TREATMENT with ICT Services to Respond to COVID-19 of Korea

Public Chatbot Service for COVID-19 Prevention

Da-Yeon JUNG | Marketing & Communications
WISENUT Inc.
The COVID-19 began spreading rapidly throughout the country from Feb 20, 2020. Rumors and false information also spread wide and the public agencies faced difficulties in responding to COVID-19 inquires. Accordingly, WISENUT Inc. decided to develop COVID-19 Chatbot beta service by applying its own AI chatbot technology and know-how to the public data so as to inform people on how to prevent or cope with the infectious disease and help public agencies provide prompt and appropriate public services. This course will focus on understanding COVID-19 Chatbot and its main features, key information which COVID-19 provides.
Course Structure

1. Public Chatbot Service for COVID-19 Prevention
2. Main Features
3. Provision of Key Information
4. Applying COVID-19 Chatbot to a Site
5. Use Cases and Press Reports
To understand the public chatbot service to prevent COVID-19, and understanding the configuration and process of COVID-19 Chatbot

To understand convenient main features of COVID-19 Chatbot

To understand key information that COVID-19 Chatbot provides.
01 Public Chatbot Service for COVID-19 Prevention

COVID-19 Chatbot
https://answerny.ai/corona19.html

Development Background
Among overflowing indiscriminate information in the disaster caused by COVID-19, the service has made to provide accurate information provided by the government.

Range of Knowledge
Based on the information related to COVID-19 provided by the KCDC and the Ministry of Health and Welfare (MOHW)

- Confirmed Cases
- Screening Center
- Patient Path
- Government Briefing
- Custom Information by Target
Public Chatbot Service for COVID-19 Prevention

COVID-19 Chatbot is a chatbot service that provides information that needs to be known about COVID-19 such as the current status of confirmed domestic and international cases.

Hello, this is a chatbot that will give you information about COVID-19. You can check the information you need by selecting a button or by typing your questions.

1. Public Service
   - Get info. via Chatbot
     - Access to Chatbot via URL
     - Ask questions or select buttons
   - Provide COVID-19 Info.
     - Updates on confirmed cases in Korea/overseas
     - Target-based information
     - Purchasing face masks distributed by government
     - COVID-19 Screening Centers

2. Open Source Service
   - Provide Open Source of Chatbot
     - Provide open source and guidelines via direct inquiry or company website
   - Link to Chatbot
     - Install Chatbot websites of public agencies
   - Provide Chatbot
     - Use public agency website as Chatbot channels
     - Provide info. on COVID-19 via Chatbot
02 Main Features

COVID-19 Chatbot has an interactive interface.

It uses machine learning to identify questions a user asking natural language, just as he/she would say in everyday life, and it gives appropriate answers or information back.

What’s the status of overseas confirmed patients?

What’s the status of COVID-19 abroad?

Let me know about the COVID-19 confirmed cases in other countries.

Answering to Natural Language Questions
03 Provision of Key Information

Users can find important information about COVID-19
(Updates on confirmed cases in Korea and overseas, routes of confirmed cases)
04 Applying COVID-19 Chatbot to a Site

**WISENUT** provides free link COVID-19 Chatbot service to administrative agencies that need COVID-19 Chatbot until the end of the situation.

Applicable to any location on the site

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05 Use Cases and Press Reports

Use Cases of Public Institutions

Overseas Press Coverage

**tele.net**

**ICT Proving its Real Worth in Coronavirus Response**

*Posted on March 13, 2020 by Korea Bizwire in Other Technologies, Technology, Top News with 0 Comments*

WISEnut, an ICT company, will implement a chatbot service for public interest to inform citizens of prevention measures against coronavirus and proper countermeasures.

**The Korea Bizwire**

**Containing Covid-19: ICT helps South Korea flatten the curve**

*July 2020 | Conference Highlights*

WISEnut, another local Korean company, has launched the AI-built Corona 119 ChatBot to inform the public about precautionary measures. Never has also developed Clover Carecall, an AI-based voice robot system, to keep a check on the health conditions of people under self-quarantine and provide relevant information to public health centres.
Thank You
• WISENUT Inc., No.1 AI chatbot & search company, 2020, https://www.wisenut.com/


• The Korea Bizwire, ICT Providing its Real Worth in Coronavirus Response, 2020

• Tele.net, Containing Covid-19: ICT helps South Korea flatten the curve, 2020
  https://tele.net.in/containing-covid-19-ict-helps-south-korea-flatten-the-curve/