

EOSC COVID-19 Digital Assistant

Co-creating EOSC Webinars: Fighting COVID-19 with Open Science
13 April 2021



EOSCsecretariat.eu has received funding from the European Union's Horizon Programme call H2020-INFRAEOSC-05-2018-2019, grant Agreement number 831644



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

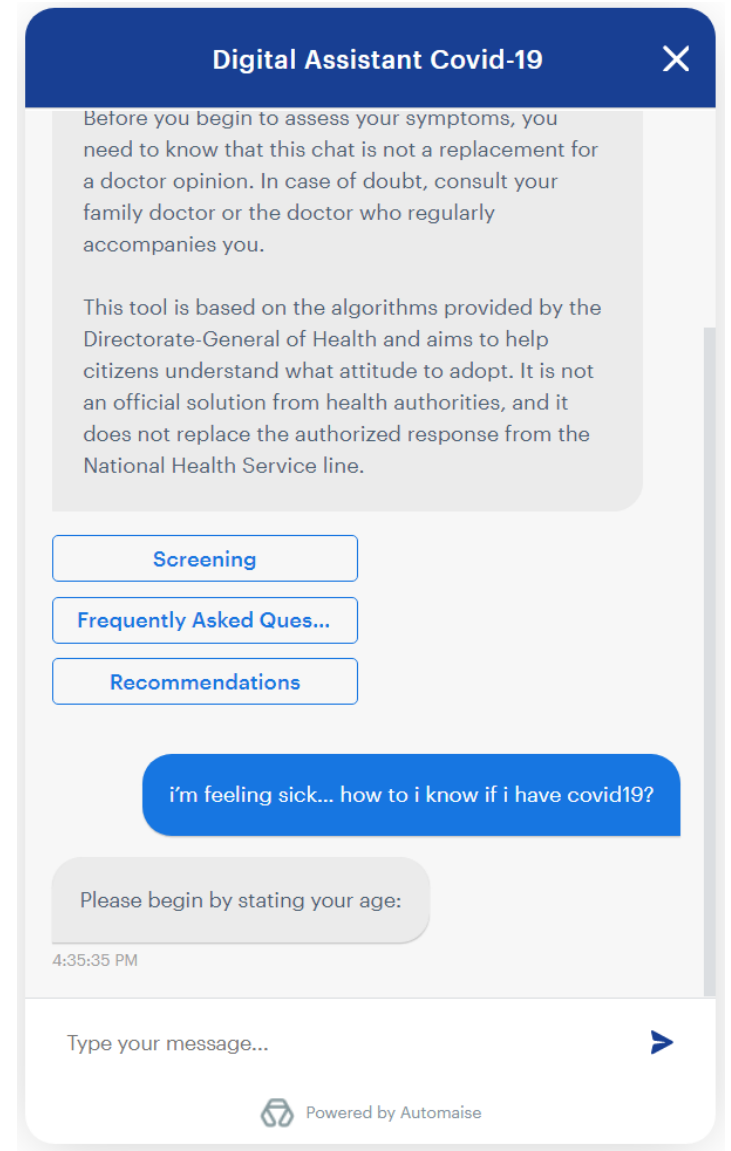


Near real-time
response

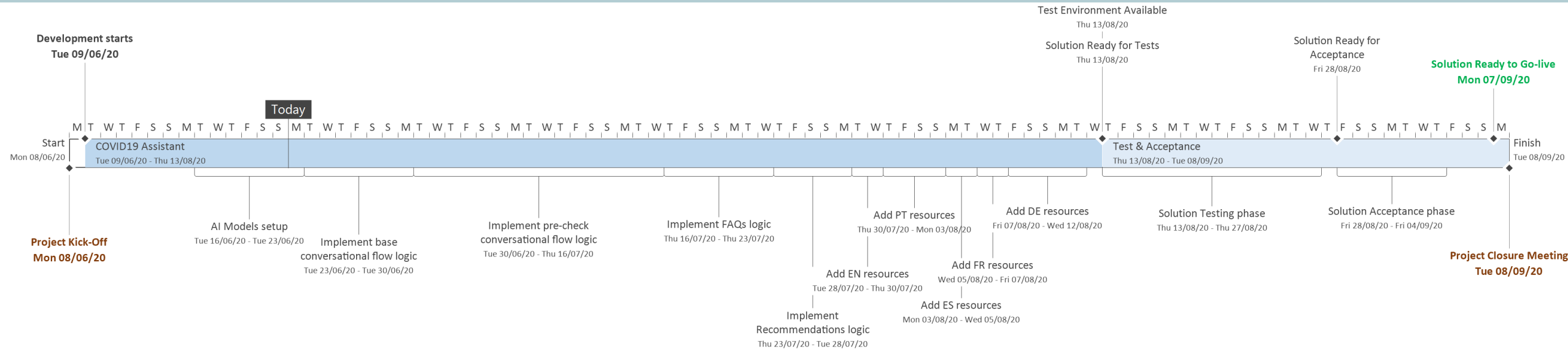


Features

- 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

- Natural Language Processing & Deep Learning
- COVID-19 screening process
- Answer to most frequently asked questions
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Dashboard →

Summary Last Month

Train
Fri, Oct 04, 2019 09:08
Train AI frequently to improve your automation level

Global automation level
79%

Total messages
203,092

Total users
69,003

Total sessions
203,092

Total actions
51,364

Top 5 intents
1. Gameplay
2. Technical
3. Purchases
4. assistant_purchases
5. assistant_gameplay

Trust level
77.8% Good, 22.2% Below expected

Top 5 actions
1. eNothing

← Teach AI

AI models Filters: Clear all

Precheck COVID-19
FAQs COVID-19
Recommendations ...

Model	Count	Status
hello	1	ALLIANCE
What is Covid	1	ALLIANCE
26		TO DO
my mistake	1	ALLIANCE
Good morning. I need some assistance, please! I have been in contact with someone who	3	ALLIANCE
helo	1	ALLIANCE
I think I have Covid-19, how can I check?	3	ALLIANCE

Precheck COVID-19
No data available

Topics
1. NOT APPLICABLE (254)
2. OTHER MATTERS (18)
3. PRECHECK COVID-19 (253)

Insights →

Metrics Period: Last 7 days, Mode: Non-cumulative

Processed Messages
Line chart showing message volume over time.

Automation Level
Pie chart showing automation performance: Autonomous (84), Error (6).

← Settings

Configuration Save

Information
Automation name: COVID-19 Assistant EN
Automation status: OFF (ON)

Common FAQs
 Don't salute user
Add new business information

Business privacy statement
Privacy statement text
 Use privacy statement

Customer support office hours
Escalate conversations:
Nr of AI errors before escalate



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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