EOSC COVID-19 Digital Assistant

Co-creating EOSC Webinars: Fighting COVID-19 with Open Science

13 April 2021

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automaise

Hello, we are Automaise.

Automaise is a low-code AI cloud platform for creating enterprise grade AI automations that solve bottlenecks in operations, processes and customer care.

With a unique mix conversational AI, NLP, deep learning and bits of RPA we enable hyper-automation delivering automation rates above 80%.

The Problem

High pressure/stress of not having enough COVID-19 tests for the entire population and the urgent need to provide true information to the community about the Covid-19 outbreak from official sources.

Not enough COVID-19 tests

Lack of quality info.

High pressure in medical staff

The Solution

Building an EU official advanced AI conversational digital assistant to alleviate the stress of not having enough COVID-19 tests and to help keeping people well informed about this outbreak, by using natural language understanding and AI to power its key features.

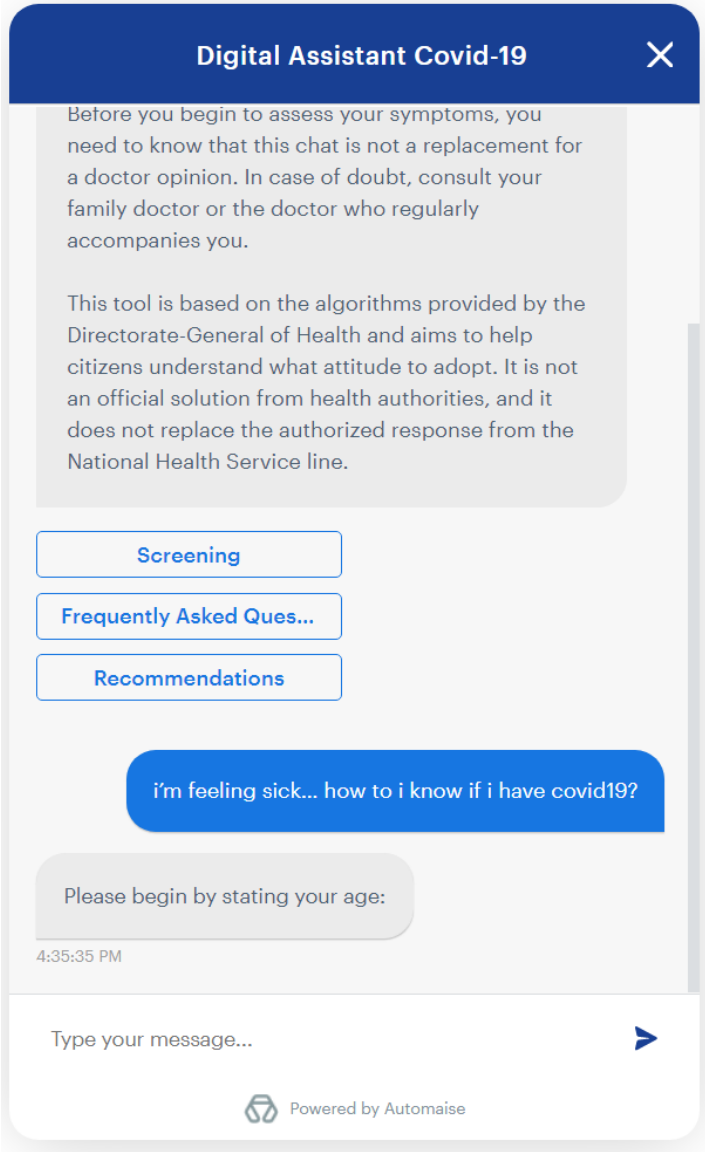
COVID-19 Digital Assistant

Alleviate medical response

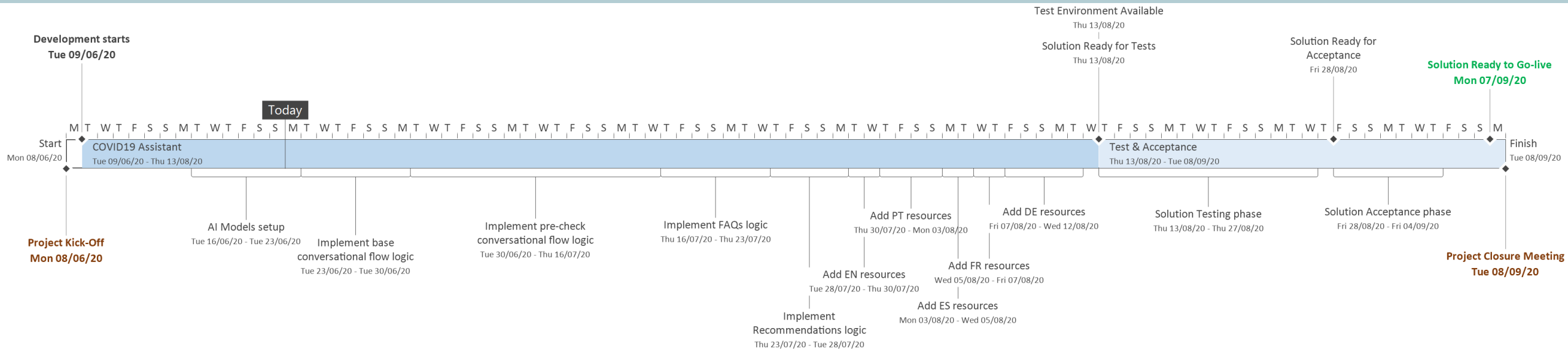
Near real-time response

Features

- Natural Language Processing & Deep Learning
- COVID-19 screening process
- Answer to most frequently asked questions
- Provide recommendations
- Support multiple languages:
    - English
    - French
    - Spanish
    - German
    - Portuguese
- Self-service management portal



Project Timeline



The End Result

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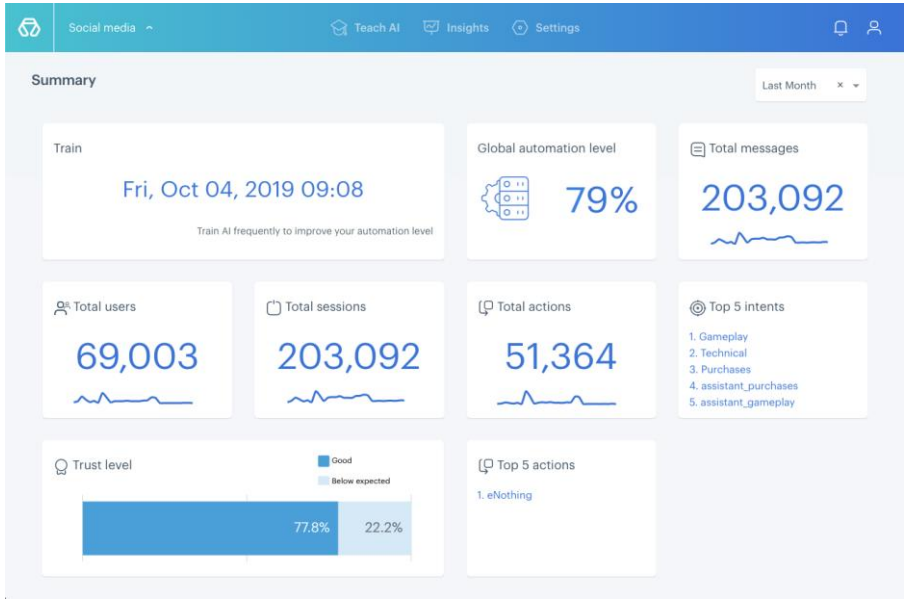
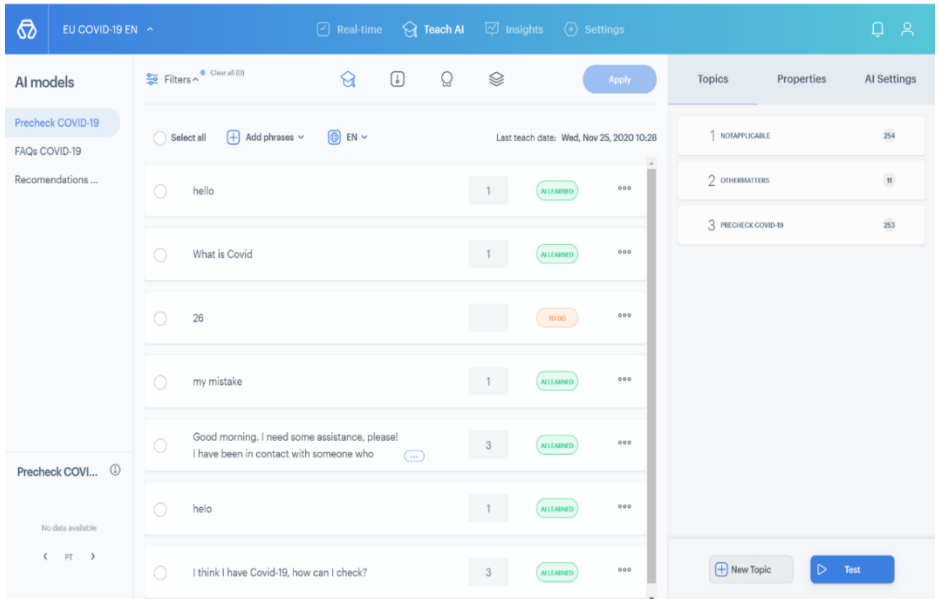
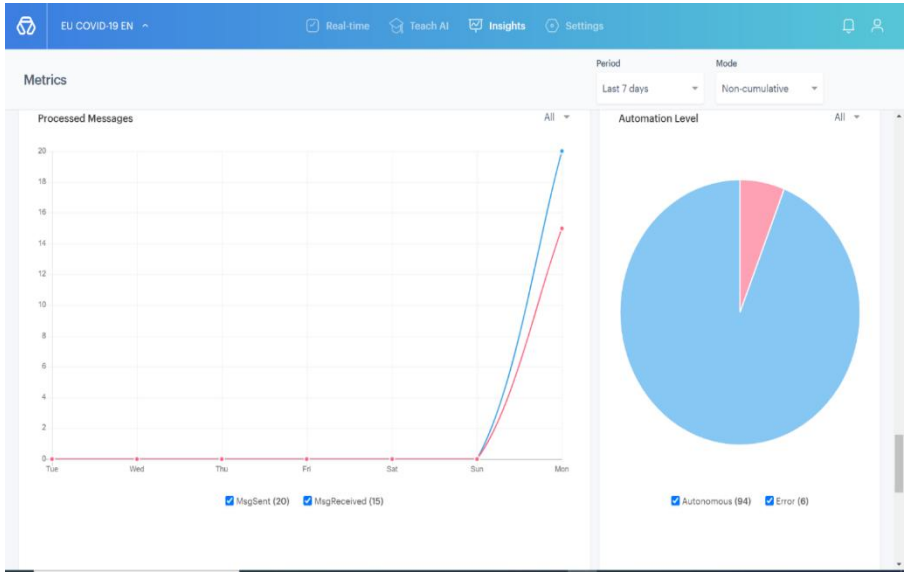
Dashboard



