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engineon Case Study

COVID care: how a bot supported vaccine safety in a pandemic
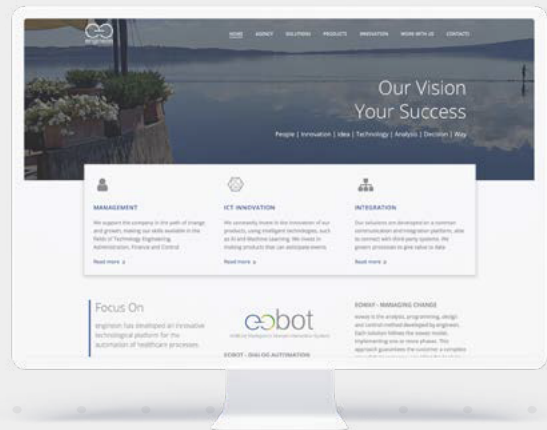
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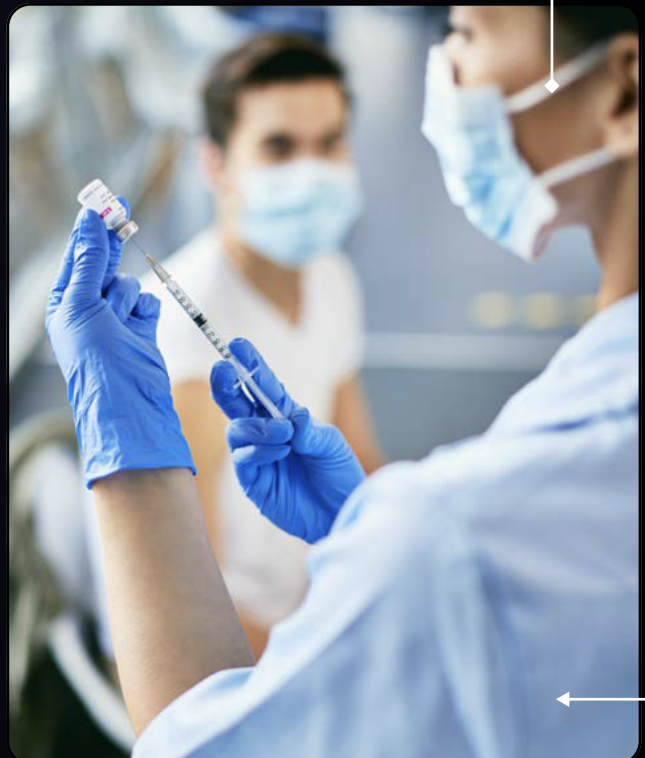
Overview

engineon is a unique business management system designed to help partners drive efficiencies through automating processes.

Delivered as a consultancy company model, the engineon system comprises a series of modules, all of which are aimed at managing specific business functions and data families.

Technologies deployed include artificial intelligence, machine learning, and natural language processing. Initially focused on supporting healthcare specialists, engineon's tools are universally-applicable - and proposals for a range of additional verticals are in development.

The business has chosen to partner with Botpress to support its automated dialogue ambitions - a task for which chatbots are perfectly suited.

