MICHIGAN STATE UNIVERSITY

Alpha Presentation

MyHumanaBot

The Capstone Experience

Team Humana

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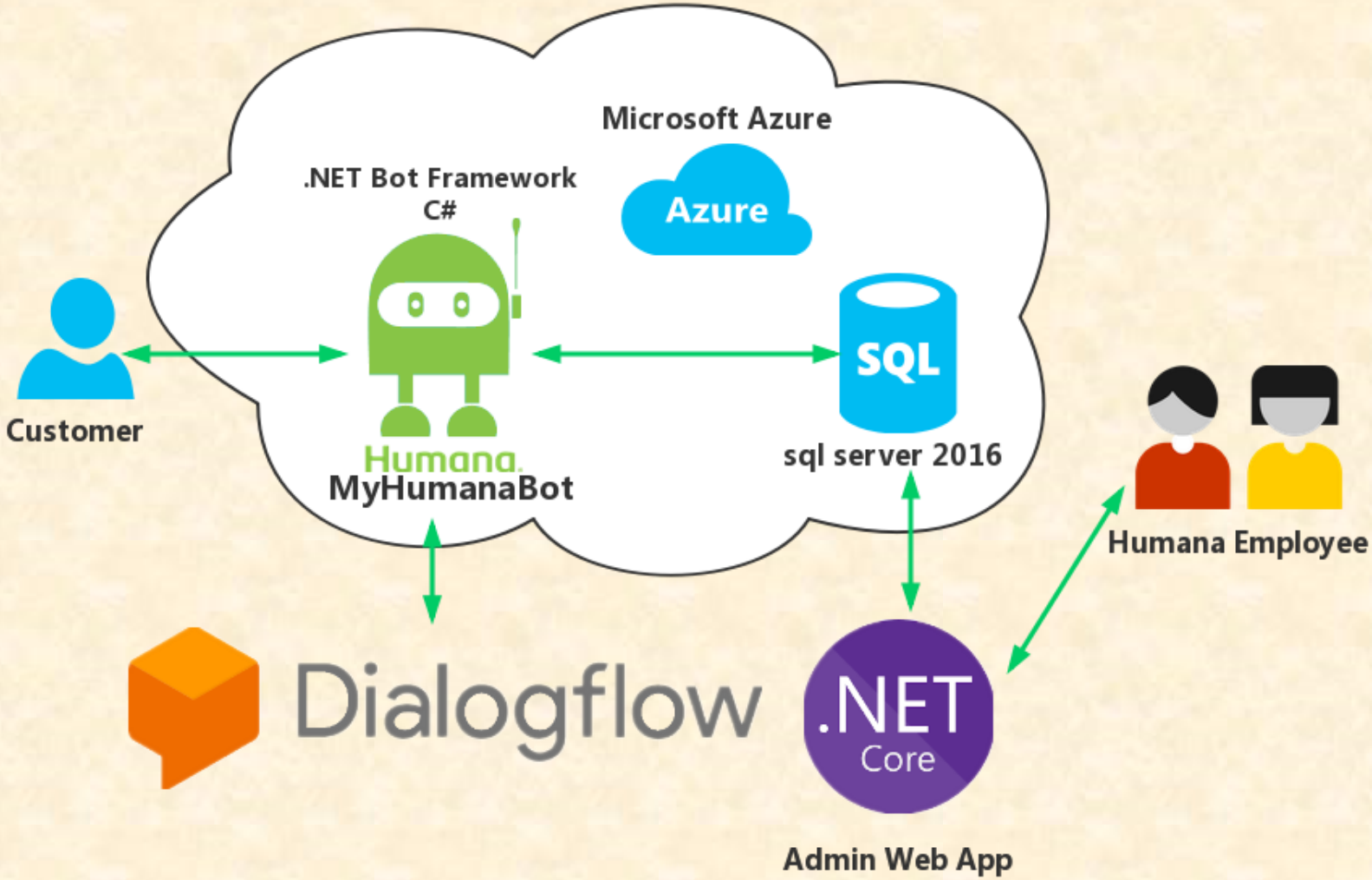
From Students…
…to Professionals

