

# Maven Wave Covid-19 Rapid Response

## Bots

### Supporting dissemination of important information via automated chatbot

Providers, public health organizations, and health authorities must get patients and caregivers timely and accurate information to address the influx of questions related to COVID-19. Google Cloud has built a Rapid Response Virtual Agent that is pre-trained with COVID-19 health-screener and FAQs and incorporates information from the CDC and WHO. Users can engage directly with the bot to receive immediate answers to general questions related to COVID-19. Providers can triage, resolve, and offload these more general questions without staff increases.

### SOLUTION

#### Rapid Response Virtual Agent Bot

Google's COVID-19 chatbot is built with Dialogflow and Contact Center AI and is available for healthcare organizations to put forth trusted, reliable information. The flexible and customizable web-based chatbot can be accessed via a web page, the Google Assistant, as a Google Home Action or via a voice-based IVR system. Maven Wave can setup, configure, customize and implement the chatbot in a company's specific technology environment.



### APPROACH

Depending on specific needs, Maven Wave can implement the Google bot in three different ways:

#### OPTION A

- The Google chatbot is installed in your GCP Dialogflow environment
- The Google chatbot will run inside and already built designated webpage

#### OPTION B

- The Google chatbot is installed in your GCP Dialogflow environment
- Maven Wave helps design a COVID-19 Informational web page to integrate with and house the chatbot
- Maven Wave develops the web page(s) that include the chatbot functionality running inside the newly designed and constructed web page(s)

#### OPTION C

- The Google chatbot is installed in your GCP Dialogflow environment
- Maven Wave helps with Conversational Designs for specific customizations on top of the core Google chatbot
- Maven Wave combines the Google core chatbot core with the customizations
- The updated chatbot is deployed inside designated web page(s)

### TIMING

Solution can be deployed in ~1 day - 1 week depending on the degree of customization requested.

### NEXT STEPS

Visit [mavenwave.com/rapidresponse](https://mavenwave.com/rapidresponse) to discuss your chatbot solution with our team.