



HLS Payers Einstein Bot

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Challenge



A Natural Language (**NLP**) chatbot developed for the HLS Payer sub vertical.

Purpose of the bot is to serve medical member customers inquiring for status of submitted claims, out of pocket expense as well providing network services information such as location for nearby in-network physicians.

Results



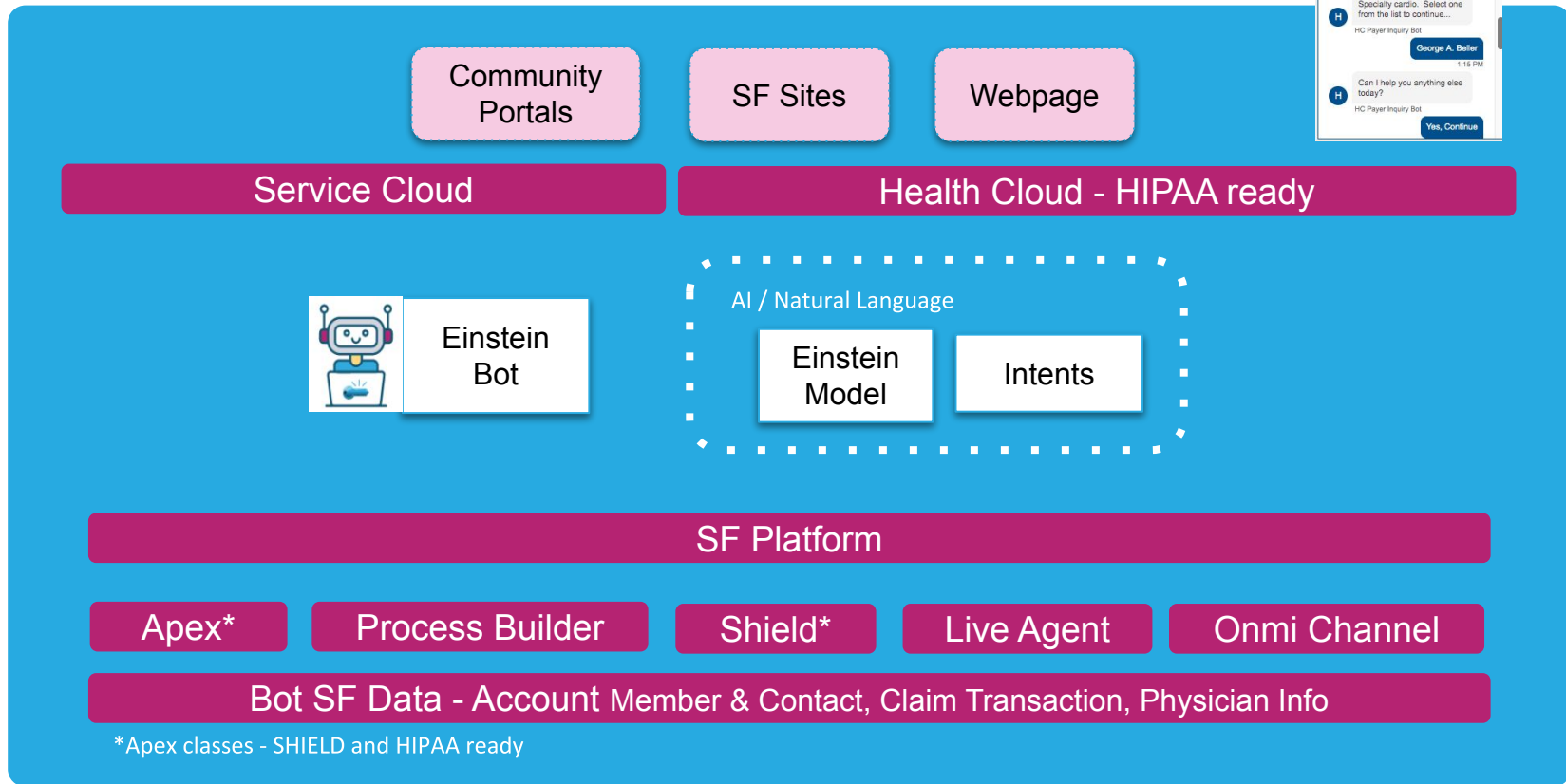
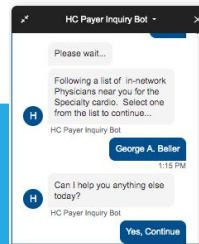
- › A chatbot created using **NLP** to improve user experience.
- › Easy to use dialogs to instruct user on how to enter input and continue or stop conversation.
- › Integration with the SF platform to retrieve member information and provide a tailored user experience.



