

MICHIGAN STATE
UNIVERSITY

Alpha Presentation

MyHumanaBot

The Capstone Experience

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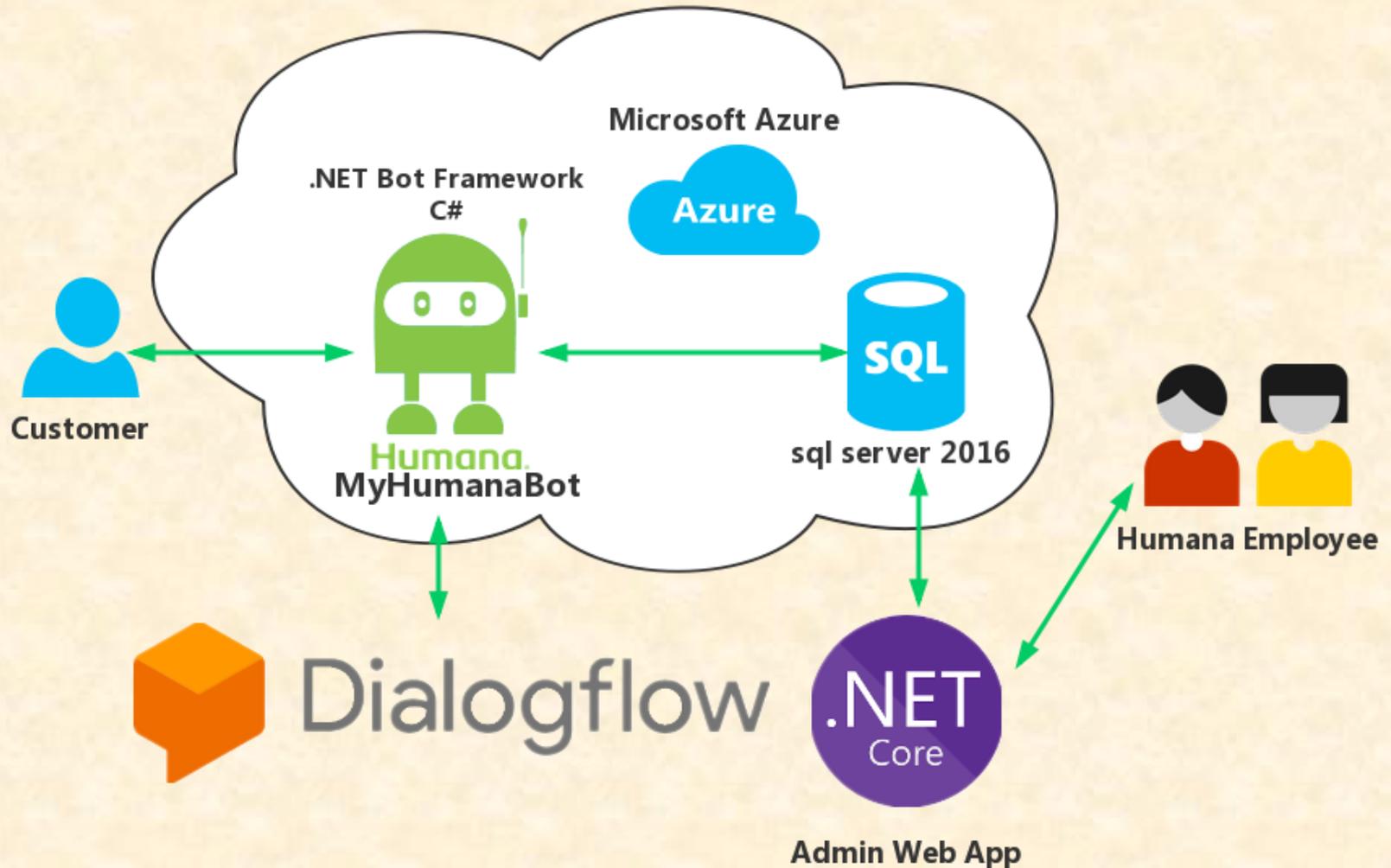
From Students...
...to Professionals

Project Overview

- Create a chatbot for Humana's website capable of automatically providing answers according to user's questions or problems
- For authenticated Humana customers, the chatbot can answer questions related to user's account information after the user logs in
- For anonymous users, the chatbot can answer general questions
- Create an admin page for the Humana employee to see all conversation history in a list of downloadable text files
- Humana employees can search conversation history by user's member ID



