

• Case Study

COVID-19 Case Study

How the Ministry of Health and Social Services of Quebec implemented an **AI chatbot** to help respond to the COVID-19 crisis

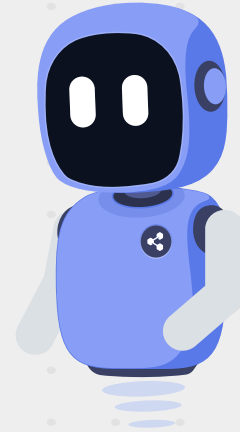
Santé
et Services sociaux
Québec



Setting the scene

When the COVID-19 situation first hit the province of Quebec, the Ministry of Health and Social Services immediately anticipated the need for a technology to help the support agents who were receiving a large amount of inquiries.

They viewed this as an opportunity to leverage artificial intelligence to help but needed a platform that could iterate quickly to make sure it provided the best up to date information to the population as well as improve over time.



The result

In less than 14 days, they had a proof of concept showing what the potential solution would look like. In less than 30 days, they moved from proof of concept to a production-ready chatbot.



The solution was then progressively deployed on the government's website. It started on a page with less traffic, and as it improved over time based on the population's interactions, they moved it up to one of the most visited pages on the website.

[You can find the Quebec Government chatbot here.](#)



• About Botpress

Botpress is the leading conversational AI platform that empowers individuals and teams of all sizes to design, build, and deploy AI-powered chatbots for various applications.

As a pioneer in the chatbot industry, Botpress has embraced the power of large language models (LLM) and generative AI to allow builders to create personalized, engaging chatbot experiences for any purpose. Available in 100+ languages and with an LLM-native suite of tools to help you unlock your creativity, Botpress supports you in achieving your conversation automation goals.

Botpress is based in Québec, Canada with additional offices in Montreal and Newark. For more information, visit botpress.com or find us on Twitter & LinkedIn.



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