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**Chatbot POC & Costs – Follow-up on Weekly Check-in Questions**

Thanks for the input and questions raised to the team in the latest check-in. Here's a quick overview addressing the main points:

**1. Access to the Previous Chatbot Model:**  
The chatbot was set up using **Zapier** and **ChatGPT-4o**. Unfortunately, direct access to the model isn’t possible at this stage. However, I’ve attached a file that outlines the full setup I used — happy to walk anyone through it if that’s helpful!

**2. Cost Considerations & Limitations:**  
It’s important to find a good balance between **impact** and **costs**. We’re happy to support any decisions around tool selection or setup — especially if there’s an estimate of expected usage. That makes it much easier to assess feasibility and sustainability.

Here’s a breakdown of the costs during the POC phase:

* **Zapier Chatbot fee:** $20/month
* **OpenAI usage (ChatGPT-4o** <https://platform.openai.com/docs/pricing>**):** On average, around **$0.90–$0.95 per conversation**
* We also tested **GPT-4o mini**, which is around **10x cheaper**, making it more financially sustainable. However, we couldn’t achieve the same level of quality, so we opted for the more expensive option to deliver a better user experience.

Ultimately, cost decisions should be based on the **specific use case** and the **benefits** the chatbot delivers.

**3. Feedback and Evaluation of the POC:**  
We haven’t gathered formal feedback from parents, but some feedback is embedded in the chatbot conversations, and our **expert team has provided positive evaluations**.  
The key **strengths and weaknesses** of the POC were discussed during the **webinar** — the **recording should be available**.