Project Overview

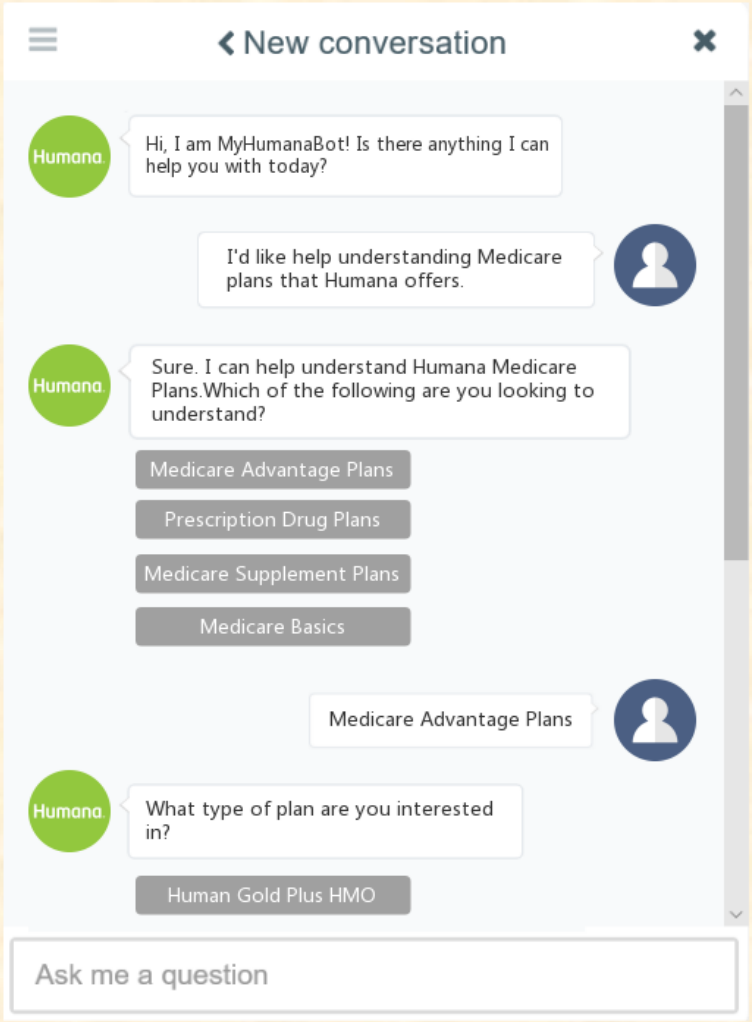
- Create a chatbot for Humana's website capable of automatically providing answers according to user's questions or problems
- For authenticated Humana customers, the chatbot can answer questions related to user's account information after the user logins
- For anonymous users, the chatbot can answer general questions
- Create a admin page for the Humana employee to see all conversation history in a list of downloadable text files
- Humana employees can search conversation history by user's member ID

