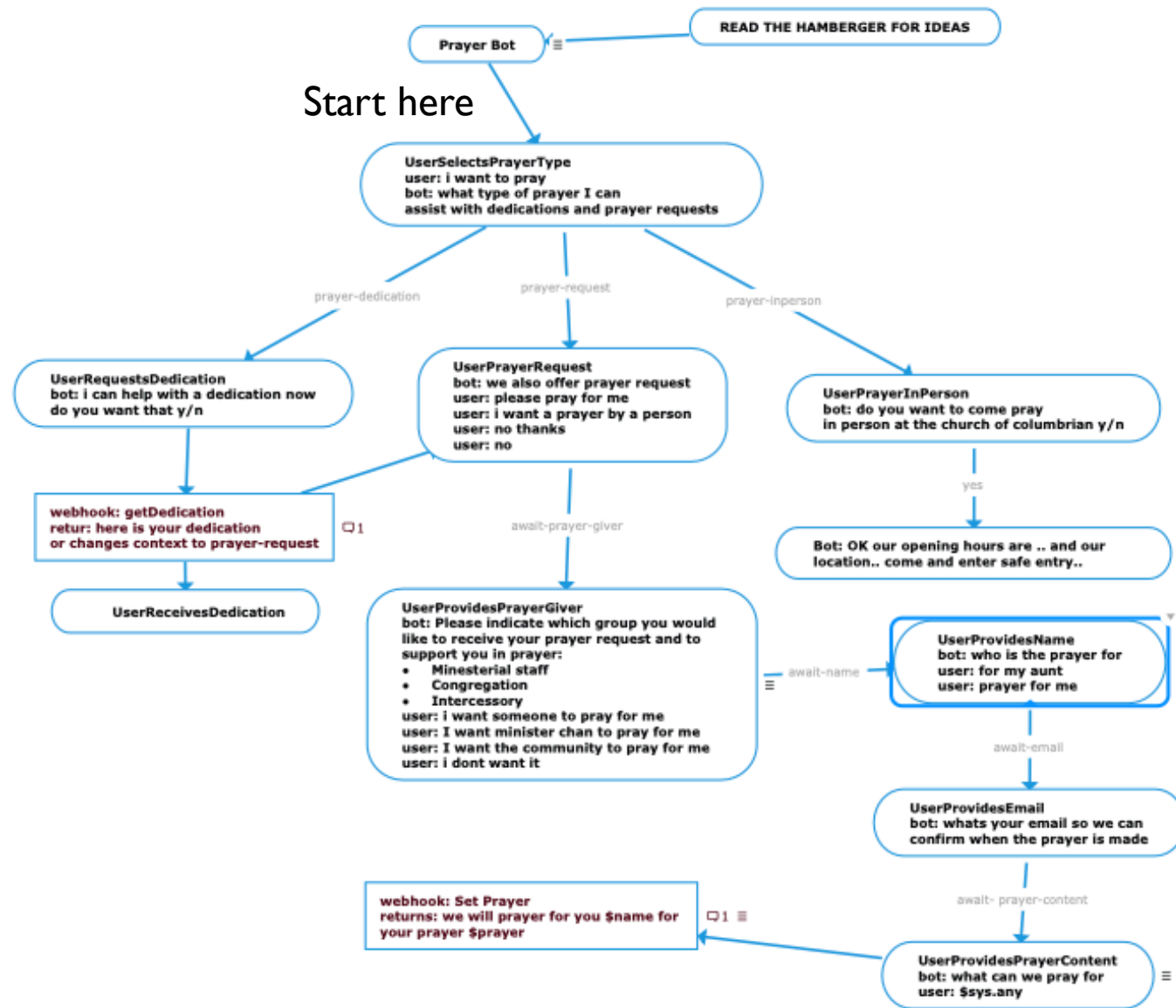
Start here



Contd. Here.



USER WANTS PRAYER REQUEST (INTENTS & CONTEXTS)



TO USE ST MARY CHATBOT

- Currently running local host so needs services running
- Access via Messenger and Wordpress can be extended to other platforms
- <https://fintechtalent.net/marmyj/>
- <https://www.facebook.com/Catholic-Church-ChatBot-St-Marys-103280601641128>

SUMMARY OF THE BOT AND DELIVERABLES

This section is here to help anyone navigate the St Mary Chatbot agent to improve training and tone of voice. I enclose screen shots of database as can't be exported under free plan.

