MICHIGAN STATE UNIVERSITY

Beta Presentation MyHumanaBot

The Capstone Experience

Team Humana

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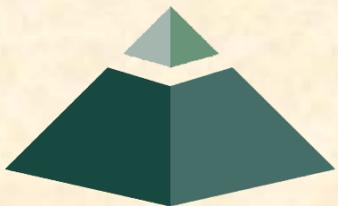Tynan Ford
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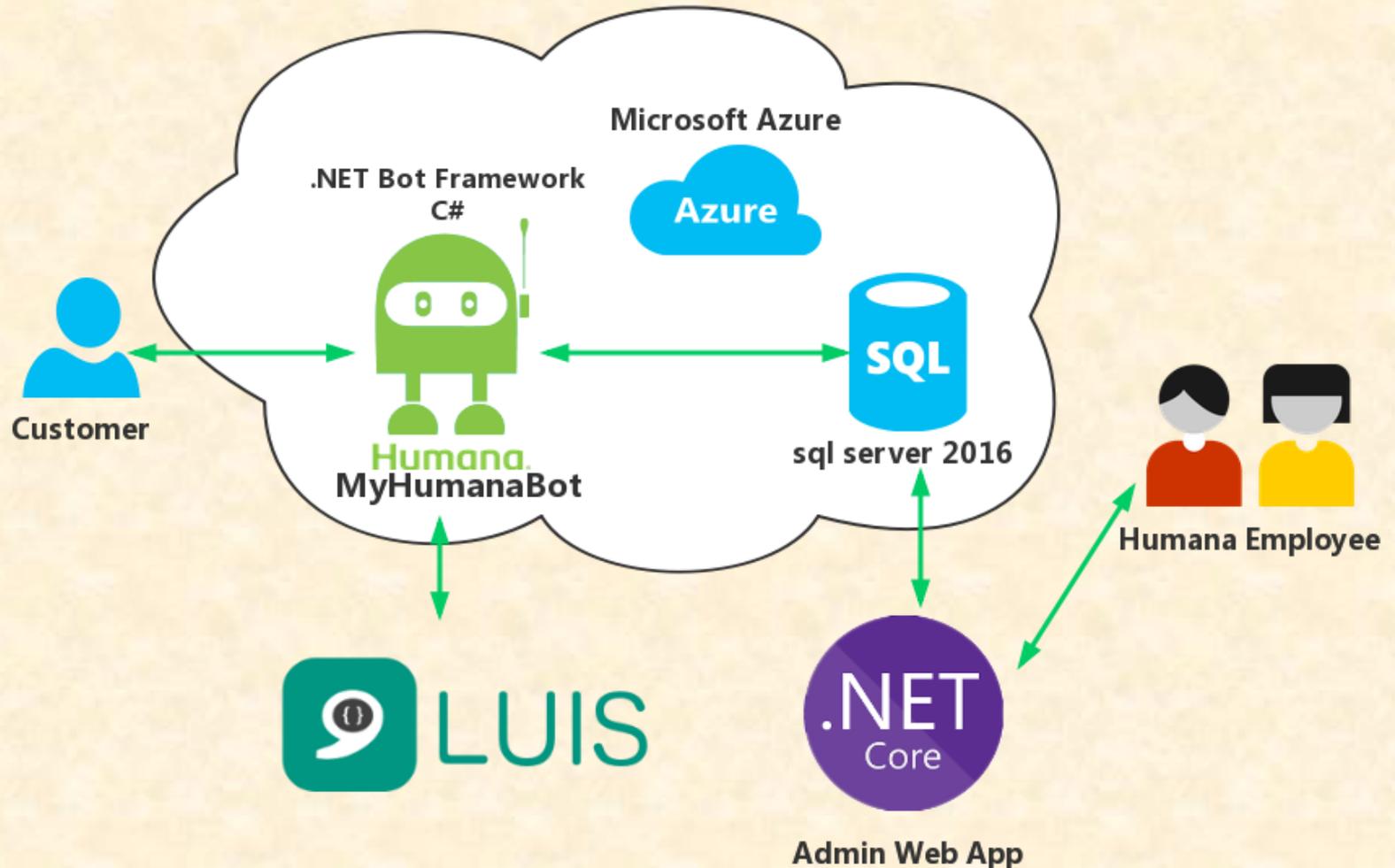Michigan State University

Fall 2017

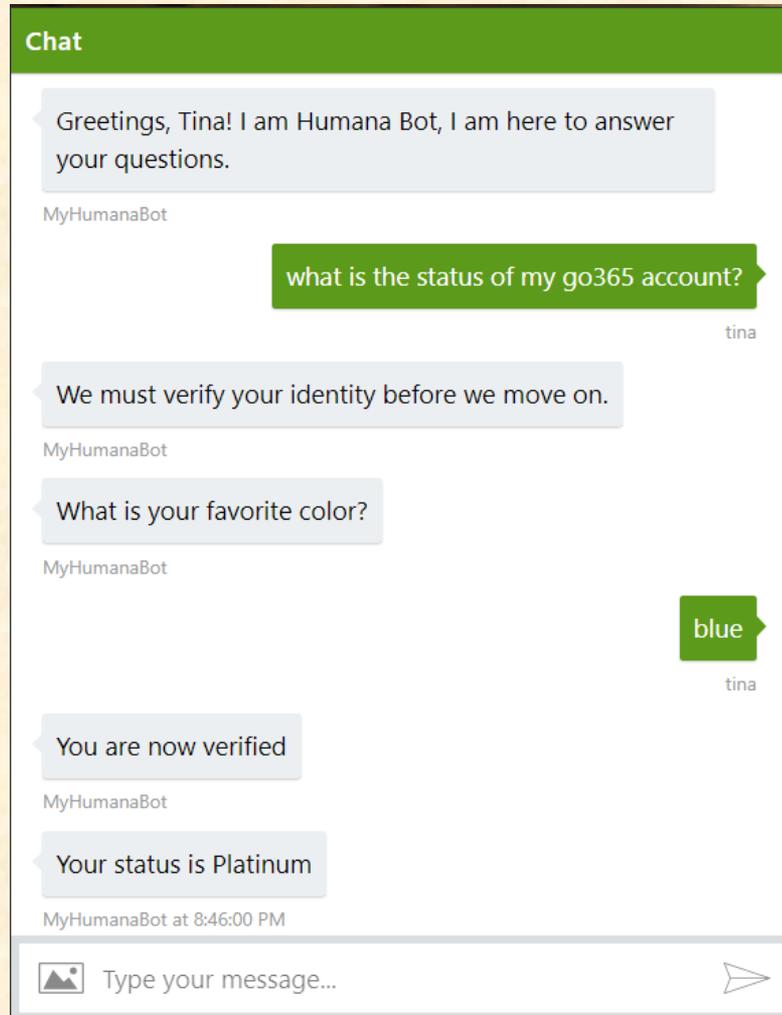*From Students…*
…to Professionals

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 logins
- For anonymous users, the chatbot can answer general questions
- Create a 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 1: Chat widget

Screen Shot 2: Chat Widget

Screen shot 3: Admin Page

Screen Shot 4: Admin Page

What's left to do?

- Full testing for bugs.

- Clean up and document code for Humana.

- Finalize the user interface.

- Take steps to further ensure security.

Questions?

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