System Architecture

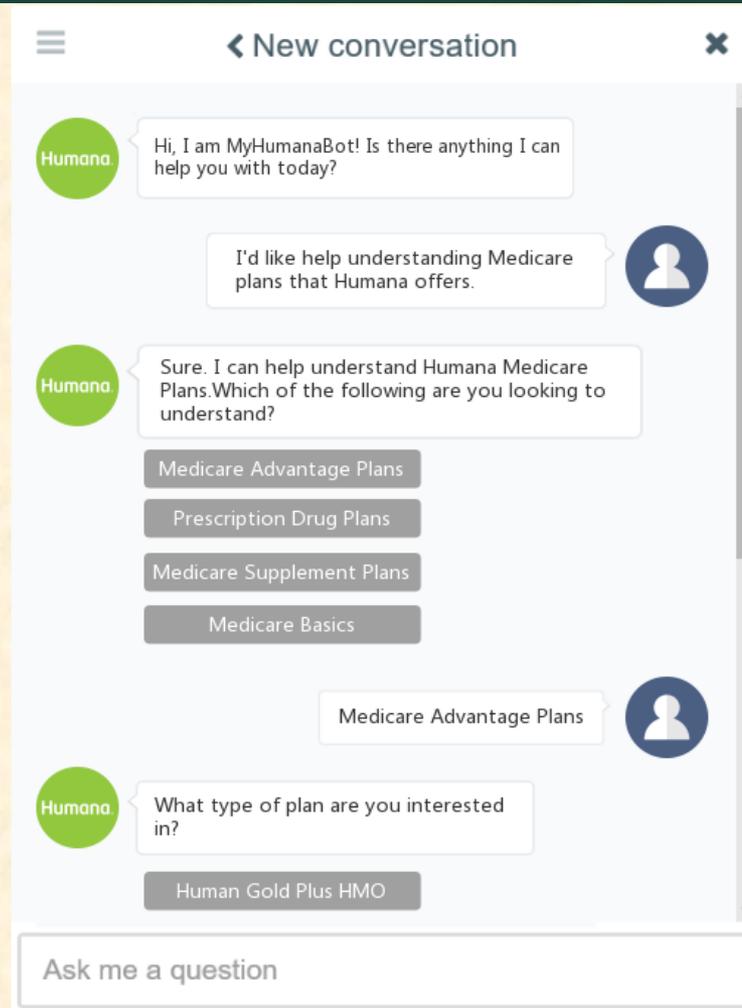


Screen shot: Homepage

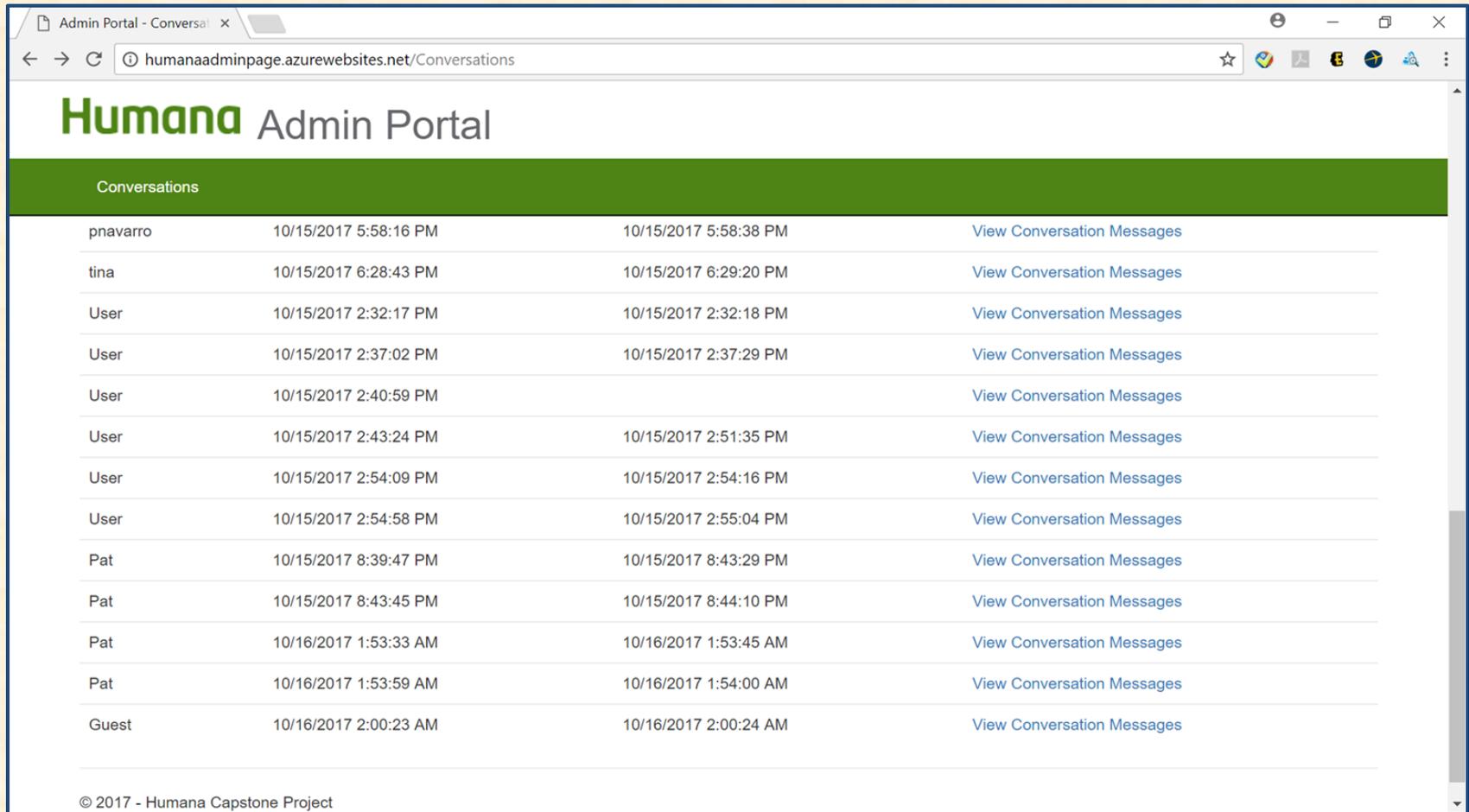
The screenshot shows the Humana website homepage. At the top, there is a navigation bar with the Humana logo on the left and links for "Contact us", "Ask Humana" (with a search icon), and "Sign In" on the right. Below this is a secondary navigation bar with "Medicare", "Insurance", "Health & Wellness", and "Member Resources". The main content area features a large banner with the text "Medicare Advantage and Prescription Drug Plan Open Enrollment is almost here!" and a sub-message: "You have from October 15 through December 7 to enroll in a Medicare Advantage or prescription drug plan." A "Shop now" button is positioned below the text. To the right of the text is a photograph of an elderly man holding a young child. A vertical "Feedback" button is on the far right of the banner. Below the banner are four service category tiles: "Medicare" (with a heart icon), "Dental & Vision" (with a tooth icon), "Group Insurance" (with a group of people icon), and "Humana Pharmacy" (with a pill icon). A circular icon with a robot head is located at the bottom right of the page.



Screen shot: Chat widget



Screen shot: Admin page



The screenshot shows a web browser window with the URL `humanaadminpage.azurewebsites.net/Conversations`. The page title is "Humana Admin Portal". Below the title is a green header with the word "Conversations". The main content is a table listing various conversations with columns for user, start time, end time, and a link to view messages.

