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Contigo Chatbot 6:00 PM
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Contigo Chatbot

Team Full Stack Creators

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Team Members

Who are the Full Stack Creators?
2:10 PM

2:11 PM

Type a message

Team Members

Keiver Bencomo
Project Manager

Mason Green
PM and Full Stack Dev

Sean Guevarra
UX Researcher & Designer

Russell Liu
Full Stack Dev

Eric Xue
NLP Developer

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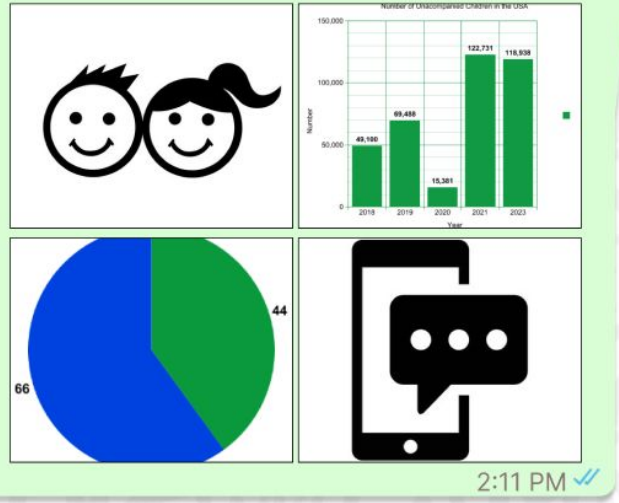
Problem Context

What is the context of this problem?
2:10 PM



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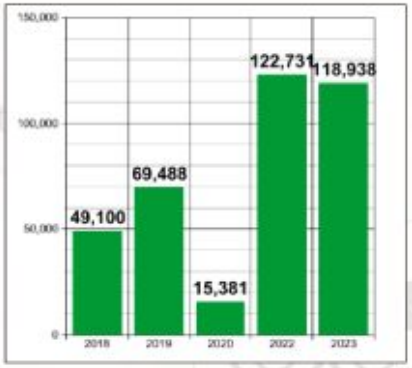
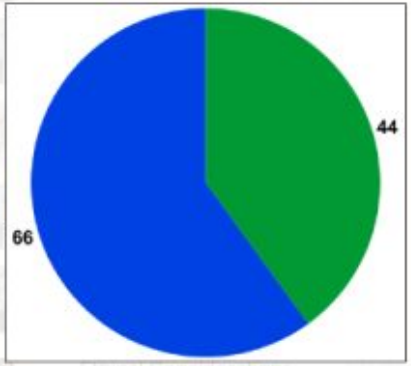
Unaccompanied Alien Children (UAC) are minors that immigrate to the USA to seek improved economic, political and safe realities.

