



Chatbot Challenge

Hawaii COVID-19 Information 24/7

October 24, 2020





About Us



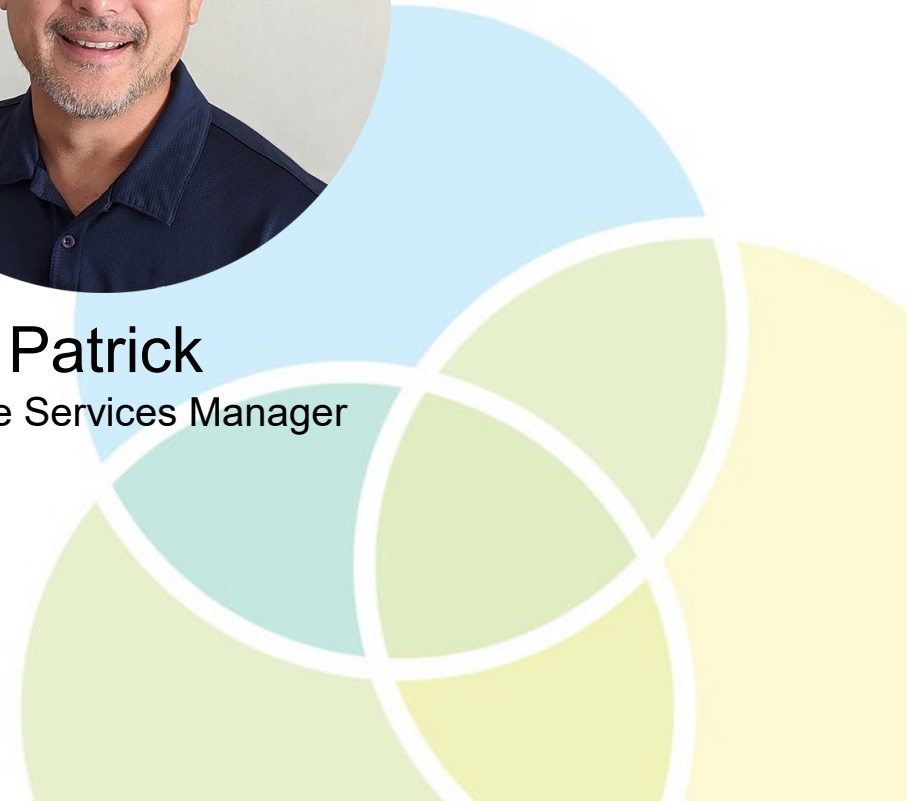
Janet
Director of Operations



Tony
PMO Manager



Patrick
Creative Services Manager





About NIC Hawaii

We develop online services to help citizens conveniently do business with the state or county 24/7 from anywhere without having to visit agency offices.





About NIC Hawaii




People "camping out" to wait in line for camping permits in 2010.




Source: <http://the.honoluluadvertiser.com/article/2010/May/14/In/hawaii5140340.html>



About NIC Hawaii

 Hawaii.gov

Government Business Residents Visitors 

[Home](#) » [Online Services](#) » Camping Reservations

Camping Reservations

Purchase and print camping and cabin permits for all islands.

Developed in partnership with:

- [Hawai'i State Parks](#)
- [Division of Forestry & Wildlife](#)
- [Department of Land and Natural Resources](#)

