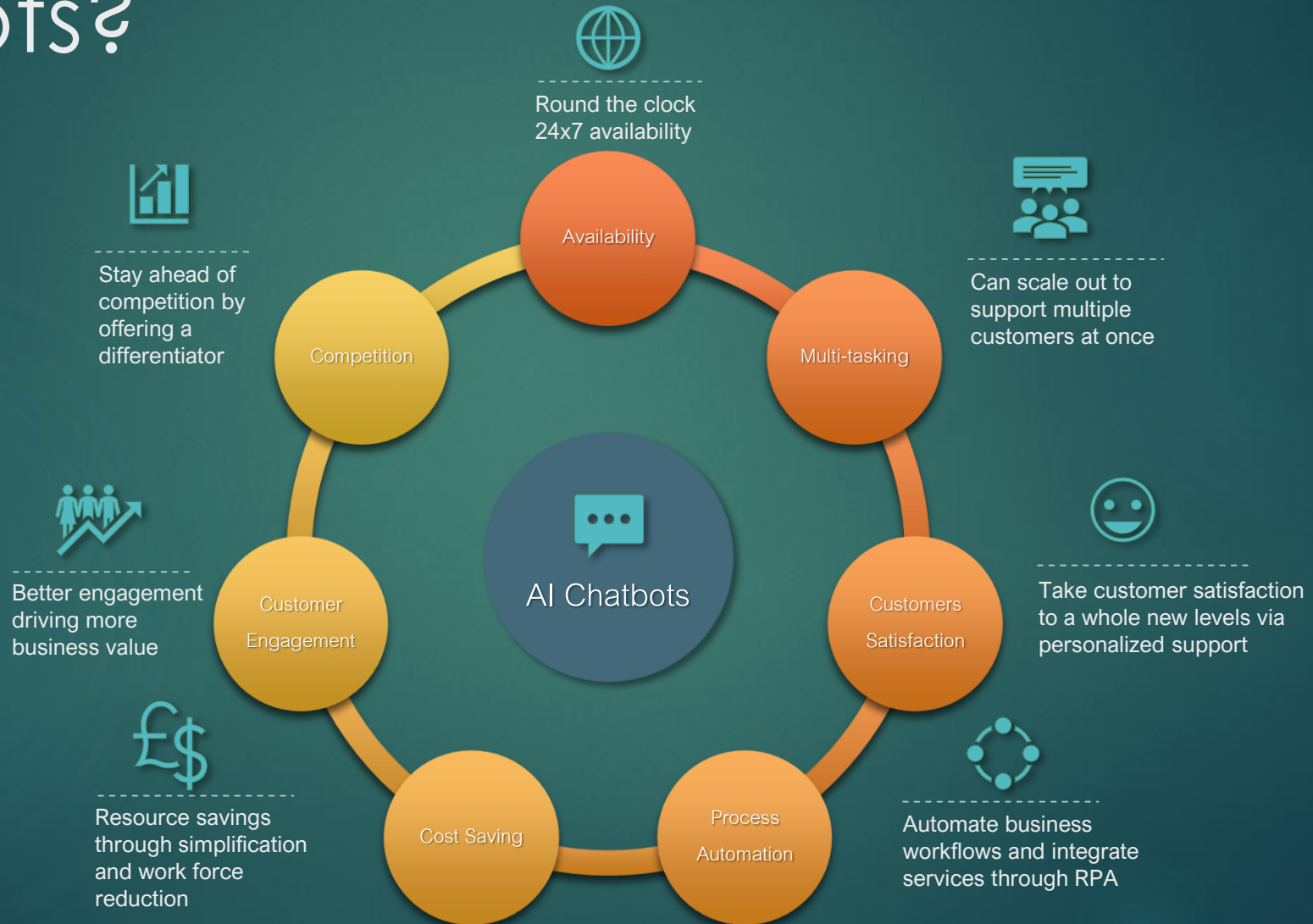


AI Bots For Businesses

PROSPECTS AND BENEFITS

Why Do Businesses Invest in AI Chatbots?



Market Sentiments

By 2020, 25% of customer service and support operations will integrate virtual customer assistants technology across engagement channels.

Gartner

Chatbots could reduce cost of customer care by 30%. They can take much of the burden off of administrators and front desk staff.

Business Insider

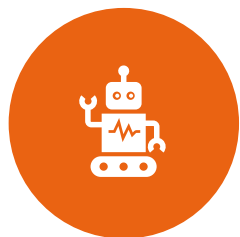
Chat-bots could save organizations \$8 billion annually worldwide by 2022, up from \$20 million this year.

Juniper Research

67% prefer self-service over speaking to an agent.

