

Contigo Chatbot

Search or start a new chat



6:00 PM Sponsored by KiND

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5:55 PM

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5:10 PM



Team Members Who are we?



Problem Context 5:50 PM What is the problem context?



Problem Statement 5:45 PM What is the problem statement?





Personas Who are your personas?



Key Concepts What are the key concepts?



Solution Approach What are the features?



Concept Validation 5:25 PM What is the concept validation?



Ethical Considerations 5:15 PM What are they?



Next Steps what are they?



Contigo Chatbot **Team Full Stack Creators**

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Team Members KIND

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Team Members Who are we?

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Research Insights 5:40 PM What are the research insights?



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Next Steps what are they?



Who are the Full Stack Creators? 2:10 PM



Type a message

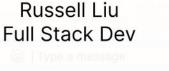
2:11 PM 🗸



Team Members

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Keiver Bencomo Mason Green Sean Guevarra **Project Manager** PM and Full Stack Dev UX Researcher & Designer



Eric Xue **NLP** Developer





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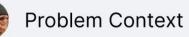
Ethical Considerations What are they?

Next Steps what are they?

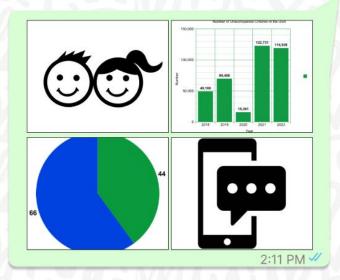


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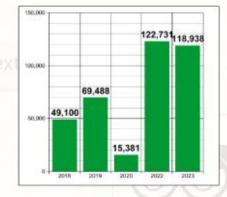


What is the context of this problem? 2:10 PM

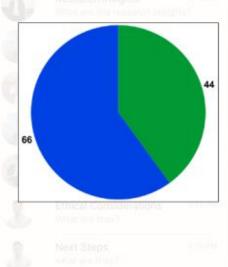


Problem Contex

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

Type a messag



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Team Members

Problem Context

Problem Statement

Research Insights

Who are your personas?

What are the key concepts?

Personas

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Problem Statement

What is the problem statement?

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?

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Wow! Go Full Stack Creators! 2:13 PM



Concept Validation 5:25 PM What is the concept validation?

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Research Insights

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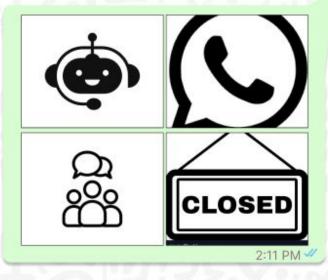
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5:15 PM **Ethical Considerations** What are they?

Next Steps what are they?

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What are the research insights? 2:10 PM



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Ó		continuous conversation increase	preferred method of communication for	
6		user satisfaction	clients	
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		200	CLOSED	
à		Client communication	After work hours	
2		poses difficulties	inquiries are common	
	5:10 PM	requiring improvement		





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Who are your personas? 2:10 PM



Fatima / Sponsor parent 2:11 PM Add to a group Message

Valentina / Client

2:12 PM-

Message

Add to a group



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Problem Contex



Problem Statement What is the problem st

Research Insights What are the research insig



Who are your personas



Key Concepts What are the key concl



Concept Validation



Solution Approach What are the features?



Ethical Consideratio What are they?

Next : what a

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





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Problem Context



Research Insights What are the research insig



Personas Who are your perso



Concept Validation

Solution Approach What are the feature



Ethical Considerati What are they?



Next Steps

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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







Key Concepts

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What are the Key Concepts? 2:10 PM



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Next Steps what are they?



- 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



the chatbot's database



 Python-based program • Chatbot can that combines PDFs for understand and text in multiple languages, including Spanish and Portuguese

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Concept Validation and User Testing

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

5 user tests with

Tested chatbot

integration

with WhatsApp

KIND paralegals



KIND

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5:40 PM **Research Insights** What are the research insights?



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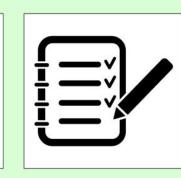
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Next Steps what are they?



- 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.

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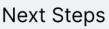
Concept Validation 5:25 PM What is the concept validation?

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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

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6	Capstone Submission	Analytics Resource validation and team meeting Analytics
Ó	5-40 PM 155?	will be presented to KIND Executive Leadership to generate buy-in and
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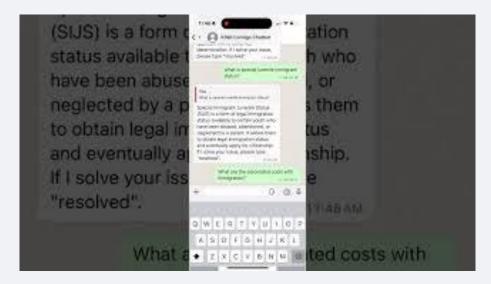


Solution Approach What are the features?

Ethical Considerations What are they?



Next Steps what are they?



Demo Video

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Next Steps

what are they?

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Contigo Chatbot Team Full Stack Creators

¡Gracias!

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