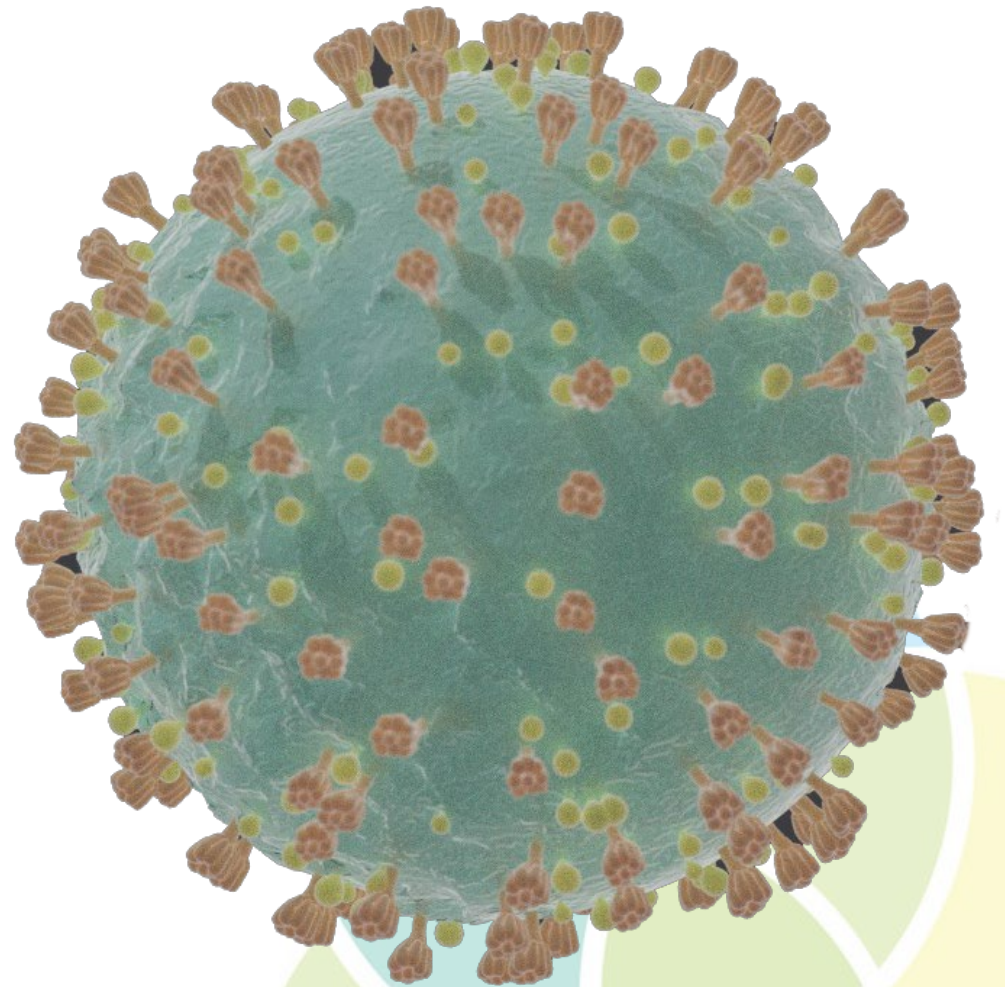
Fees: Variable

[Go to Website](#)

15,679
transactions this year

The Challenge

- Problem
- Solution
- Wrap up





Problem





Problem

We use what's available



Photos by Edward Jenner & Daria Shevtsova

Photos from commons.wikimedia.org/wiki/File:Mobile_phone_overuse.jpg



Problem

With so much information available,
it can be hard to quickly find answers.



