

# MENTI Chatbot Enhancements / Improvements

## 1. Admin Dashboard & Monitoring System (Top Priority)

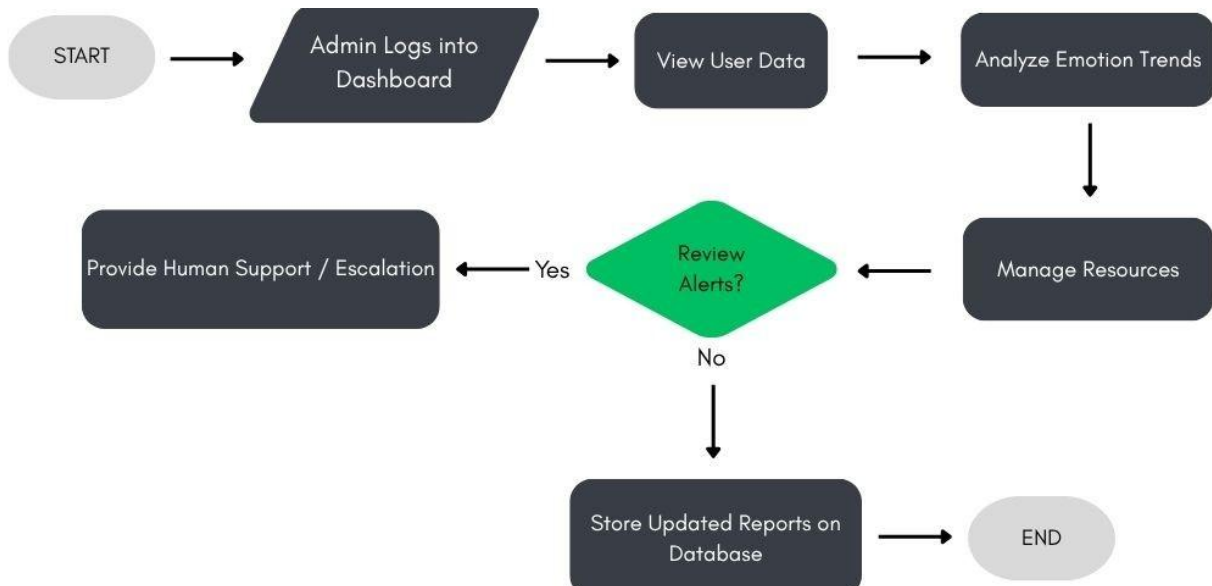
- Develop a centralized admin dashboard to:
  - Track registered users and new sign-ups.
  - Monitor system usage and activity.
  - View emotional trend statistics and risk alerts.

### Additional Admin Access Requirement

#### Admin Login Interface Integration

- The admin mode should be accessible directly from the main login interface.
- Include a clear option for:
  - **User Login**
  - **Admin Login**
- Ensure role-based authentication to prevent unauthorized access.
- Redirect admins to the **dashboard** immediately after successful login.

#### Flow Summary:



## 2. Emotional Intelligence & Empathy

- **Detect emotional masking or avoidance** (e.g., “I’m fine,” “It’s okay,” “Don’t worry about me”) and gently check in when something feels emotionally off.
- Improve emotion detection and response tone. **Active and available in all modes** (e.g., “I’m fine,” “It’s okay” when distress is implied).
- Use a “listen → empathize → guide” approach.
- Make conversations feel warm and human-like based

## 3. Conversation Style Options Catalog

Menti allows users to choose their preferred communication style to match their emotional needs. All modes prioritize user safety and emotional well-being.

### Available Modes (With Hover/Idle Descriptions)

#### 1. Friendly Mode

**Preview:** *Short, simple, safe to vent, not overwhelming.*

- Casual, warm, and comforting tone
- Uses gentle language and light encouragement
- Best for users who want a relaxed, friend-like conversation

#### 2. Supportive Mode

**Preview:**

***Encouraging, motivating, helps you feel understood.***

- Encouraging and motivational tone
- Focuses on emotional validation and confidence-building
- Helps users feel understood and supported

### 3. Professional Mode (Based on MENTI's API long responses)

#### Preview:

*Detailed, structured, long responses, counselor-style.*

- Calm, formal, counselor-like responses
- Uses structured guidance and evidence-based suggestions
- Suitable for serious reflection and problem-solving

### Universal Emotional Safety Feature (All Modes)

- Emotional masking detection is active in all modes (e.g., "I'm fine," "It's okay" when distress is implied).
- Menti gently checks in when emotional inconsistency is detected.
- Response style adapts based on the selected mode.
- Ensures user safety without being intrusive.

### 4. Expanded Emotion Tracking System

- **Improve emotion recognition beyond basic "neutral" detection.**
- Analyze user tone, word choice, context, and interaction patterns.
- Combine user input analysis with Menti API emotional signals.