Visit their website: **engineon.eu**

Results in a Nutshell

95% accuracy

> 3,000
over 3,000 people used the COVID Vaccine Bot

€80,000
costs saved within 6 months

> 900
more than 900 reactions reported

6,000 hours
time saved among 3 people
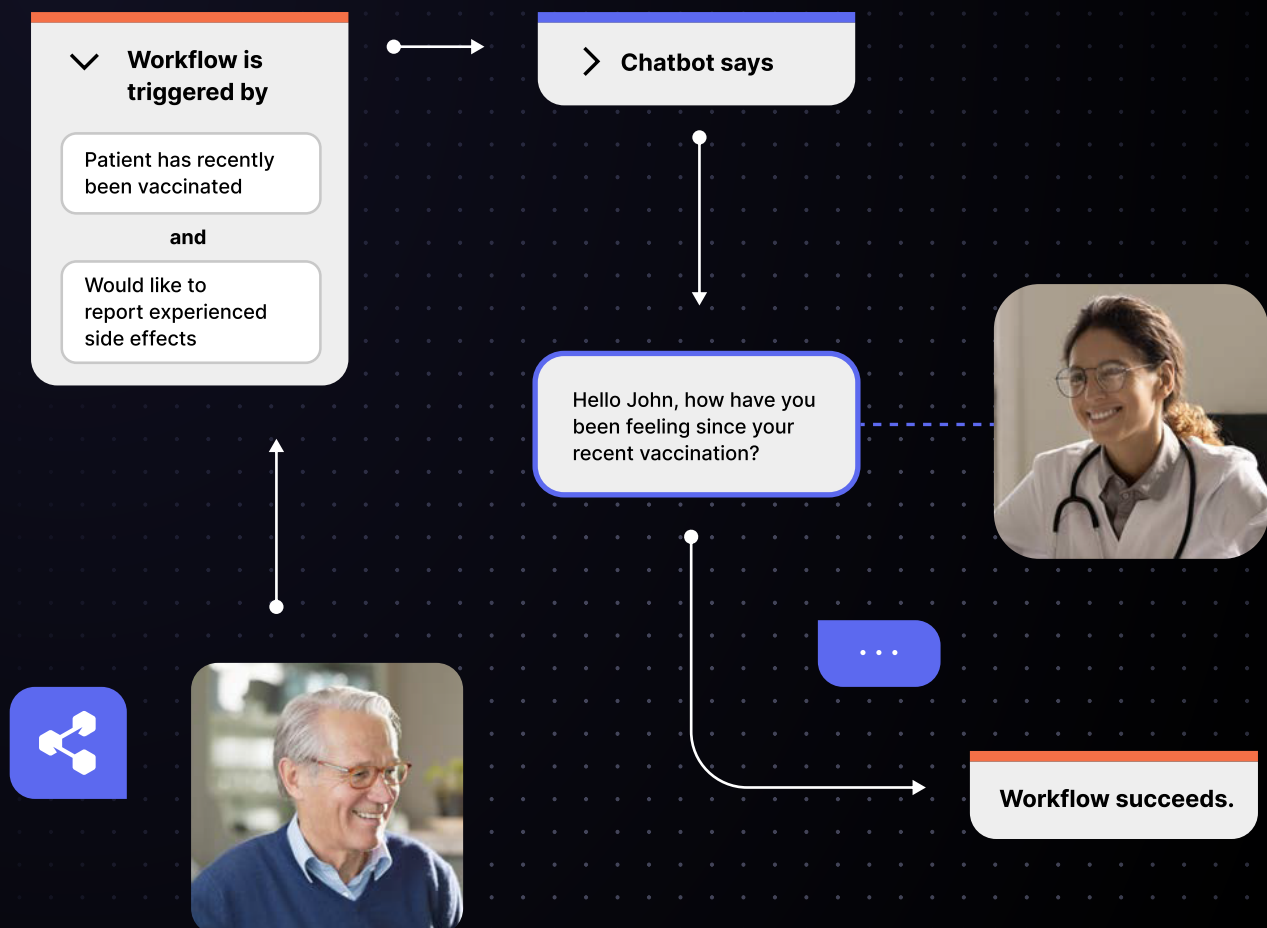
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Setting the scene

Modern public health population monitoring presents a unique set of challenges

When a global pandemic strikes and public health authorities find themselves racing to protect large numbers of vulnerable people against a deadly virus, they need every tool they can get their hands on to gain an advantage. This includes the ability to rapidly administer - and monitor reactions to - new treatments.

When these treatments are delivered at a national or even regional population level, analog record keeping and response tools can struggle to keep up with the relentless flow of inquiries and calls from worried patients. Importantly, overwhelmed teams risk missing or

failing to respond quickly enough to patients suffering adverse reactions.

This was of particular concern during the rollout of the various coronavirus vaccines, which were quickly administered among large swathes of the global population. Healthcare professionals needed to build a picture of the safety of the vaccines and monitor adverse reactions. For this task, engineon's Botpress COVID Vaccine bot proved invaluable, removing the need for patients to schedule and attend in-person check-ups while providing vulnerable patients with a channel for reporting any problems and receiving appropriate care.

Workflow is triggered by

Patient has recently been vaccinated

and

Would like to report experienced side effects

Chatbot says

Hello John, how have you been feeling since your recent vaccination?

Workflow succeeds.

A digital chatbot intelligent enough to reassure patients

With healthcare providers facing staffing and funding pressures, anything that supports efficiencies and enables clinicians to meet patient needs in a more targeted way is welcomed. It's little wonder then that chatbots are proving increasingly useful in the world of medicine.

engineon's COVID Vaccine bot proved an essential tool in Italy's response to the pandemic, helping public health authorities understand the immediate impact of vaccines, while providing convenience to patients and professionals alike.

engineon started from the needs of the Public Health Office regarding citizen monitoring: to acquire information about vaccine reactions and make corresponding decisions. To do this, they developed a survey to collect vaccine reactions that they "translated" to a voice bot, all while adhering to European privacy laws. engineon and the Public Health Office decided to engage citizens by using active calls, where engineon's system calls the patients to administer the survey.

At the end, all acquired data are stored on engineon's framework to manage results on the engineon BI module.

Three main steps to calling:

Voice bot asks if the patient wants to take the survey

Voice bot identifies the patients with a three level approach

Voice bot starts the survey

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Chatbots in development for
new verticals

engineon is working on new voice bots to manage the following:

Company disease management process, where engineon's system collects requests to open or manage employees' disease days

Disease monitoring system to collect patients' life parameters and support doctors in making decisions about prescriptions and therapy

Dynamic IVR, where engineon's system simulates a virtual operator to take calls and manage all requests

Quality survey for healthcare structure

Healthcare exam booking

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Why Botpress?

As a digital-first innovator, engineon opted to partner with Botpress due to its world class conversational AI functionality offering, accessed via an open API developer environment.

This allowed engineon to deliver a medical sector bot at speed as part of an essential response to a global health emergency.

✓ **EU Privacy law compliant**

✓ **Easy-to-manage process upgrade**

✓ **Powerful NLU engine that understands citizens' speech**

✓ **Powerful tools to monitoring dialogue**

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"**The Botpress platform is extremely easy to use and has all of the necessary functionalities that we require to bring automations to our customers**"

**Valerio Lombardi
engineon, CEO**

"**The platform also allowed us to provide a high amount of value to our clients with a lower entry cost.**"

Pierpaolo Gasbarra
engineon, Marketing Director

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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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