↑ **Baggage Claim**
Reclamo de Equipaje

↑ **Ground Transportation**
Transporte Terrestre

↑ **Concourses T,B,C,D,E,F**
Terminales T,B,C,D,E,F

↑ **Restrooms**
Baños

EXIT

941
Greenville-Spartan
10:20 pm

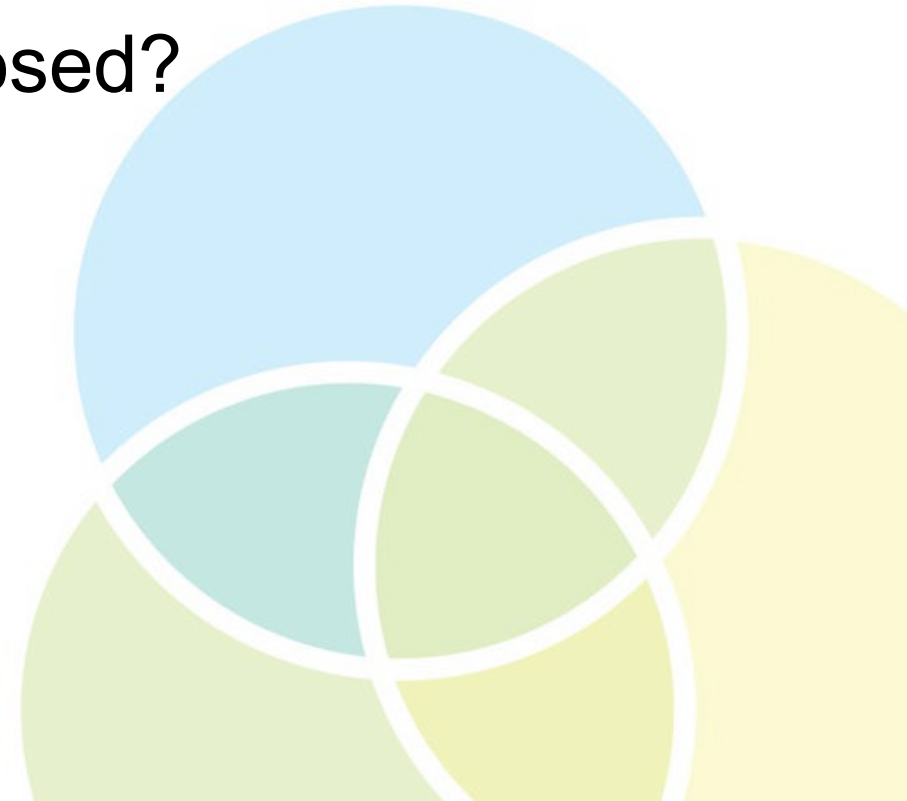
8:43 PM

Photo by: Chad Davis / CC BY-SA (<https://creativecommons.org/licenses/by-sa/2.0>)

Problem

Example questions

- What areas have high numbers of cases?
- What should I do if I think I've been exposed?
- Where can I get tested?





Search bar containing the text "covid hawaii where can i get tested" with a search icon on the left, a clear icon (X) on the right, and a microphone icon on the far right.

Google Search

I'm Feeling Lucky



covid hawaii where can i get tested



Sign in

All

Shopping

Maps

News

Images

More

Settings

Tools

About 11,000,000 results (0.76 seconds)

www.hawaiiipacifichealth.org › [hph-covid-19-updates](#)

✔ COVID-19 Testing - Hawaii Pacific Health

To schedule an appointment, visit ClinicalLabs.com/COVID. An appointment is not required. Screenings are available on a first-come, first-served basis. In partnership with Hawaii Pacific Health, other Clinical Labs of Hawaii locations statewide will soon be offering interisland travel screenings.

COVID-19 alert

Common questions

How can I get tested for the coronavirus disease in Hawaii?



Is there a mandatory quarantine issued for people arriving to Hawaii?



How can I get tested for the coronavirus disease (COVID-19)?



How long is the stay-at-home order in place for Hawaii?



For informational purposes only. Consult your local medical authority for health advice.

Feedback

thepointsguy.com › news › visit-hawaii-coronavirus-test ▾

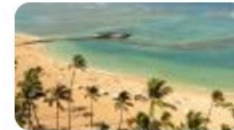
✓ 5 things to know about testing and visiting a reopened Hawaii

6 days ago — You'll need a **test to go to Hawaii**. There are many types of **COVID-19 tests** on the market, so this part **can be tricky**. **Hawaii** is currently requiring a ...

☰ Top stories

Everything you need to know about flying from Phoenix to Hawaii right now

Arizona Republic · 13 hours ago



Travelers with negative COVID results are still forced to quarantine

KHON2 · 21 hours ago



Some travelers allowed to enter Hawaii without tests from approved labs

Honolulu Star-Advertiser · 1 day ago



View all

www.kitv.com › story › where-to-get-tested-for-travel

✓ Where to get tested for travel - Honolulu, Hawaii news, sports ...

7 days ago — Please schedule a convenient **COVID-19 testing** appointment at your preferred



covid hawaii where can i get tested



Sign in

www.kitv.com › story › where-to-get-a-free-covid19-test-...

✔ Where to get a free COVID-19 test in Hawaii - Honolulu ...

Sep 17, 2020 – The U.S. Department of Health and Human Services is offering free **COVID-19 testing** at more than a dozen sites across **Hawaii**, most on Oahu, 1 ...

www.talktomira.com › post › where-to-get-tested-for-c... ▾

✔ Where To Get Tested For Coronavirus COVID-19 in Honolulu ...

May 13, 2020 – During a **coronavirus COVID-19** outbreak, **testing will be** top of mind for many **Hawaiian** residents in Honolulu - O'ahu, Maui, and **Hawaiian** ...

health.hawaii.gov › for-clinicians › evaluating-puis ▾

✔ Disease Outbreak Control Division | COVID-19 | Criteria for ...

