The Capstone Experience

Beta Presentation
MyHumanaBot

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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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

The system architecture is based on a .NET Bot Framework using C# and connects to Microsoft Azure. The bot communicates with a SQL server 2016 database. The customer interacts with the bot, which has an integration with LUIS and .NET Core for admin web app functionality. The system also includes a Humana Employee component for administrative access.
Screen Shot 1: Chat widget

Greetings, Tina! I am Humana Bot, I am here to answer your questions.

MyHumanaBot

what is the status of my go365 account?

tina

We must verify your identity before we move on.

MyHumanaBot

What is your favorite color?

MyHumanaBot

blue

tina

You are now verified

MyHumanaBot

Your status is Platinum

MyHumanaBot at 8:46:00 PM

Type your message...
Screen Shot 2: Chat Widget

Chat

what claim do I have?

Your Claims With Humana
Your claims are shown below
Click on a claim to get more information!

4941568372

MyHumanaBot

Claim #4941568372
Here is the information about your claim
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

Type your message...
Screen shot 3: Admin Page
### Screen Shot 4: Admin Page

#### Humana Admin Portal

**Conversations**

<table>
<thead>
<tr>
<th>Username</th>
<th>Start Date Time</th>
<th>End Date Time</th>
<th>View Conversation Messages</th>
<th>Download Conversation</th>
</tr>
</thead>
<tbody>
<tr>
<td>tina</td>
<td>11/10/2017 8:15:47 PM</td>
<td>11/10/2017 8:16:19 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>tina</td>
<td>11/10/2017 8:14:58 PM</td>
<td>11/10/2017 8:15:37 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guest</td>
<td>11/10/2017 8:10:46 PM</td>
<td>11/10/2017 8:11:17 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guest</td>
<td>11/10/2017 8:09:27 PM</td>
<td>11/10/2017 8:10:02 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pat</td>
<td>11/10/2017 7:49:26 PM</td>
<td>11/10/2017 7:49:26 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guest</td>
<td>11/10/2017 7:48:23 PM</td>
<td>11/10/2017 7:48:23 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guest</td>
<td>11/10/2017 7:42:53 PM</td>
<td>11/10/2017 7:48:04 PM</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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?