

## CHAT BOT FOR ASSIGNMENT OF APPOINTMENTS

### NEURODX INFORMATION

NeuroDX

Is a diagnostic testing entity. The chatbot was designed to assign appointments, the user enters all the data, such as Name - Identification - Email - telephone number and authorization for the exam. After the user confirms the information received through the chat, it is communicated to an agent.

#### ➤ FLOWA

I have created two flows

### NEURODX

1. Appointment Assignment (This flow is already implemented)
2. Appointment confirmation (This flow is to be implemented with the API, for now it is assigning to the agents)
3. Appointment cancellation (This flow is to be implemented with the API, for now it is assigning to the agents)
4. Delivery of results

### OUT OF HOURS NEURODX

1. Serves users outside of normal hours. Informing that it is not available and to contact you later

#### ➤ SCHEDULES

1. Office hours are Monday to Friday from 7:00am – 6:00pm
2. Saturdays from 8:00am to 12:00pm

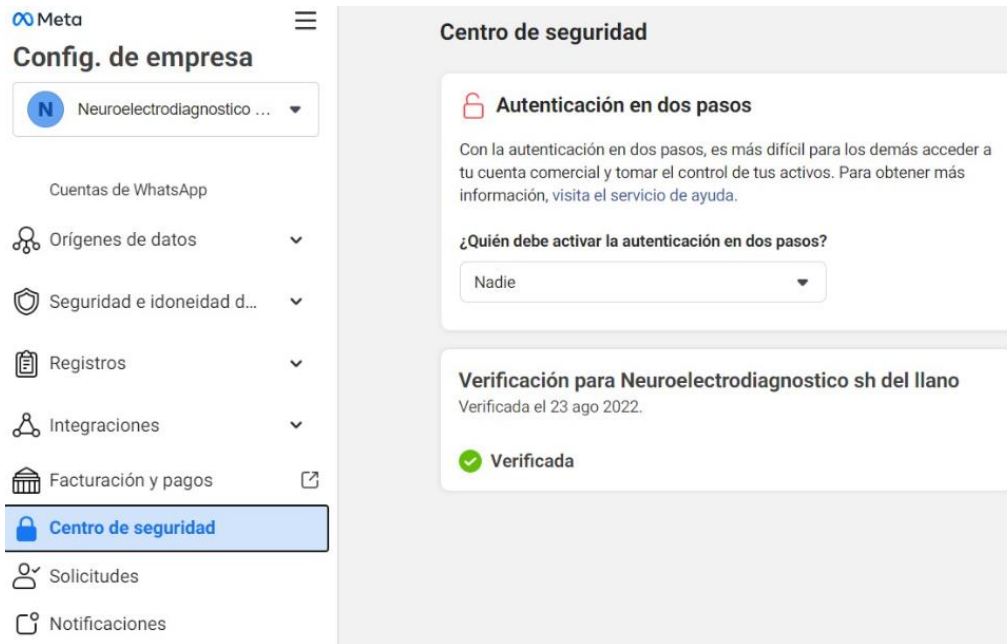
**NeuroDX ->** For assigning appointments during regular hours

**After Hours NeuroDX->** Non-usual hours

**Can the bot be configured to activate at the appropriate time?**

## ➤ OUTPUT MESSAGES

We have the META account already verified, I would appreciate it if you could help us configure the outgoing messages, or guide us in the process to follow



I have created these template messages

2 Plantillas				Agregar Plantilla	
Nombre ↑	Creado por	Categoría	Estado		
confirmacion_opciones	Neuroelectrodiagnost Sh	Utility	Approved ↻	Avance	Eliminar
confirmacion2	Neuroelectrodiagnost Sh	Marketing	Approved ↻	Avance	Eliminar

Could we configure those templates and activate the output messages?

Could you tell us the steps to follow with the application?

### ➤ API CREATION

The creation of an API is being implemented, which is intended to integrate with its WOTNOT platform, we have software for assigning appointments, and what is required is that with the API that is built, a list of patients who have appointment in the next two days to send an appointment confirmation message to the registered numbers.

All this in order to avoid lost slots when patients do not attend appointments and to be able to reassign these appointments.

This is a general outline of what we require with NeuroDX, for now the main thing is the configuration of the output messages and templates.

As the API is created, more requirements will be generated.