Note: Clinicians **should** use their judgment to determine if a patient has signs and symptoms compatible with **COVID-19** and whether the patient **should be tested**. **COVID-19** Case Report Form ... Has the person traveled outside of **Hawaii**?

dlslab.com › physicians › coronavirus-covid-19-inform... ▾

✔ Coronavirus, COVID-19 Information - Diagnostic Laboratory ...

Coronavirus / COVID-19 Information & Resources from DLS: State of **Hawaii** Links, **Testing** ... The situation continues to evolve and the **Hawaii** Department of Health (HDOH) is monitoring closely. ... Current Cash Price for **COVID-19 Test**: ... Home · **Get Lab Results** · Physicians · Patients · Employment · **FAQ** · Licenses & ...



Problem

How can we get answers to critical COVID questions easily, quickly, and at any time of day?



Solution

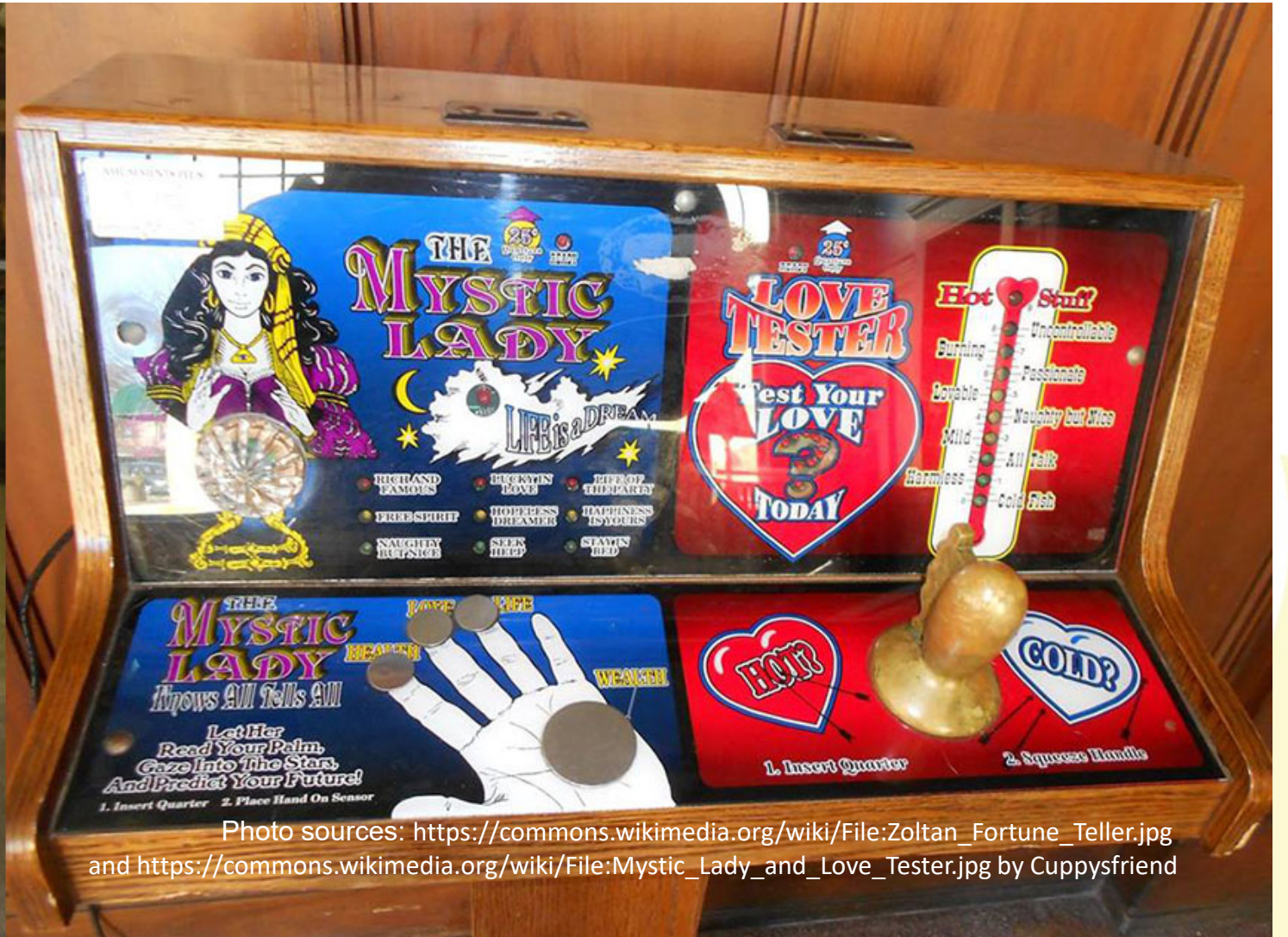


Photo sources: https://commons.wikimedia.org/wiki/File:Zoltan_Fortune_Teller.jpg
and https://commons.wikimedia.org/wiki/File:Mystic_Lady_and_Love_Tester.jpg by Cuppysfriend

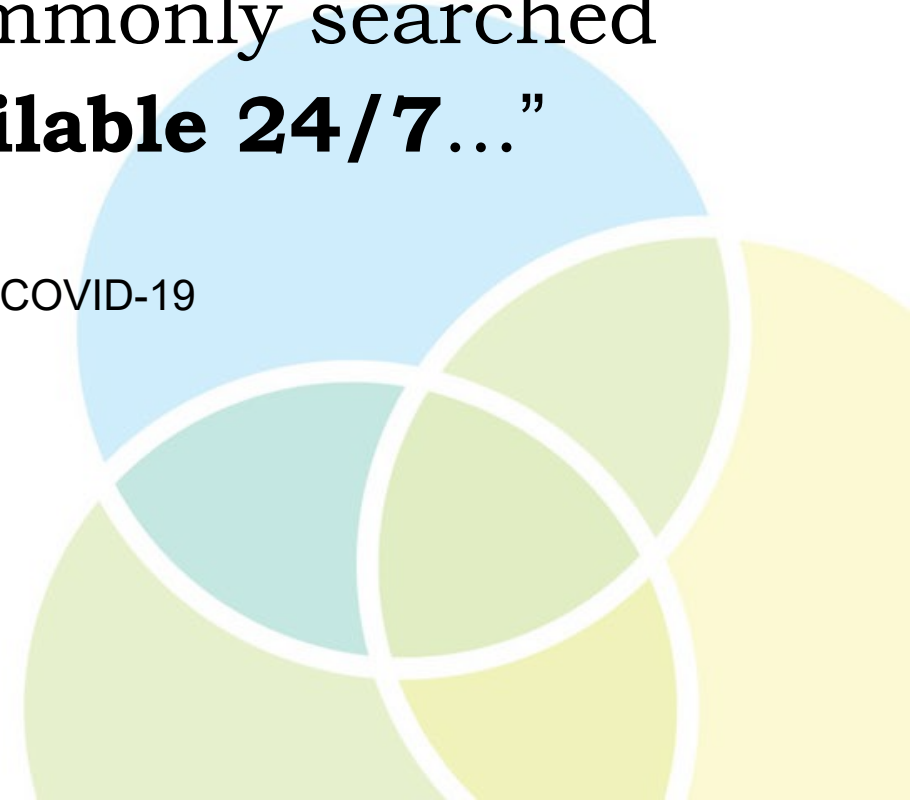


Solution

“Chatbots are **useful** for supplementing the physical workforce to answer questions, **make it easier for website users to find answers** to commonly searched terms, and are **efficient and are available 24/7...**”

Chat With Us: How States Are Using Chatbots to Respond to the Demands of COVID-19

[Report by NASCIO](#) (National Association of State CIOs), June 2020





Solution

Examples

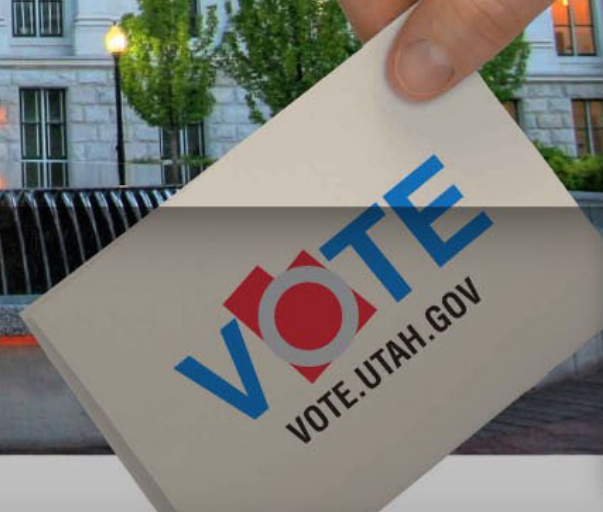
- Mississippi <https://www.ms.gov>
- Utah <https://www.utah.gov>
- Washington <https://www.doh.wa.gov>



