

MICHIGAN STATE
UNIVERSITY

Beta Presentation MyHumanaBot

The Capstone Experience

Team Humana

Anthony Dionise

Tynan Ford

Madeline Levinson

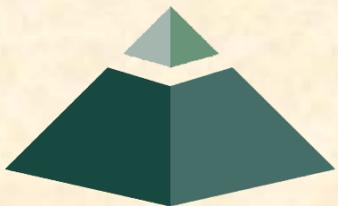
Sharon Shi

Jason Thompson

Department of Computer Science and Engineering

Michigan State University

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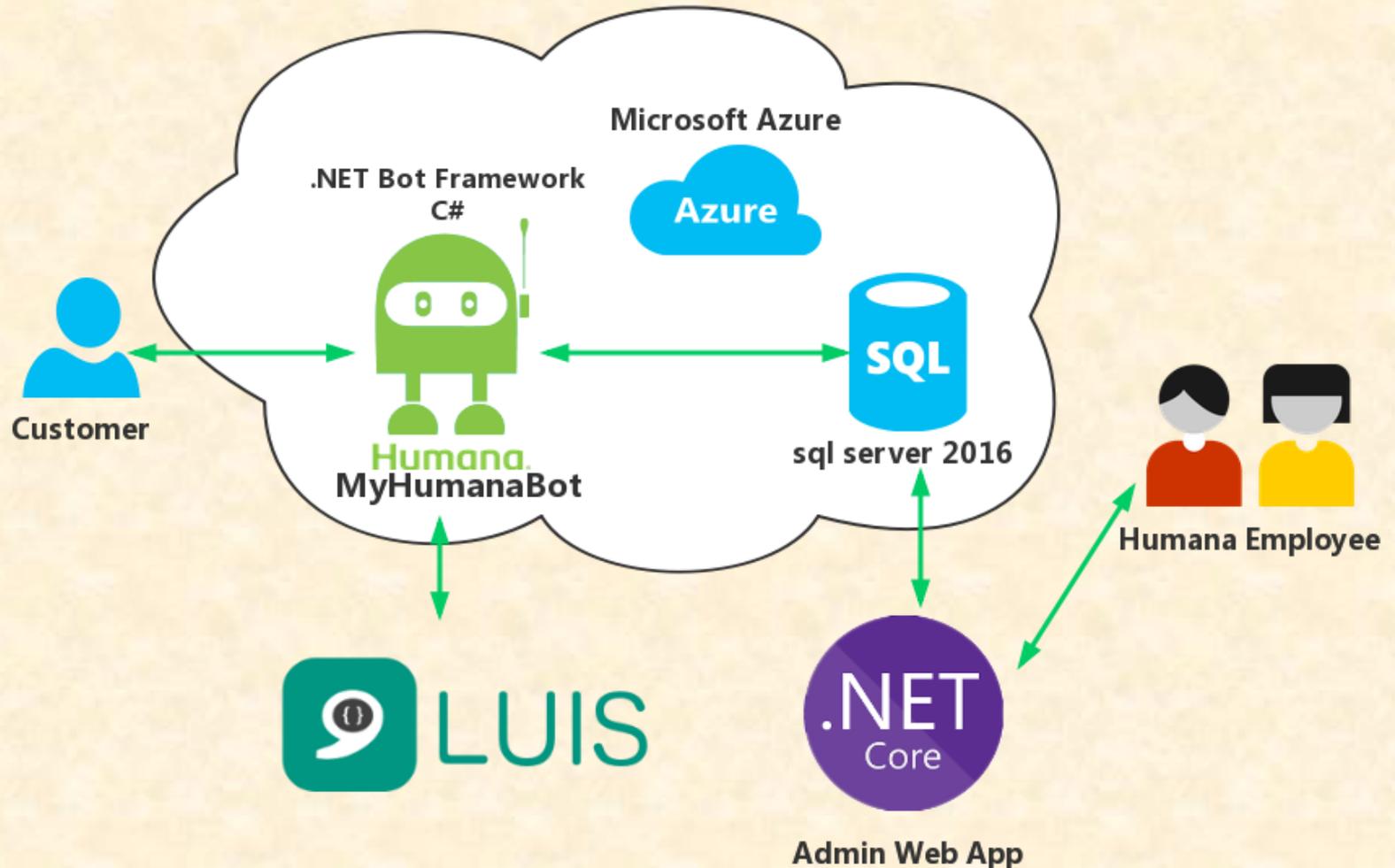
*From Students...
...to Professionals*