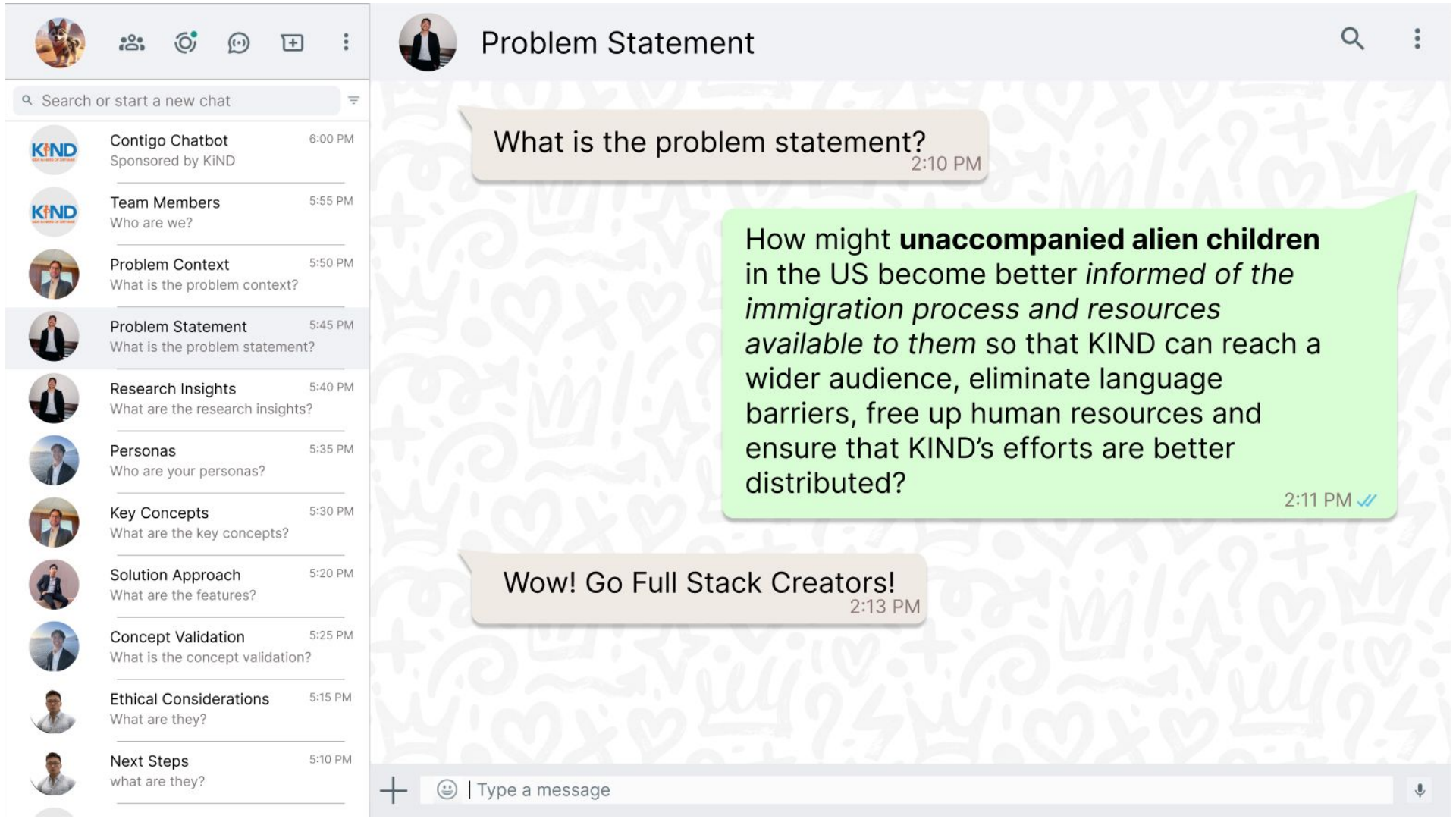


The number of UAC has increased exponentially in the last couple of years. Totaling 118,938 in 2023



44% of latino migrant youth were referred to behavioral health services

Intervention by text messaging helped teenagers be more positive (66.7%) than in the control group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Problem Statement
What is the problem statement? 2:10 PM
How might unaccompanied alien children in the US become better informed of the immigration process and resources available to them so that KIND can reach a wider audience, eliminate language barriers, free up human resources and ensure that KIND's efforts are better distributed? 2:11 PM
Wow! Go Full Stack Creators! 2:13 PM
Type a message