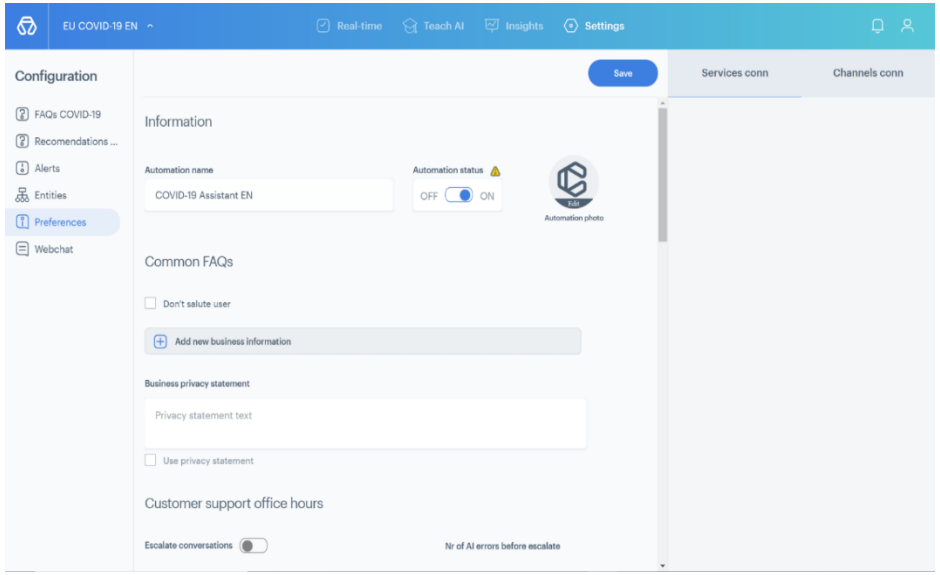
Teach AI



Insights



Settings



Project Goals

Reduce health support phone lines pressure

as people can run prechecks on them on using an official tool

Mitigate lack of COVID-19 tests available

as the available tests should be retargeted to the serious suspects first

Alleviate stress and anxiety on peoples day-to-day

as this feature will be available at their fingertips

Stop misinformation and fake news

Keep people informed correctly

Reduce costs

A bit indirectly, reduce costs handling with COVID-19 pandemic outbreak

Create AI models that will gain knowledge and accuracy as time goes by

and will become an asset not only to anticipate the evolution of the COVID-19 outbreak but as well for potential future epidemics

For more info please visit:

https://zenodo.org/record/4420908

https://eosccovid19.automaise.com

Thank you.
Questions?

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