Project Overview

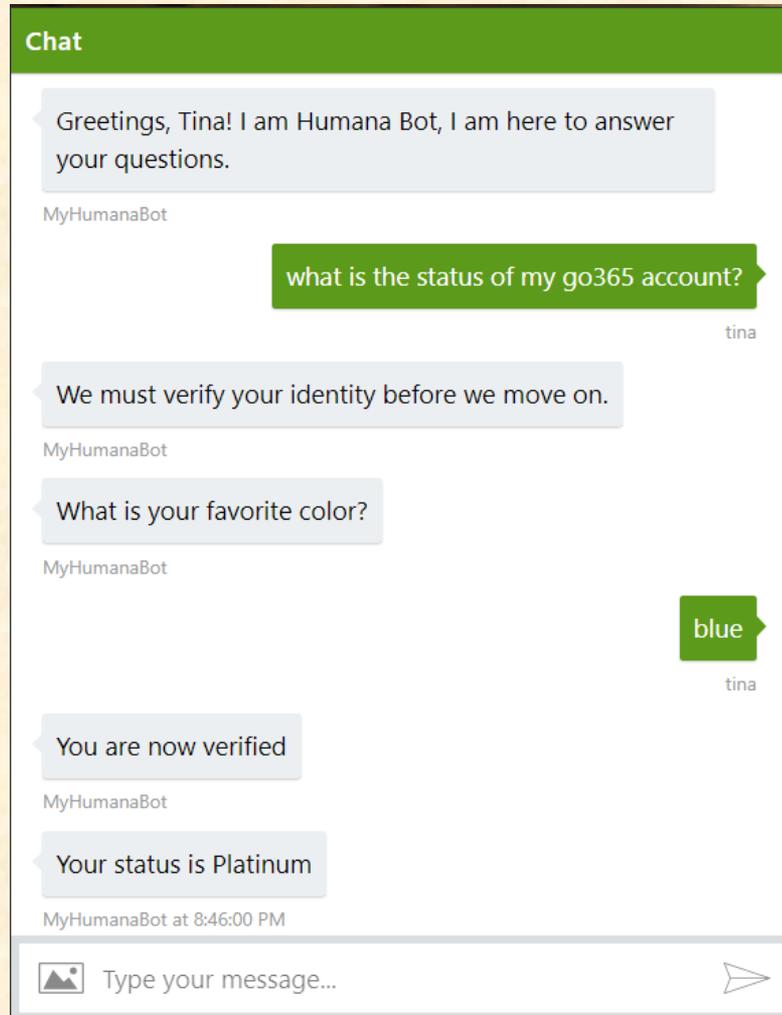
- Create a chatbot for Humana's website capable of automatically providing answers according to user's questions or problems
- For authenticated Humana customers, the chatbot can answer questions related to user's account information after the user logs in
- For anonymous users, the chatbot can answer general questions
- Create 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

The screenshot shows a chat interface with a green header labeled "Chat". A user named "tina" has sent a message: "what claim do I have?". The chat bot, "MyHumanaBot", responds with a card titled "Your Claims With Humana". This card contains the text "Your claims are shown below" and "Click on a claim to get more information!". Below this text is a button with the claim number "4941568372".

MyHumanaBot responds with a second card titled "Claim #4941568372". This card contains the text "Here is the information about your claim" followed by the following details:

- Status: paid
- Date of Service: 4/17/2016 12:21:32 AM
- Claim Date: Tuesday, April 19, 2016
- Paid Date: Wednesday, April 27, 2016
- Amount Billed: \$215.59
- Amount Plan Pays: \$75.01
- Amount Applied Deductible: \$229.70
- Co-Insurance: \$11.88

At the bottom of the chat window is a text input field with a placeholder "Type your message..." and a send button.

Screen shot 3: Admin Page

Humana - HomePage x Admin Portal - Home Pa... x

← → ↻ Not secure | humanaadminpage.azurewebsites.net/Login

Humana Admin Portal

Conversations Members

Admininstration Portal Login

User Name:

Password:

Submit

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Screen Shot 4: Admin Page

Humana Admin Portal

Conversations Members Logout

Conversations

Search Username:

User Name	Start Date Time	End Date Time		Download All
tina	11/10/2017 8:15:47 PM	11/10/2017 8:16:19 PM	View Conversation Messages	Download Conversation
tina	11/10/2017 8:14:58 PM	11/10/2017 8:15:37 PM	View Conversation Messages	Download Conversation
Guest	11/10/2017 8:10:46 PM	11/10/2017 8:11:17 PM	View Conversation Messages	Download Conversation
Guest	11/10/2017 8:09:27 PM	11/10/2017 8:10:02 PM	View Conversation Messages	Download Conversation
Pat	11/10/2017 7:49:26 PM	11/10/2017 7:49:26 PM	View Conversation Messages	Download Conversation
Guest	11/10/2017 7:48:23 PM	11/10/2017 7:48:23 PM	View Conversation Messages	Download Conversation
Guest	11/10/2017 7:42:53 PM	11/10/2017 7:48:04 PM	View Conversation Messages	Download Conversation

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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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