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Research Insights

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2:11 PM

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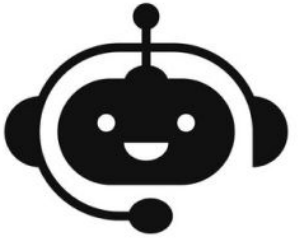
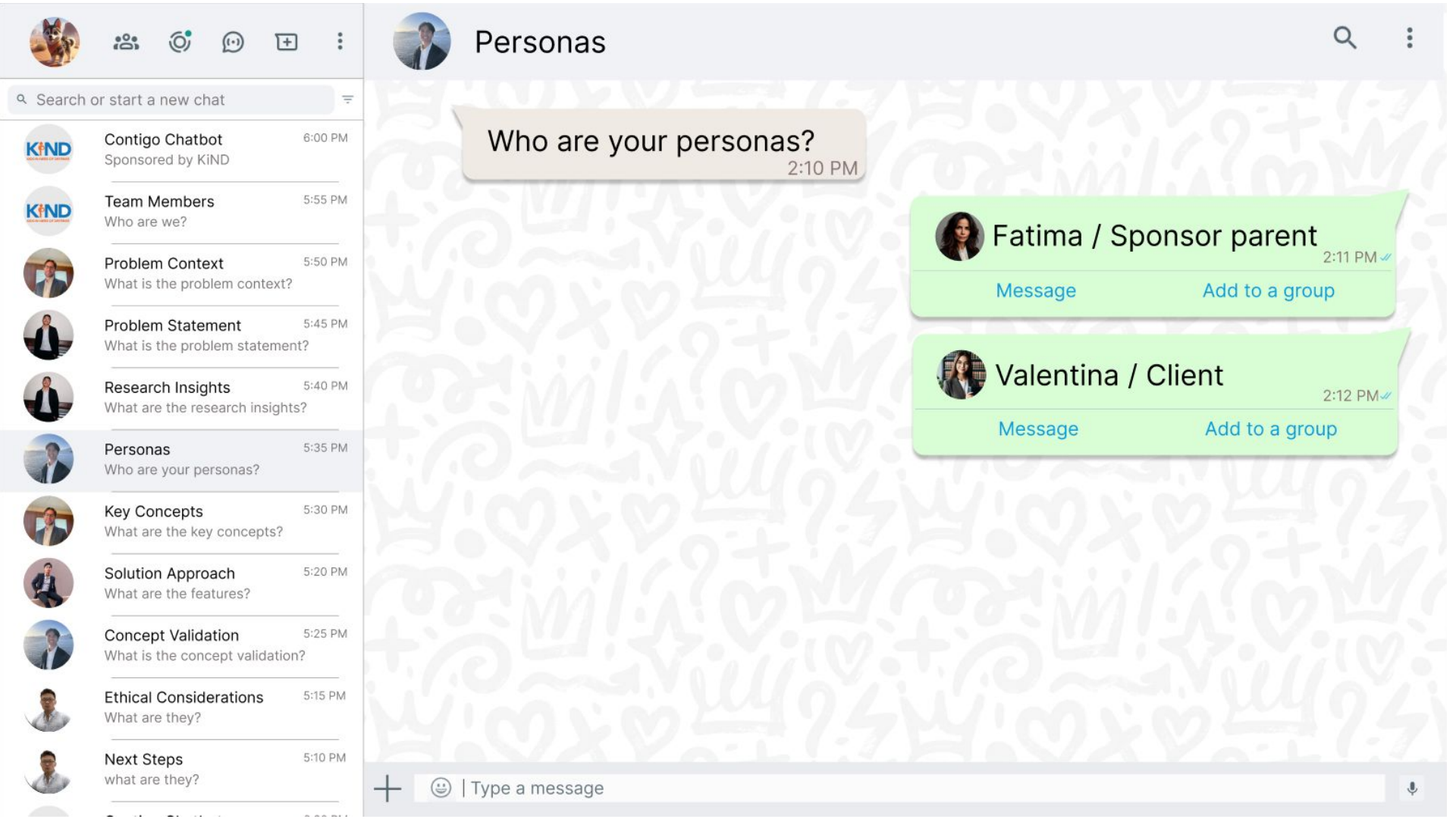


Human-like bots with continuous conversation increase user satisfaction

Whatsapp is the preferred method of communication for clients

Client communication poses difficulties requiring improvement

After work hours inquiries are common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what are they?
Personas
Who are your personas? 2:10 PM
Fatima / Sponsor parent 2:11 PM
Message
Add to a group
Valentina / Client 2:12 PM
Message
Add to a group
Type a message

Personas

x View Contact

Fatima / Sponsor parent

- Age: 47
- Education: High School
- Job: Cashier at Whole Foods
- Language: English and Spanish

Motivations

- Has family member in outside country facing difficult circumstances
- Sponsors 16 y/o nephew for immigration to US

Goals

- Provide Nephew with Legal and Social Support
- Understand & Prepare for the Immigration Process

x View Contact

Valentina / Client

- Age: 19
- Education: High School
- Job: Barista
- Languages: English and Spanish

Motivations

- Just moved to Baltimore, Maryland and is looking for resources to start college
- Family is in Colombia, has to find support on her own

Goals

- Access to resources in a quicker manner outside of working hours
- Access resources in her native and more proficient language

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Key Concepts

What are the Key Concepts?
2:10 PM

- Clients prefer **Low-Stakes Interactions**
- They have significant **Language and Social Barriers** to access.