Gartner

Operational Benefits



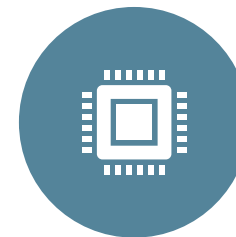
BUSINESS PROCESSES
AUTOMATION AND MULTI-
TASKING



TAILORED AND
INTERACTIVE USER
EXPERIENCE DELIVERY



COLLECTIVELY SUPPORTING
COMPLEX QUERIES AND
PERMUTATIONS



SCALABILITY, DEPENDABILITY,
TRACEABILITY AND SELF-
LEARNING



TIME AND COST SAVINGS
THROUGH ADMINISTRATIVE
BURDEN REDUCTION

Chatbot In Healthcare System



Medical Knowledge

Trained using real historical data, bots can guide the parents or patients by understanding symptoms, assessing conditions, demographics, etc. and identify the care needed.



Context Awareness

Much like a real conversation between a doctor and a patient, bots learn the dialog flow and stay relevant.



Relevant and Data driven

Data and evidence drive them, as opposed to hard coded logic making them effective learner. It can remind patients to take their medication, help them stay motivated to stick to their schedules.



Information Retrieval

Not only they can provide relevant medical information, they can also be used to help doctors look up medication information, order supplies, write prescriptions and other practitioner-specific administrative tasks.



Process Automation

Bots are the enablers for Robotic Process Automation (RPA). Patient history, training materials and other notes can be sent to relevant parties to create treatment plans or keep patients on track with their health goals.



Provider's Assistant

But chatbots can also help healthcare providers with customer service, assisting with tasks like taking patient information, answering medical questions, and booking appointments.



Patients' Administration

Used to streamline admissions, create discharge or transfer requests, schedule patients, send and receive referrals and quickly retrieve pertinent patient information from EMR/EHR files.

Chatbot In Healthcare System

Conversation with an AI Chatbot

Hi Sam! What can I do for you today?

I have been feeling dizzy for the last hour.

Oh! What is your current body temperature?

39 C

I see. That is above normal. Are you feeling any other symptoms?

I'm also feeling slightly feverish.

Okay. I recommend you meet your doctor. He is available at 6 PM today. Would you like me to book an appointment for you?

Yes, please!

Done! I have fixed your appointment.

Benefits for Healthcare System

Chatbots can improve at-home care

- Aside from looking up symptoms and scheduling appointments, in-home caregivers could also use chatbots for post-discharge care

Chatbots can handle other types of follow-up medical care

- Chatbots could be a great way to improve follow-up care by prompting patients to record their symptoms or track their progress.

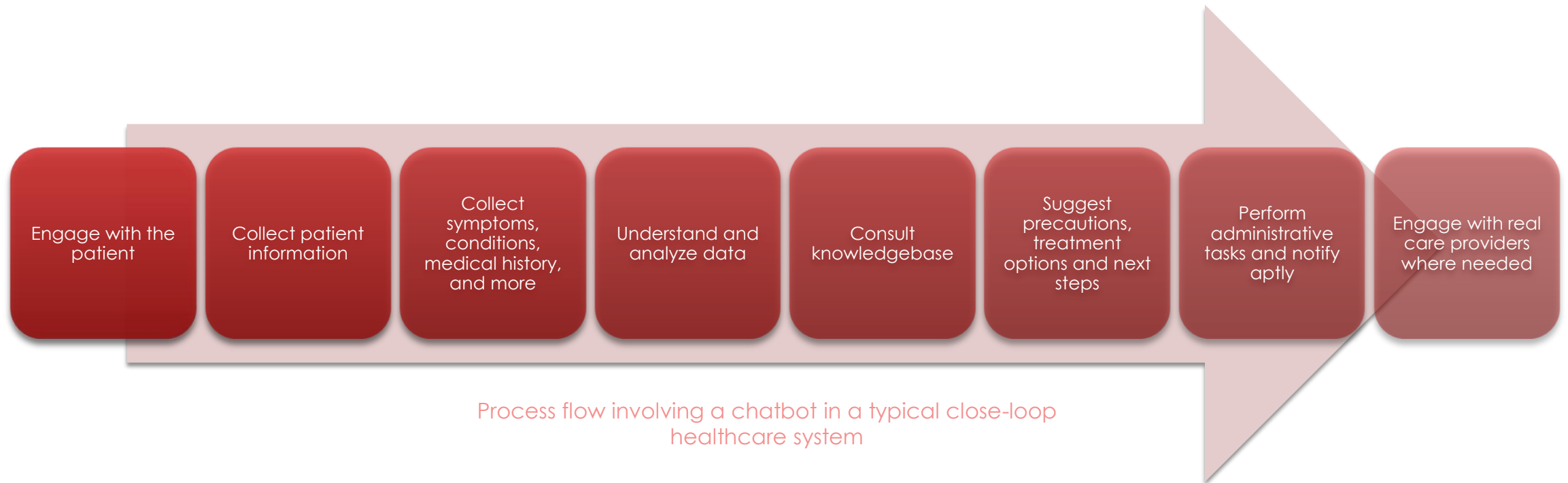
Chatbots can gather and compare drug information

- Doctors could use a chatbot to quickly compare medications or drug options, look up herbal remedies or research other medical references as needed.