Benefits

- › Allows SF customers wanting to get access to a basic chatbot template that includes intents, dialogs, a basic NLP model and sample APEX classes to install as a demo and baseline
- › Provides NLP driven chatbot template designed to use fewer menu interaction taking advantage of Einstein platform and increasing the user experience when interacting the chatbot

HLS Payers Bot Architecture



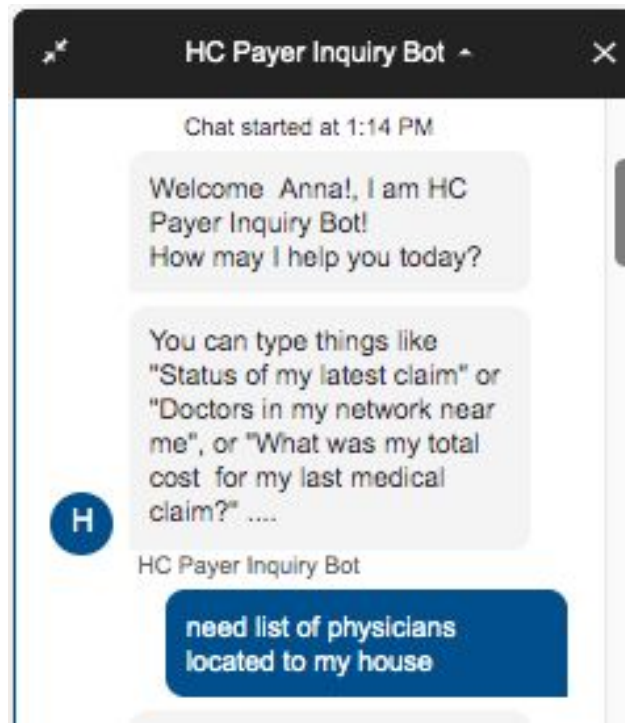
*Apex classes - SHIELD and HIPAA ready



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Chatbot uses Natural Language processing to welcome and start interacting with user.

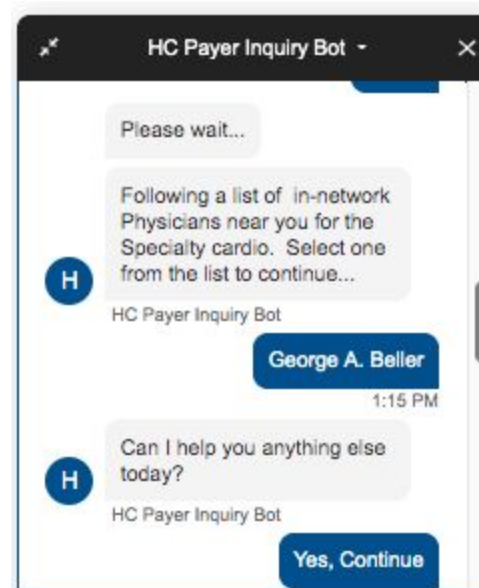
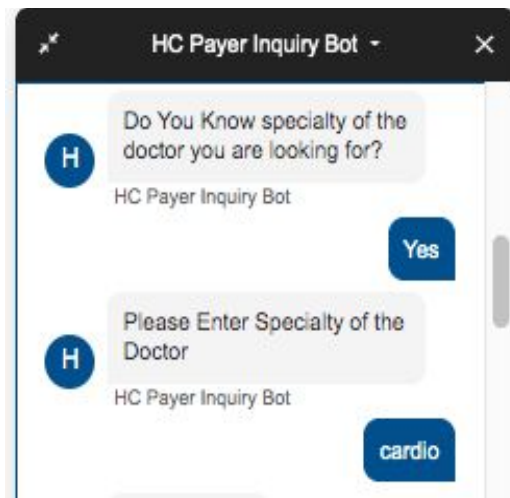




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Chatbot interaction are less menu driven and more human like to improve the user experience.

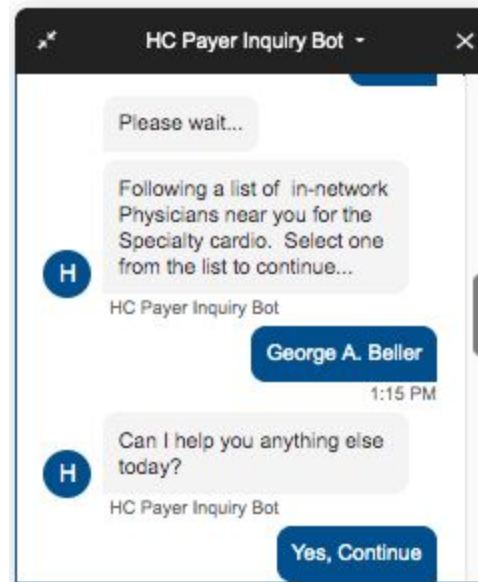
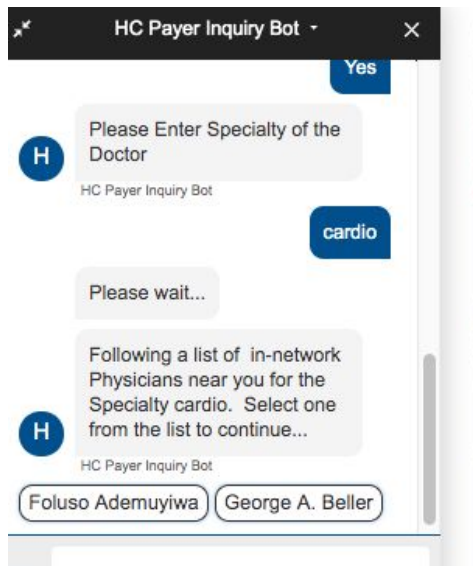