- Clients have **Nuanced Situations**
- The **Immigration Process is Complicated**, and often dehumanizing

- **Clients aren't Always Available** during business hours.
- KIND internal processes result in **Long Turnaround Times** of 1-2 weeks

2:11 PM

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Solution Approach

What are the key features?
2:10 PM

- Recommender system for social services

- Python-based program that combines PDFs for the chatbot's database

- Chatbot can understand and text in multiple languages, including Spanish and Portuguese

2:11 PM

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Concept Validation and User Testing

Can you describe this round of testing?
2:10 PM

- 5 user tests with KIND paralegals
- Tested chatbot with WhatsApp integration

- Users ask chatbot about Baltimore City resources
  - I.e “where are the immigration offices in Baltimore?” or “where is the nearest hosptial?”

- High satisfactory with response details + accuracy
- Improve readability of responses
- Create feature for chatbot to know when a conversation ends

2:11 PM

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Ethical Considerations

What are your ethical considerations?
2:10 PM

Improve Response Turnaround:

- Streamline current processes for faster responses.
- Consider strategies for efficiency, particularly for users with limited data access.

User-Centric Design:

- Conduct a comprehensive needs assessment for diverse user groups.
- Develop a versatile solution addressing language barriers and varied immigration challenges.

Balanced Automation:

- Create an intelligent system for accurate user needs assessment.
- Define clear criteria for when to automate assistance or facilitate direct contact with staff.