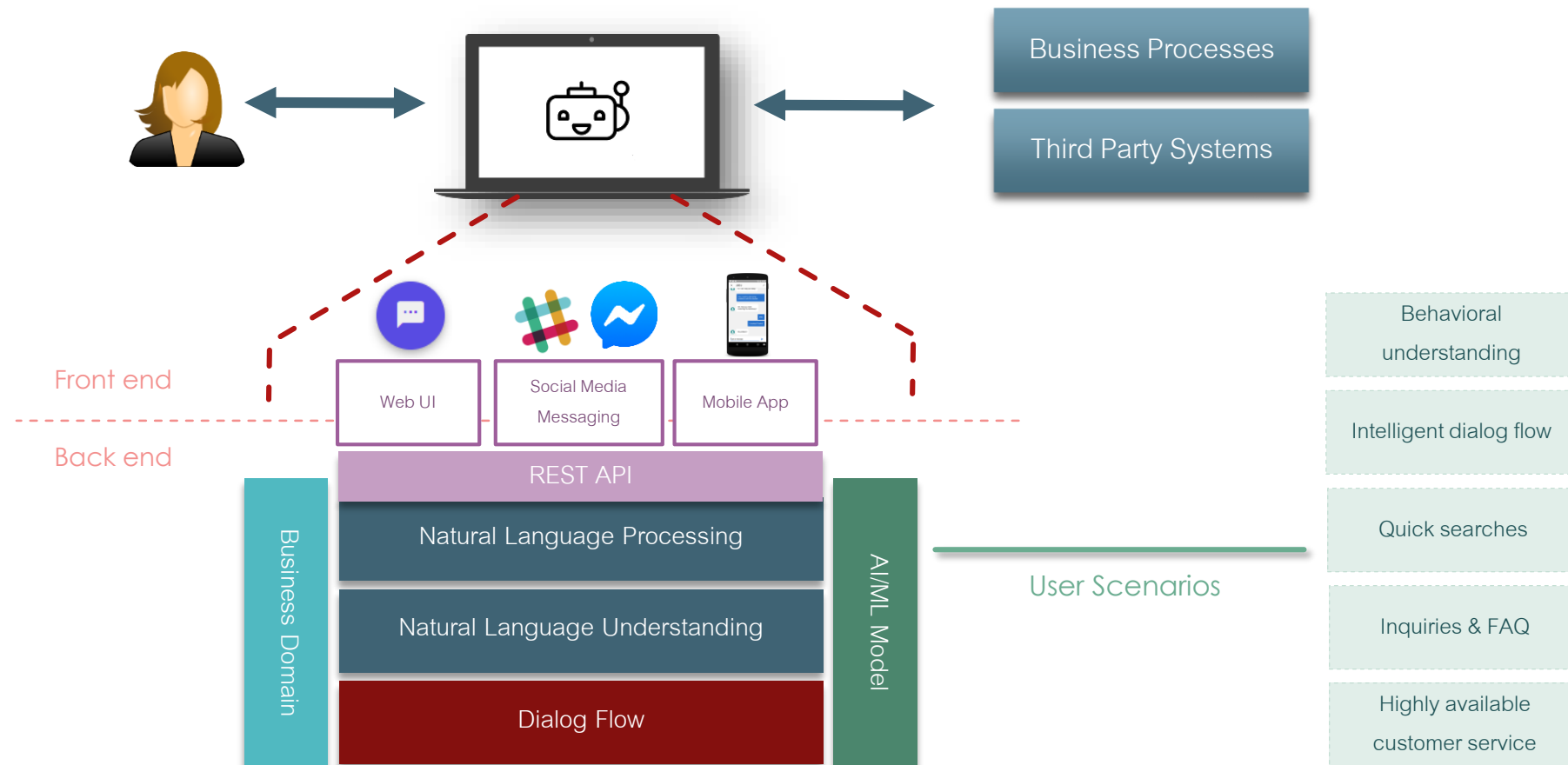
Chatbots can provide a personalized experience

- A search engine doesn't know a patient's name or medical history, a chatbot, on the other hand, could pull information from a patient's last appointment and cross-reference it with current symptoms for a more personalized experience.

Close-loop Healthcare System



Architectural Components





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