Conversations			
pnavarro	10/15/2017 5:58:16 PM	10/15/2017 5:58:38 PM	View Conversation Messages
tina	10/15/2017 6:28:43 PM	10/15/2017 6:29:20 PM	View Conversation Messages
User	10/15/2017 2:32:17 PM	10/15/2017 2:32:18 PM	View Conversation Messages
User	10/15/2017 2:37:02 PM	10/15/2017 2:37:29 PM	View Conversation Messages
User	10/15/2017 2:40:59 PM		View Conversation Messages
User	10/15/2017 2:43:24 PM	10/15/2017 2:51:35 PM	View Conversation Messages
User	10/15/2017 2:54:09 PM	10/15/2017 2:54:16 PM	View Conversation Messages
User	10/15/2017 2:54:58 PM	10/15/2017 2:55:04 PM	View Conversation Messages
Pat	10/15/2017 8:39:47 PM	10/15/2017 8:43:29 PM	View Conversation Messages
Pat	10/15/2017 8:43:45 PM	10/15/2017 8:44:10 PM	View Conversation Messages
Pat	10/16/2017 1:53:33 AM	10/16/2017 1:53:45 AM	View Conversation Messages
Pat	10/16/2017 1:53:59 AM	10/16/2017 1:54:00 AM	View Conversation Messages
Guest	10/16/2017 2:00:23 AM	10/16/2017 2:00:24 AM	View Conversation Messages

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What's left to do?

- Build options button for the user to click in chat widget
- Api.ai training
- Search conversation history by member id on admin page
- Continue to ask if the user needs help if the user doesn't respond more than 3 minutes
- Verify identity after user login



Questions?

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