2:11 PM

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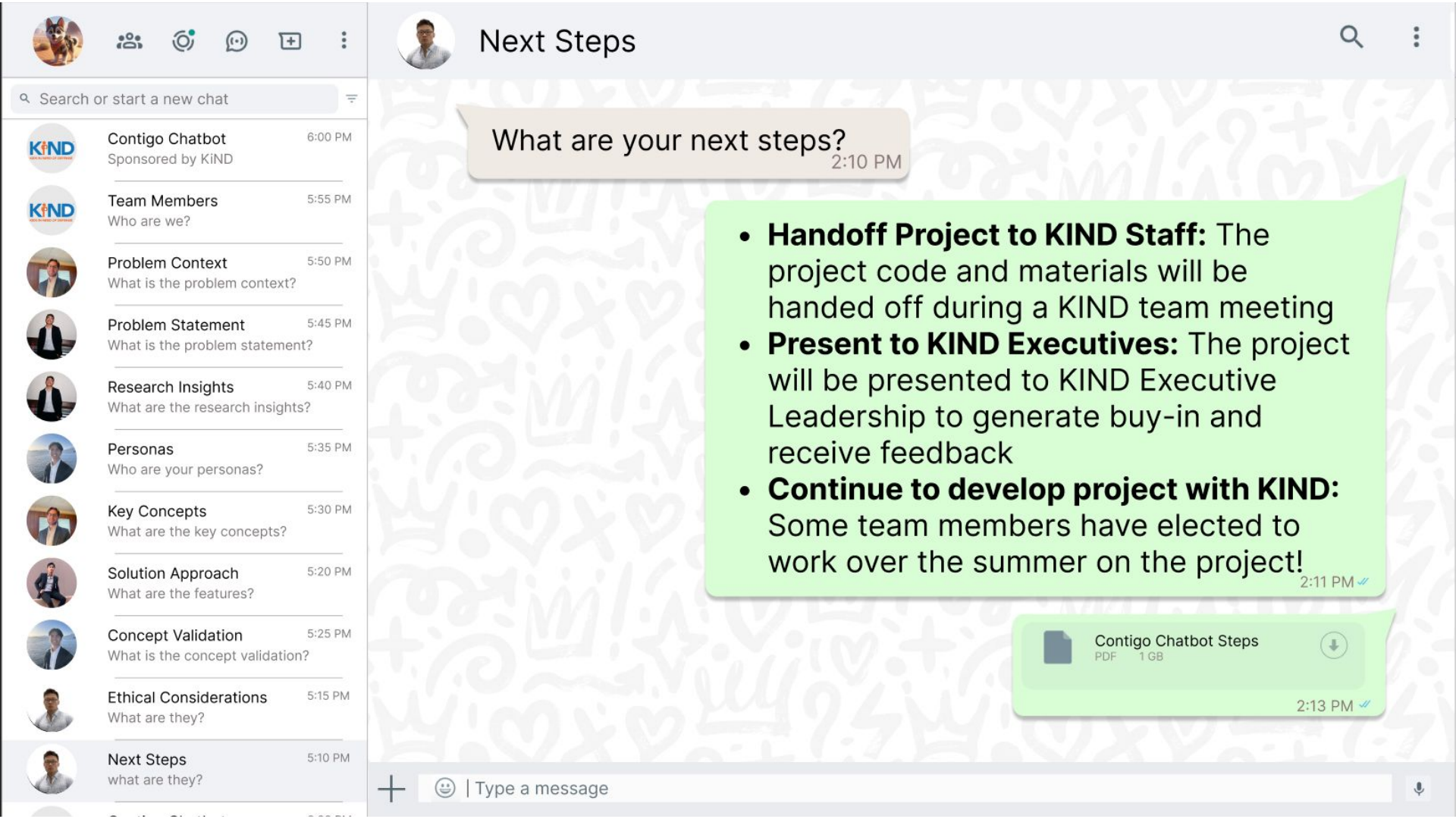
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Next Steps
What are your next steps?
2:10 PM
• Handoff Project to KIND Staff: The project code and materials will be handed off during a KIND team meeting
• Present to KIND Executives: The project will be presented to KIND Executive Leadership to generate buy-in and receive feedback
• Continue to develop project with KIND: Some team members have elected to work over the summer on the project!
2:11 PM
Contigo Chatbot Steps
PDF 1 GB
2:13 PM
Type a message

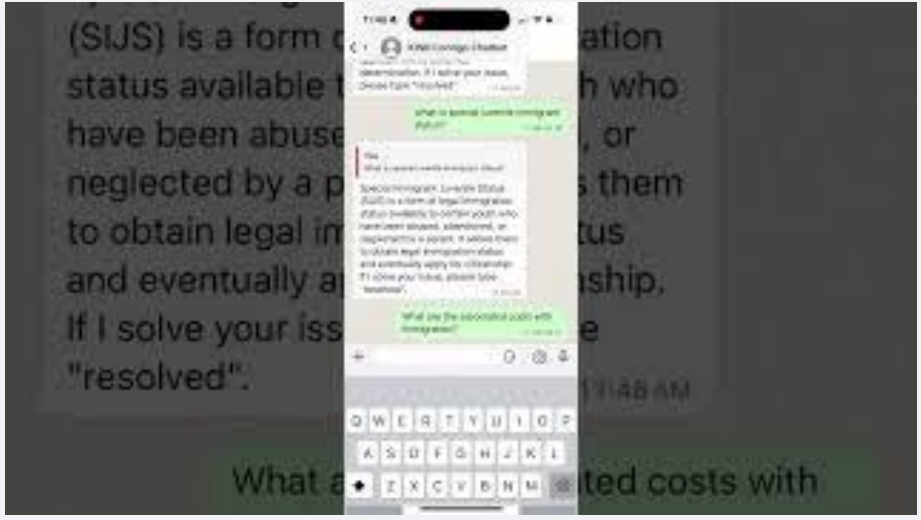
Next Steps

1 Capstone Submission

2 Resource Validation and Analytics

3 Priority Date Updates

4 Address & Contact Updating



Demo Video

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Contigo Chatbot

Team Full Stack Creators

¡Gracias!

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