Always ready to implement technology to aid social distancing

Despite the highly connected, information-dense world in which we live, disseminating accurate, up-to-date information about COVID-19 remains a challenge.

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Atos | Syntel

The catastrophic scale and rapid spread of the infection has increased traffic in medical facilities and emergency rooms, exposing both caregivers and patients to risk. In addition to treating patients, front-line medical staff are also tasked with fielding calls from the "worried well" population, asking about potential coronavirus symptoms.

Our solution

Atos has developed a virtual assistant that helps users get instant, accurate answers about COVID-19 symptoms, reducing the strain on physician offices and ERs. Built with data from the U.S. Centers for Disease Control and Prevention (CDC), the virtual assistant uses an AI-powered online symptom checker to disseminate critical information to the general public.

The chatbot is available 24/7, ready to provide authoritative advice about a patient's symptoms as well as any precautionary steps that should be taken. It uses an intuitive, low-friction interface to answer user questions, as well as an e-scheduler that can book any required appointments. The features include:

Fully customizable symptom checker that can flag high-risk individuals for monitoring and triage

Easy knowledge base updates to quickly adapt to changing diagnostic guidance

Support for both chat and voice interfaces

Integration with live chat for unanswered or difficult queries

Seamless integration with healthcare provider websites / mobile apps

Ticket analytics to identify recurring query patterns

The chatbot employs an integrated RPA and API-driven workflow to handle hand-offs, fulfillments and escalations when required. It uses Natural Language Processing and sentiment analysis to understand user responses and provide prescriptive recommendations for individuals. The chatbot can be built on your preferred architecture, including on-premises, public or hybrid cloud.

Atos also provides an AI workbench that features a process recorder, bot adaptors and 60+ pre-built algorithms to accelerate development and roll-out.

One Size Does Not Fit All

Our virtual assistant is a foundational technology that can be customized based on your pandemic management strategy. For example, the solution can be customized to direct users towards your organization-specific endpoints, such as:

• Appointment e-scheduling
• Real-time chat consultations
• Teleheath/virtual visits with healthcare professionals
• Educational materials

The solution also integrates with communication channels such as Skype, email messaging and IVR, using AI to send text alerts or call patients with appointment reminders.

Benefits

- Increased patient self-service
- Clear advice based on authoritative sources
- Reduced facility traffic and call volume
- Improved front-line medical staff
  productivity and focus on priority patients

Case Study

Atos has built a similar solution that supports insurance customers with a voice-enabled virtual assistant for insurance claims. This automated, omnichannel self-service solution helps users initiate and file claims, as well as follow-up to check the status of a claim. The solution employs an auto suggestion feature that uses a customizable knowledge base to guide customers through the claims process and quickly provide the answers they need. In addition to reducing the volume of questions directed to agents and call centers, the system has improved the customer experience with 24/7 access to up-to-the minute information.

About Atos | Syntel

Atos|Syntel is a leading provider of integrated digital and knowledge process services and a member of the Atos Group, a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of €12 billion. We help enterprises accelerate their digital journeys, increase agility and business performance, evolve to "Digital native" standards, and deliver scale and flexibility for the Digital Age.

Atos|Syntel unites Atos's scale and world-class technology capabilities with Syntel's industry focus, global delivery model, and services powered by intelligent automation.

Learn more at: **www.atos-syntel.net**

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