- Instances names + DATABASE FOR CHURCH MASS
- Instances names + DATABASE FOR SERVICE RESERVATION & PRAYER REQUEST
- ENTITIES (CONTEXTS are shown in the flow charts earlier in this presentation)

DATABASE FOR CHURCH MASS

 st-mary-services-schedule-dec

new +

XL

filter

Showing 1-18 of 18

| <input type="checkbox"/> | When | Language | Value |
|--------------------------|-----------|----------|---|
| <input type="checkbox"/> | Weekday | Tamil | No Service |
| <input type="checkbox"/> | Weekday | English | Mon, Wed, Fri at 8pm |
| <input type="checkbox"/> | Weekday | Chinese | No Service |
| <input type="checkbox"/> | Saturday | Tamil | 8.15pm |
| <input type="checkbox"/> | Saturday | English | 4.15pm 6.15pm |
| <input type="checkbox"/> | Saturday | Chinese | No Service |
| <input type="checkbox"/> | Sunday | Tamil | No Service |
| <input type="checkbox"/> | Sunday | English | 9.15am 11.15am 1.15pm 5.15pm 7.15pm |
| <input type="checkbox"/> | Sunday | Chinese | 7.15am |
| <input type="checkbox"/> | Christmas | Tamil | No Service |
| <input type="checkbox"/> | Christmas | English | 25th at 9.30am 11.30am 1.30pm 4.30pm 6.30pm |

Shows part of the Church Mass DB

First intent is:
UserWantsToAttendService

The user then search's mass by intent:
UserSearchesForServices and can get
the Timing by
Weekend/Weekday/Christmas (\$when
\$Languages)

Then in the same context within 20
secs can then use intent
UserSelectsService to specify the time
and seats (\$seats)

Enters other details before the booking
is written to the next database (see
next page)

DATABASE FOR SERVICE RESERVATION & PRAYER REQUEST

Shows part of the DB that logs peoples request to come to service and prayers.

For the prayes UserRequestPrayer then UserPrayerRequest helps navigate to enter the prayer under the right category
By identifying what kind of prayer (\$prayer) and saved to the DB table below (see the next slide for entities)



| | | | |
|--------------------------|----------|-------------------|--|
| <input type="checkbox"/> | | kjjk@kjk.com | booking for email: kjjk@kjk.com requests: English: 3,date: 2020-12-11T12:00:00+08:00 |
| <input type="checkbox"/> | Jona | khhkjh@khjkjh.com | Intercessory: i have sinned |
| <input type="checkbox"/> | | khk@jjkk.com | booking for email: khk@jjkk.com requests: English: 5,date: Array |
| <input type="checkbox"/> | | jon@blessme.com | booking for email: jon@blessme.com requests: English: 5,date: 2020-12-09T12:00:00... |
| <input type="checkbox"/> | Jonathan | jon@sinner.com | Intercessory: i have sinned i am late for assignment |
| <input type="checkbox"/> | | jhjh@kjkj.com | booking for email: jhjh@kjkj.com requests: Chinese: 4,date: Array |
| <input type="checkbox"/> | Jonathan | kjh hjk@hhjk.com | Intercessory: i have sinner |
| <input type="checkbox"/> | Jon | hkh hjk@jhjk.com | Congregation: messenger to work |
| <input type="checkbox"/> | Jon | hjj@hkh hjk.com | Intercessory: i have sinned again |

ENTITIES IN AGENT

prayer

SAVE

- ☒ Define synonyms ?
- ☐ Regexp entity ?
- ☐ Allow automated expansion
- ☐ Fuzzy matching ?

| | | |
|--------------|--|---|
| Ministerial | Ministerial staff, priest, father, leader, minister |   |
| Congregation | Congregation, community, church | |
| Intercessory | Intercessory prayers, redemption, forgive, forgiveness | |

when

- ☒ Define synonyms ?
- ☐ Regexp entity ?
- ☐ Allow automated expansion
- ☐ Fuzzy matching ?

| | |
|-----------|----------------------------------|
| Weekend | weekends, sat, sun |
| Weekday | weekday, weekdays, mon, tue, fri |
| Christmas | christmas, xmas |

Languages

- ☒ Define synonyms ?
- ☐ Regexp entity ?
- ☐ Allow automated expansion
- ☐ Fuzzy matching ?

| | |
|---------|---------------------------------------|
| English | English, British, american |
| Chinese | Chinese, mandarin, hokkien, cantonese |
| Tamil | tamil, hindi, urdu |

seats

- ☒ Define synonyms ?
- ☐ Regexp entity ?
- ☐ Allow automated expansion
- ☐ Fuzzy matching ?

| | |
|-------|--------------------------------------|
| seats | seats, seat, persons, people, spaces |
|-------|--------------------------------------|

THANKS AND SHALOM!

ZIP file includes:

- churchprototype.php
- ChurchBot(JonathanBatch2).zip
- Sample output from live conversation to demo these features and show how the conversation went on initial testing so as to improve training ('Catholic Church ChatBot St Marys sample live chat.pdf')