#### Proposed Core Emotion Categories (10 Types)

The system should classify user emotions into the following main categories:

1. **Happy** – joyful, satisfied, positive mood
2. **Calm** – relaxed, peaceful, emotionally stable
3. **Sad** – lonely, down, disappointed
4. **Anxious** – worried, nervous, overthinking
5. **Stressed** – overwhelmed, pressured, exhausted

6. **Angry** – irritated, frustrated, resentful
7. **Confused** – uncertain, lost, conflicted
8. **Motivated** – hopeful, determined, inspired
9. **Tired** – drained, sleepy, mentally exhausted
10. **Numb** – emotionally disconnected, empty, unresponsive

### Emotion Display & Logging

- Display detected emotion clearly in the interface.
- **Avoid defaulting to “Neutral” unless truly applicable.**
- Store emotion logs for progress tracking and visualization.

### Adaptive Response Integration

- Adjust Menti’s replies based on detected emotional state.
- Modify tone, length, and support level accordingly.

## 5. **Crisis Safety System**

- **Crisis detection is active in all conversation modes.**
- Continuously monitor messages for signs of emotional distress, hopelessness, or risk.
- Automatically adjust response tone when high-risk indicators are detected.
- Never generate harmful, dismissive, or unsafe suggestions.
- Provide immediate grounding techniques and calming support.
- Recommend professional help and crisis hotlines when necessary.
- Notify the admin system through risk alerts (while respecting privacy rules).
- Follow ethical mental health and safety standards.

## **6. Progress Tracking**

### **For Users (Personal View) — Main Access**

**They can view:**

- Mood history
- Emotion trends
- Journal summaries
- Personal growth milestones
- Weekly/monthly reports

### **For Admin (Monitoring View) — Limited Access**

**They can view:**

- Anonymized emotional trends
- Risk level alerts
- Usage patterns
- System-wide statistics
- High-risk flags (no private messages by default)

**What Admins should not freely see:**

- Full private chats (unless emergency + permission)
- Full journals
- Personal details without consent

## **7. Technical & Privacy Standards**

- Store all user data in an encrypted and protected database.
- Apply role-based access control (separate access for users and admins).
- Secure sensitive information (mood logs, journals, profiles, conversations).
- Implement regular data backups and system audits.
- Allow users to view, download, or delete their personal data.
- Follow national and international data privacy standards.
- Prevent unauthorized access and data leaks.

## **8. Incognito / Private Chat Mode**

- Provide an optional private chat mode for sensitive conversations.
- Messages in this mode are not permanently stored in the main database.
- Disable long-term emotion and journal logging.
- Maintain crisis detection and safety features.
- Clearly inform users about privacy limits and safety rules.

## **9. Acceptance & Reflection Tool**

- Provide a guided journaling space for emotional release, self-acceptance, and personal growth.
- Offer daily or optional reflection prompts such as:
  - “What is something you want to accept today?”
  - “What emotion do you want to understand better?”
  - “What thought are you ready to let go of?”
- Allow users to freely write without judgment or evaluation.
- Support both short and long-form reflections.

- Store entries securely and privately.
- Integrate insights with mood tracking and wellness plans (with user consent).
- Enable optional reminders for regular reflection practice.

## **10. User Account Customization & Profile Management**

- Allow users to personalize their profiles, including:
  - Profile picture (PFP)
  - Username
  - Birthday
  - Email address
- Enable secure editing and updating of personal information.
- Require verification for sensitive changes (e.g., email updates, password reset).
- Provide privacy controls for profile visibility.
- Ensure all personal data is encrypted and protected.
- Integrate profile settings with system preferences (selected mode, privacy options, notifications).

## **11. Personalized Wellness Support System**

- Generate customized emotional wellness plans based on user mood, behavior, and preferences.
- Provide personalized goals for stress management, emotional balance, and self-care.
- Offer daily or weekly reflection activities and coping exercises.
- Adjust recommendations based on progress and emotional trends.

- Connect wellness plans with emotion tracking and journaling features.
- Allow users to modify or pause their plans anytime.
- Ensure all recommendations remain supportive, realistic, and non-pressuring.

## **12. Offline Mental Health Resource Library**

- Provide access to essential mental health materials without internet connection.
- Include downloadable and in-app resources such as:
  - Breathing and relaxation exercises
  - Grounding techniques
  - Stress and anxiety management guides
  - Self-care routines
  - Emergency hotline information
- Ensure content is easy to understand and student-friendly.
- Allow regular updates when internet is available.
- Store offline materials securely within the app.
- Design the interface for quick and easy access during emotional distress.



## **System Issues & Improvement Notes (During Testing Phase)**

### **1. Sign-Up and Login Error**

- Users experience failed login or signup messages even when the account is successfully created.
- Possible cause: account capacity or session limit (e.g., maximum number of active accounts).
- Recommendation:
  - Review authentication system.
  - Improve validation and error handling.
  - Ensure accurate success/failure notifications.