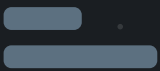# botpress

Engineon Case Study

Covid care: how a bot supported vaccine safety in a pandemic

engineon

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Overview

Engineon is a unique business management system designed to help partners drive efficiencies through automated processes.

Delivered as an consultancy company model, the 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 focussed on supporting healthcare specialists, engineon's tools are universally-applicable - and propositions 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.
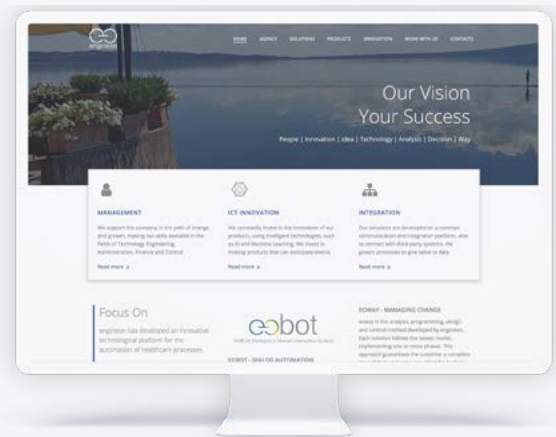
View the website: **engineon.eu**

Results in a nutshell

95% accuracy

Over 3,000
people used the
Covid Vaccine Bot

€

€80,000
costs saved within 6 months

Over 900

reactions reported

**6,000 hours**
saved for three 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 regional or even national population level, analogue record keeping and response tools can struggle to keep up with the relentless flow of enquiries 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 administered at speed 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.
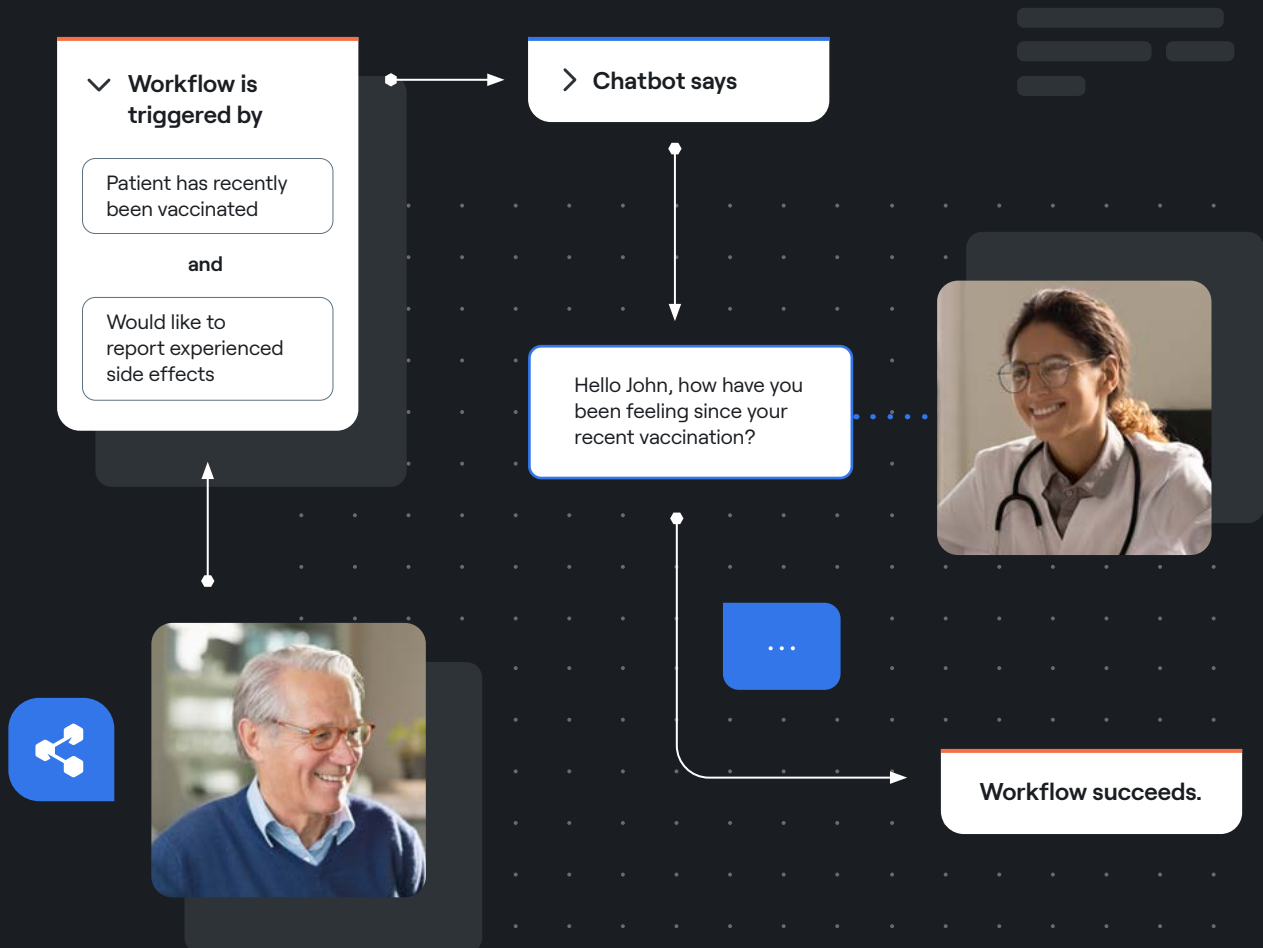
A digital chatbot intelligent enough to reassure patients

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 to be 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.

We started from Health Public Office needs about citizen monitoring, to acquire information about vaccine reactions and make relative decision. To do this, they developed one survey to fill with vaccine reactions that we "translated" on voice bot, in respect of privacy european law. We and Public Health Office, decided to manage the citizen engangment using active calls, where is our system that call the patients to give them the survey.
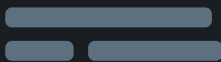
At the end, all the acquired data are stored on engineon framework to manage results on engineon BI module.

Three main steps to calling:

Voice bot asks if the patient wants to make 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

We are working on new voice bot / bot to manage, for example:

The company disease management process, where our system acquire the requests to open, or manage, employee disease days

Disease monitoring system to acquire patients life parameters and support doctors to make decision about prescriptions and therapy

Quality survey for healthcare structure

The dynamic IVR, where our system simulate a virtual operator to take calls and manage all the requests

Healthcare exams 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.

engineon
Virtual Comunicator

Mar 7, 11:29 AM

Ciao

Sono eobot, il sistema di comunicazione intelligente di engineon

Sono addestrato per darti informazioni e per metterti in contatto con i nostri consulenti

Seleziona uno degli argomenti

Prodotti   Servizi   Contati

Reply to engineon   Send

- ✓ **Privacy EU law compliant**

- ✓ **Easy to manage process upgrade**

- ✓ **Powerful NLU engine to understand citizen 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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About Botpress

Headquartered in Canada and serving clients across the globe, Botpress sets the standard for modern open-source conversational AI platform technology.

The business works with a range of household brands to deliver improved online customer service experiences, in addition to time and cost savings. This empowers its partners to focus on more meaningful interactions with customers and speed up sales conversions. Botpress's conversational AI platform is configurable via open APIs and integrable with partner servers, enabling innovators to develop intuitive chatbot functionality at their pace and on their terms.

For more information, visit **www.botpress.com**, **Twitter** and **LinkedIn**.