CORONAVIRUS UTAH.GOV Utah Coronavirus (COVID-19) Information

I want to: find election information

(Showing) Salt Lake City Resources



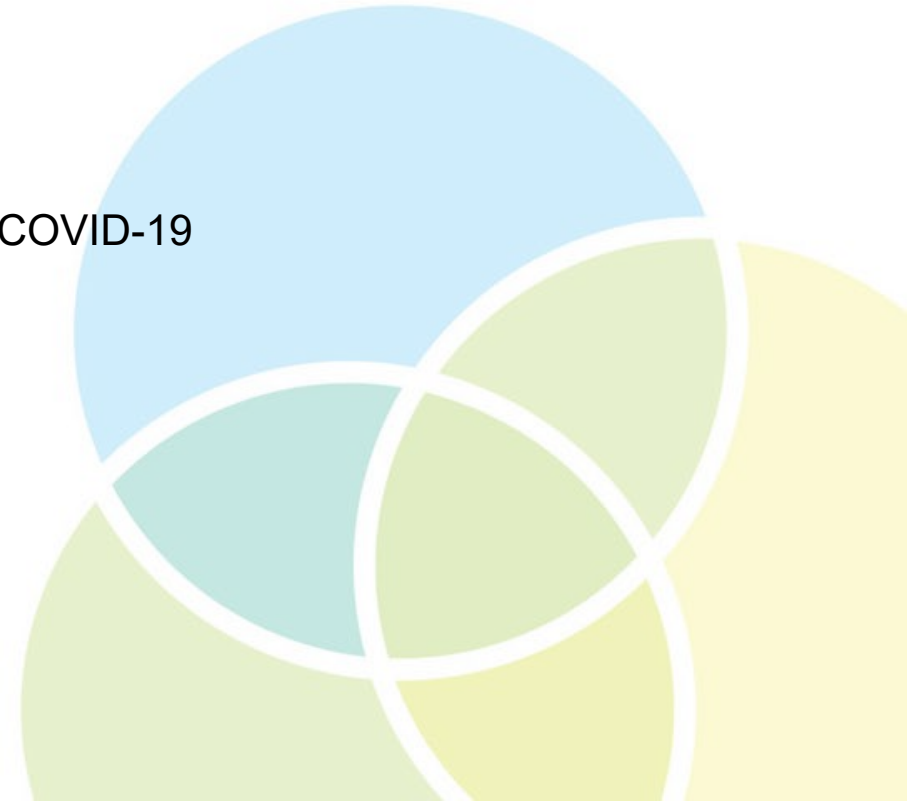
Chat interface with Porter chatbot. Messages include: 'Hello, do you have questions about Covid-19?', 'Hi, Welcome to Utah.gov, I'm Porter, a chatbot to help you connect with Utah during Covid-19. I'll ask you some general questions to figure out what you need.', 'Where can i get tested for covid?', 'You can take a health assessment to see if you are at risk. You will answer a few questions to determine your current risk. You'll also receive accurate, evidence-based information on COVID-19. https://www.testutah.com/', 'If you think you have Covid-19, you can find out about testing locations and other testing questions here: https://coronavirus.utah.gov/testi'



Solution

“Nearly **75% of states launched chatbots** [...] related to the COVID-19 pandemic.”

