Braving the Epidemic
敢 創 抗 疫

Maximising Chatbot utility in the epidemic

The government of a certain country was looking for technology solutions to help tackle the epidemic and rebuild its economy. Various technology companies around the world received invitations to submit proposals. Jack's technology startup, Korah, was one of them. This was a once in a lifetime opportunity.

Korah had been developing chatbots for enterprises' customer service needs long before the COVID-19 crisis. With his wealth of experience, Jack could have easily rehashed past proposals in no time; yet the Managing Director had another idea. He decided to draft the proposal from scratch. He had a brand-new idea more suited for the fight against the epidemic.

ccRobot, Korah's chatbot platform was designed with businesses in mind. It supports all written that can be typed on a computer and replaces customer service personnel with automated dialogue in a chat environment. This significantly frees up valuable time for customer service staff to focus on more critical tasks.

In response to the government's invitation, Jack's plan was to use the ccRobot chatbot platform as a health monitor solution. The chatbot platform could carry out distant remote body checks with the infected person, and then guide him or her to take relevant measures if or when their condition deteriorates.

Jack said, "As a technology company, we definitely hope to contribute in the fight against the epidemic. The chatbot platform can help track patients, and establish social distance measures, which helps slow down the spread of the virus."

ccRobot's health monitor solution provides reliable health information through simple dialogues, as well as assisting users to identify the infection as early as possible, as well as to take appropriate emergency measures in necessary situations, for example to call in an ambulance. On top of that, ccRobot can also send randomised SMS messages to people under compulsory quarantine, asking them to send photos and GPS information

within a certain time limit to confirm their location. Jack believes that this health monitor solution can tackle the current situation and can be adapted to elder care residences or other medical services, expanding its roles to protect the public's health.

Quick facts

- ccRobot health monitor solution works great to care for patients with chronic illnesses, the chatbot can remind patients to take their medications or have a scheduled checkup.
- The cutting-edge customer care automation platform was one of the three finalists in the Mind to Market award at Ontario Centre's of Excellence in 2017.

Company Profile

Korah offers information technology services and solutions for leading organisations. The company has 25 years of experience in developing end-to-end automation solutions and is a specialist in automation and business intelligence.

For years the Toronto-based technology startup has been collaborating with many global enterprises, including Bell Canada, Moneris Solutions and CAA, and has offices in various parts of the world.

醫療及保健
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如何妙用聊天機械人

科 技創企科雅(Korah)的董事總經理Jack一天收到一個陌生來電：某國政府正廣邀全球大小科技公司獻計，希望借助科技協助國家應對新冠病毒疫情，並重振經濟。對於創企來說這是個可一不可再的機會，而且科雅以開發聊天機械人的業務為主，疫情前已幫助不少商業企業成功數碼轉型，憑著過往的客戶案例，這份建議書似乎已完成十之八九。然而Jack竟決定將整份計劃書以至聊天機械人示範從頭做起，因為他心目中已經萌生了另一個更為貼身的全新抗疫方案。

科雅開發的聊天機械人系統ccRobot原本專為商業機構而設，支援所有能夠以鍵盤輸入電腦的語言，取代公司客服人員與顧客在通訊平台進行簡單對話，客服人員從而可進行更複雜的工作。

就這封來自政府的「英雄帖」，Jack打算引用ccRobot人工智能對話平台，建立健康監控解決方案，透過聊天機械人系統對患者進行遙距體檢，及指導患者在病情惡化時採取的適當措施。

士，著他們在指定時間範圍內，要求他們提供其照片及GPS資料確保他們遵守檢疫令靜待指定地點。Jack深信，健康監控解決方案不但可應用於今次新冠病毒疫情，更可配合安老院舍及其他相關醫療服務使用，保障公眾健康。

Jack表示：「新冠病毒疫情橫掃全球，作為一間科技公司，我們很希望能夠出一分力對抗疫情。透過聊天機械人系統，我們可以幫助追蹤患者、落實社交距離措施，希望從而減慢疫症蔓延。」

ccRobot健康監控解決方案一方面透過與用戶進行簡單對話提供可靠的健康資訊，亦透過一問一答助用戶辨別自己有否患病的可能，及在病情惡化時採取的適當措施例如召喚救護車等。另一方面，ccRobot健康監控解決方案隨機發送短訊給正接受隔離人

速覽

· 健康監控解決方案更可應用於照顧長期病患者，透過聊天機械人提示每天按時服藥或檢查身體。
· ccRobot用途廣泛，因而曾入選加拿大Ontario Centre's of Exellence「Mind to Market award」大獎。

公司簡介

科雅致力為商業巨企提供資訊科技服務及開發資訊科技方案，團隊花了25年時間為企業打造端對端自動生成方案，更是定制自動系統及商業智能系統的專家。科雅與多間全球性企業包括Bell Canada、Moneris Solutions及CAA多年來合作無間。科雅公司總部設於加拿大多倫多，並在世界各地設有辦公室。

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