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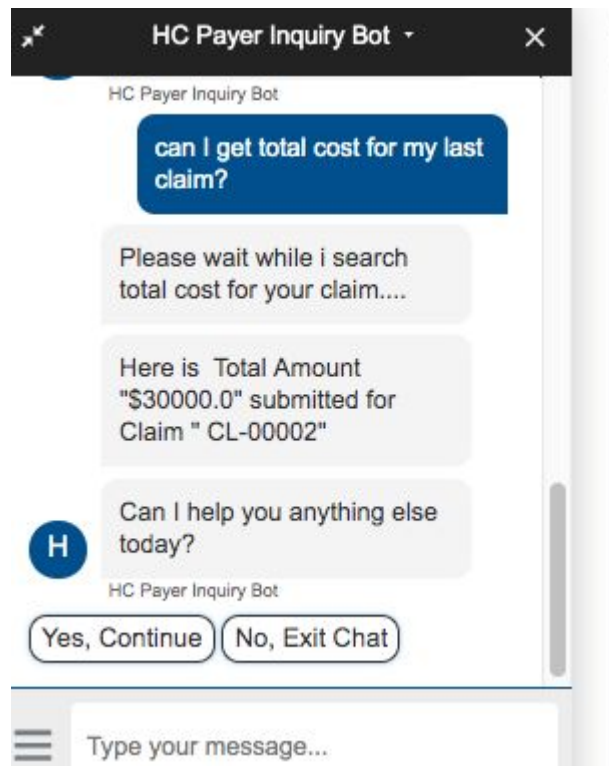




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Chatbot provides uses the SF platform to retrieve member information providing a tailored user experience.

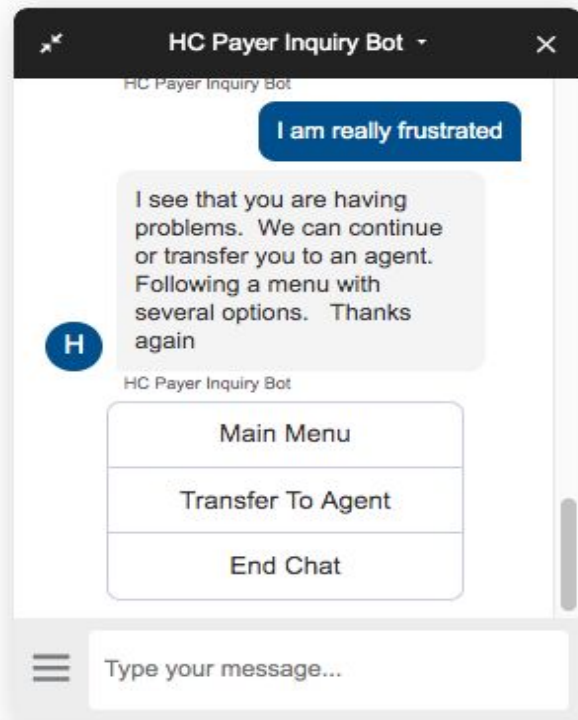




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Chatbot incorporates sample dialogs to handle and recover if conversation is de-railing and a more targeted menu is required to drive the customer into continue or ending the conversation

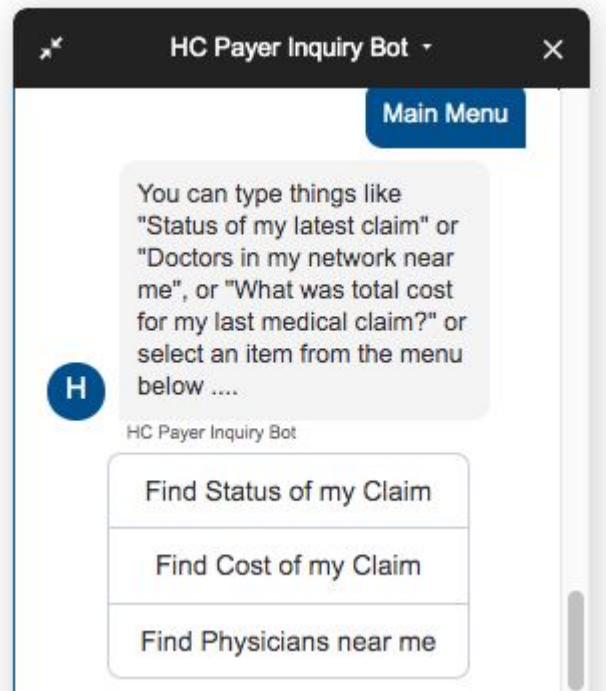




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Chatbot also has ability to display menu if the user prefers to use this venu of interaction





**We would love to learn about your Einstein
and Bot projects.**

Contact us today at support@springml.com