Chat With Us: How States Are Using Chatbots to Respond to the Demands of COVID-19
[Report by NASCIO](#) (National Association of State CIOs), June 2020



State Chatbot Links

State	State Link	Function
AL	https://covid19.alabama.gov/	COVID-19 Questions
AK	https://labor.alaska.gov/unemployment/	UI
AZ	https://des.az.gov/services/employment/unemployment-individual	UI
AR	https://portal.arkansas.gov/pages/chat-bot/	COVID-19 Questions
CA	https://edd.ca.gov/about_edd/coronavirus-2019.htm	UI
CO	https://www.colorado.gov/pacific/cdle/unemployment	UI
CT	https://portal.ct.gov/Coronavirus	COVID-19 Questions
FL	https://floridajobs.org/Reemployment-Assistance-Service-Center/reemployment-assistance/claimants/apply-for-benefits	UI
GA	https://dol.georgia.gov/gdol-covid-19-information	COVID-19 Questions
IL	https://www2.illinois.gov/ides/individuals/UnemploymentInsurance/Pages/default.aspx	UI
IN	https://www.coronavirus.in.gov/	COVID-19 Questions
KS	http://www.dcf.ks.gov/COVID19/Pages/default.aspx	DCF
MD	https://www.dllr.state.md.us/employment/unemployment.shtml	UI
MA	https://ui-cares-act.mass.gov/PUA/_/	UI
MI	https://www.michigan.gov/coronavirus	COVID-19 Questions

Source: <https://www.nascio.org/resource-center/resources/chat-with-us-how-states-are-using-chatbots-to-respond-to-the-demands-of-covid-19/>



Solution

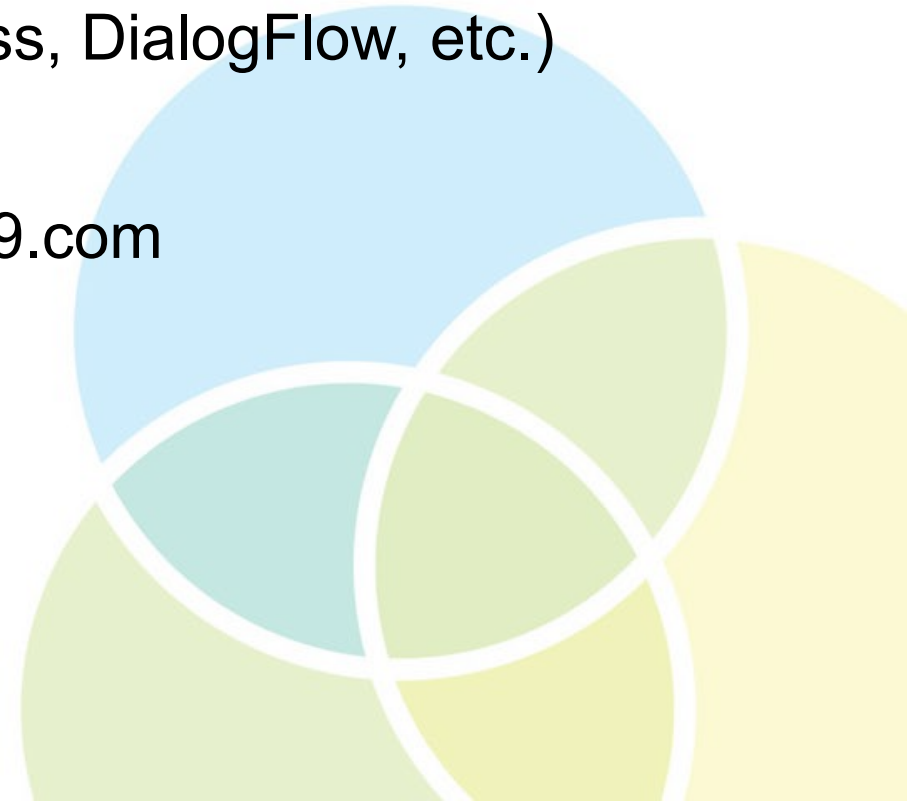
- Join our challenge!
- Build a COVID chatbot and help people get information 24/7





Solution

- Where to start
 - HACC 2020 website > challenge details
 - Research high need, hard to find COVID-19 information
 - Look at chatbot software (Amazon Lex, Botpress, DialogFlow, etc.)
- What you'll utilize
 - Info sources: health.hawaii.gov & hawaiicovid19.com
 - Account(s) with selected chatbot service
 - NIC Hawaii assistance (Slack)





Thank you!

- Slack channel **#nic_hawaii_chatbot**
- Emails
 - **Janet:** jpick@egov.com
 - **Tony:** tony.tran@egov.com
 - **Patrick:** pnakamura@egov.com