System Architecture

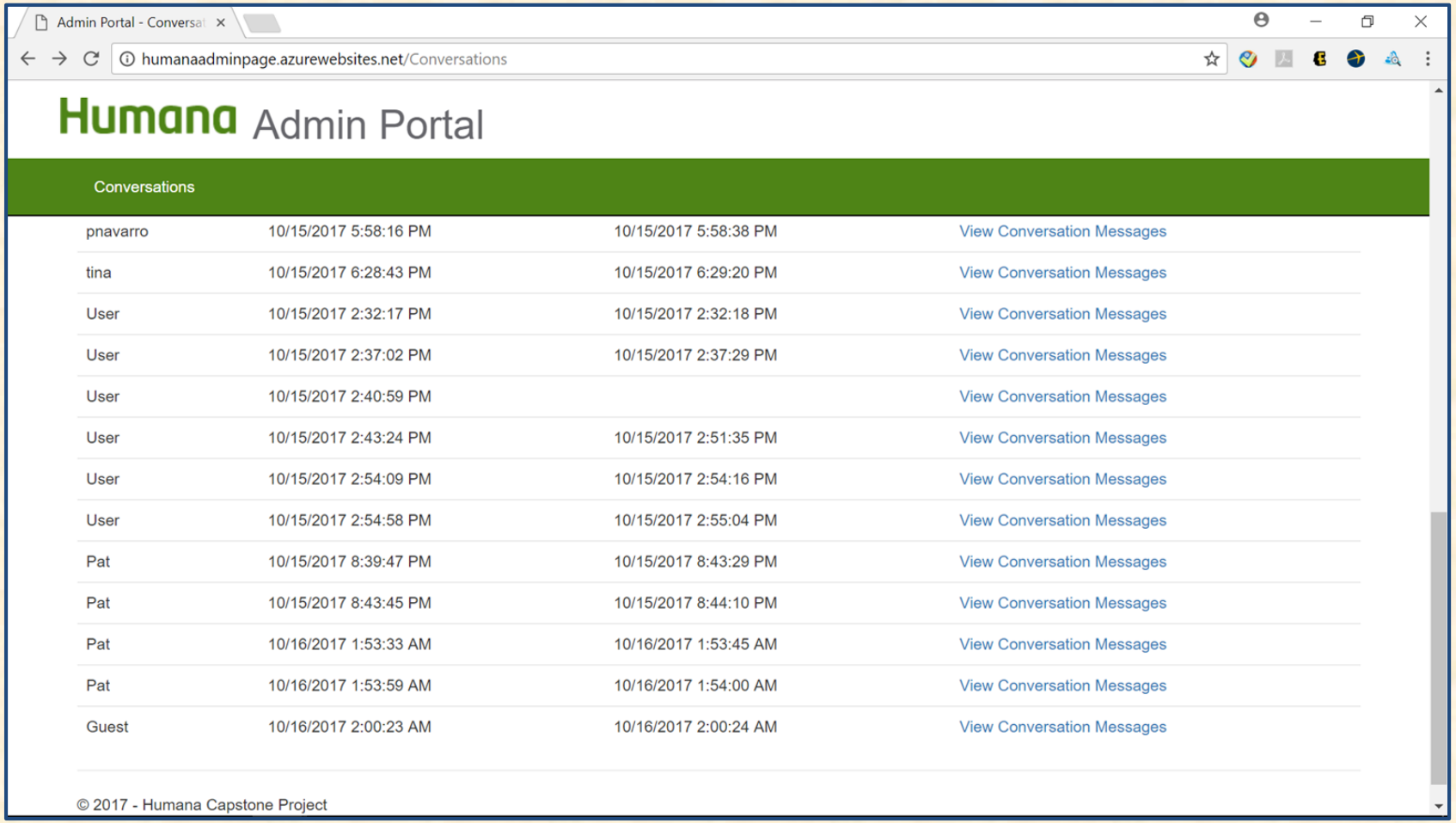


Screen shot: Homepage

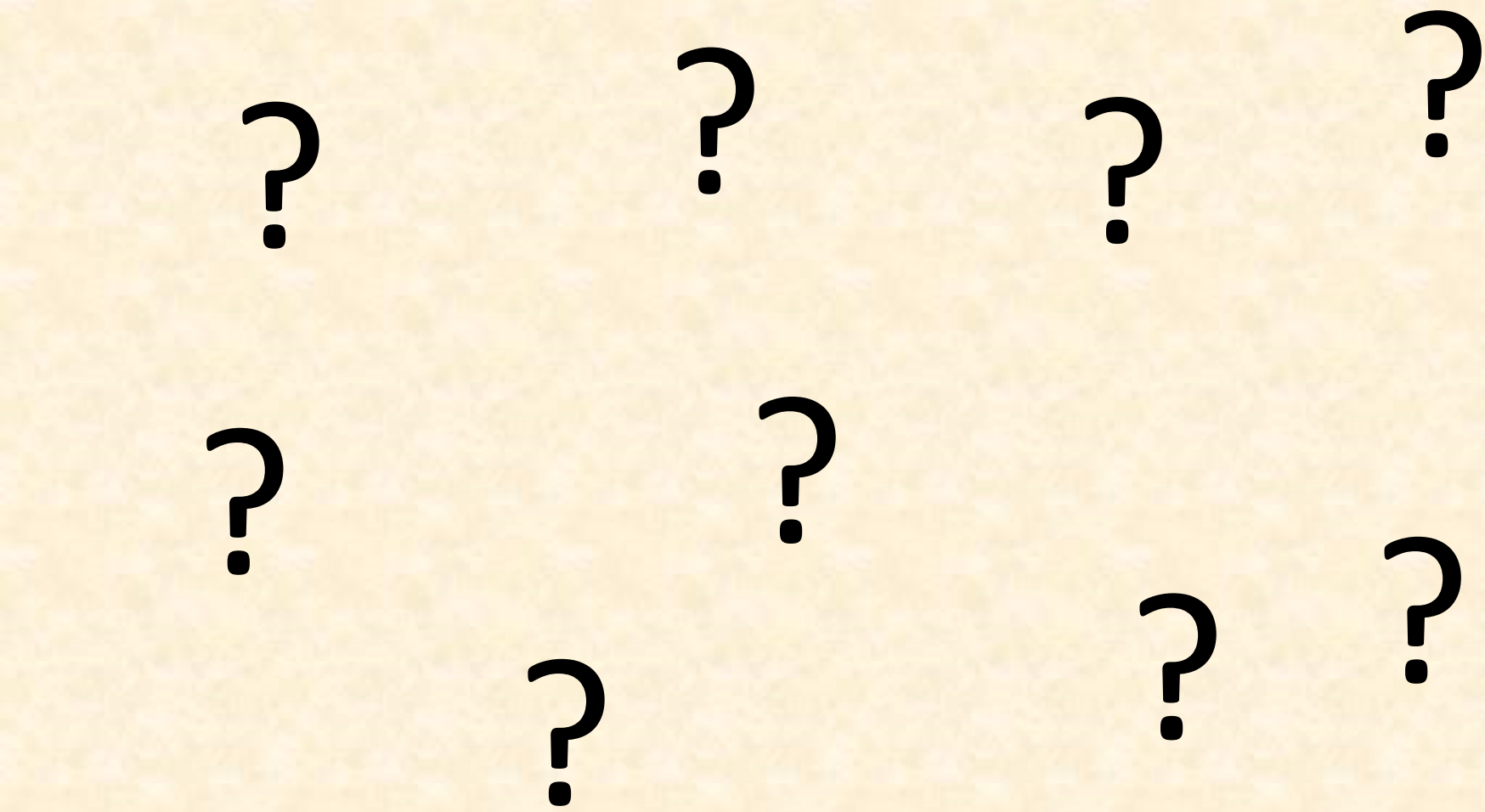
Screen shot: Chat widget



Screen shot: Admin page



What's left to do?

- Build options button for the user to click in chat widget
- Api.ai training
- Search conversation history by member id on admin page
- Continue to ask if the user needs help if the user doesn't respond more than 3 minutes
- Verify identity after user login

Questions?