

Artificial Intelligence in eHealth

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Generative AI Digital Human + Chatbot



- Digital Humans are AI powered human-like virtual beings. for example, virtual care assistant, health coaching, etc.
- Digital Human technologies includes face synthesis, face shifting, lip synchronization.
- Easily connect to any digital brain to share knowledge (i.e. chatbot and NLP)
- Interact using verbal and non-verbal cues – tone of voice and facial expressions
- Making it possible to recreate natural human interaction at scale
- Accessible 24 hours a day, seven days a week; never have an off day.



RPA Platform



- Nearly 30% of healthcare costs are associated with administrative tasks
- Healthcare service digital transformation
- Hyperautomation is a new wave of automation leverage sophisticated AI/ML
- Improve the efficiency of healthcare delivery and provide better care of patient
- Combine with AI to enable cognitive automation
- Enhance with machine learning algorithms that allows software robots to learn from data

AI Digital Human / ChatGPT / RPA

1

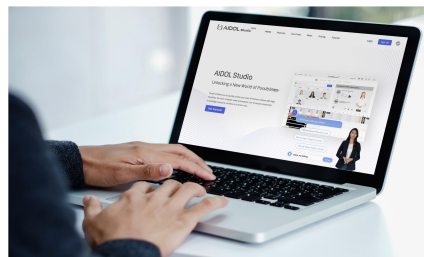
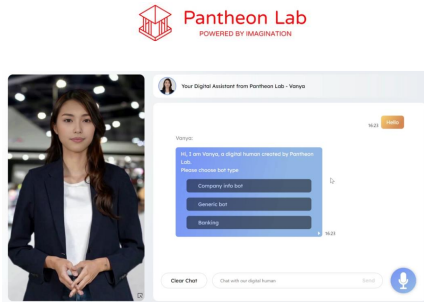
AI Digital Human

2

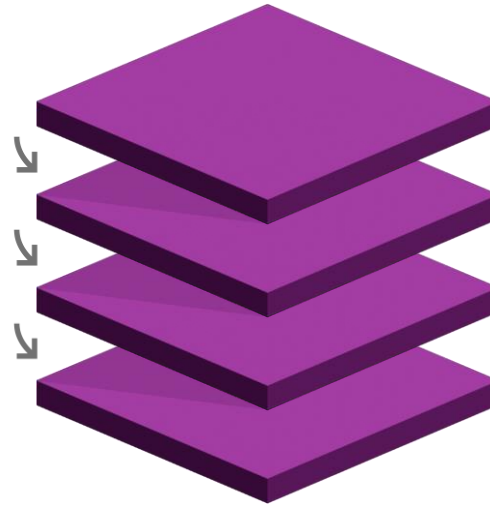
Interpret

3

Drive



Chatbot, Kiosk, Widget,
Service Desk etc.



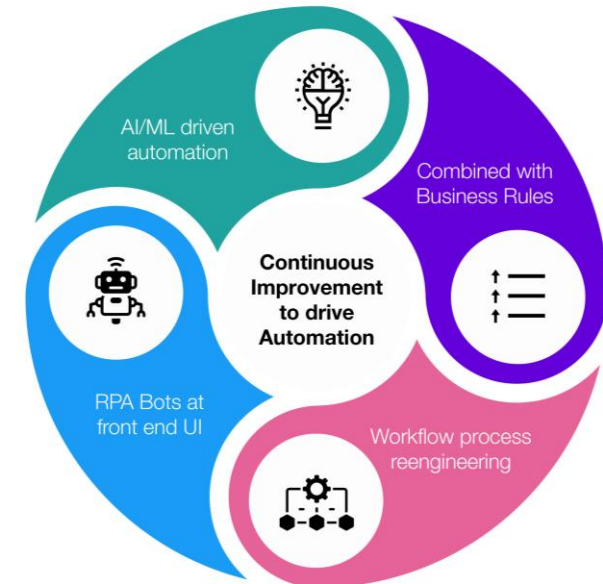
Detect Language

Speech-to-Text

Pre-training Data
/Chat History

Response
(Speech / Action)

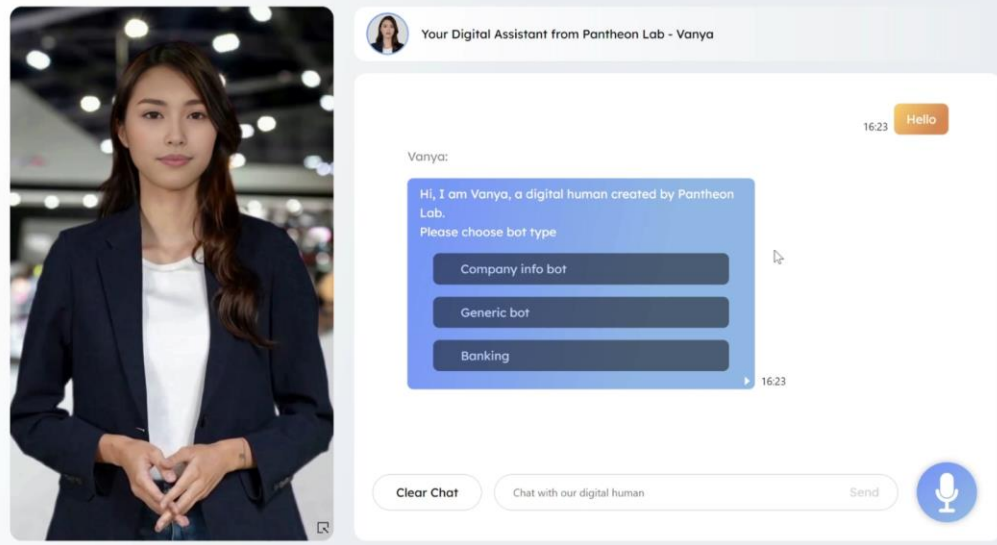
AI and NLP automate the interpretation
of every message in real time



Robots take automatic actions in
response to messages in real time

Digital Concierge for Customer Service

AI Digital Human



- Half of us don't like text-based chatbot interaction
- Face-to-face conversations with an AI digital human
- Virtual care assistant, health coaching, mental health support, etc.

https://drive.google.com/file/d/1sjJAIz5zFV65AAAU7MfQRWqfIO5GodDU/view?usp=share_link

AIDOL Assistant:

Humanizing customer service with AI technology

- Human touch
- Multi language
- Consistent performance
- Unified brand image
- Anytime Anywhere
- Privacy for user
- Flexibility update
- Unlimited data



Digital Assistant used as 7/24 Healthcare Services



- AIDOL Assistant Widget
- Subscription
- Customer Service with your brand image
- 24-7-365
- Always perfect answer

AI Object Recognition



- Object recognition (computer vision) in AI by detecting objects in visual images (screenshot, web images, document or photos) using Nvidia or AI cloud service



Communication Mining



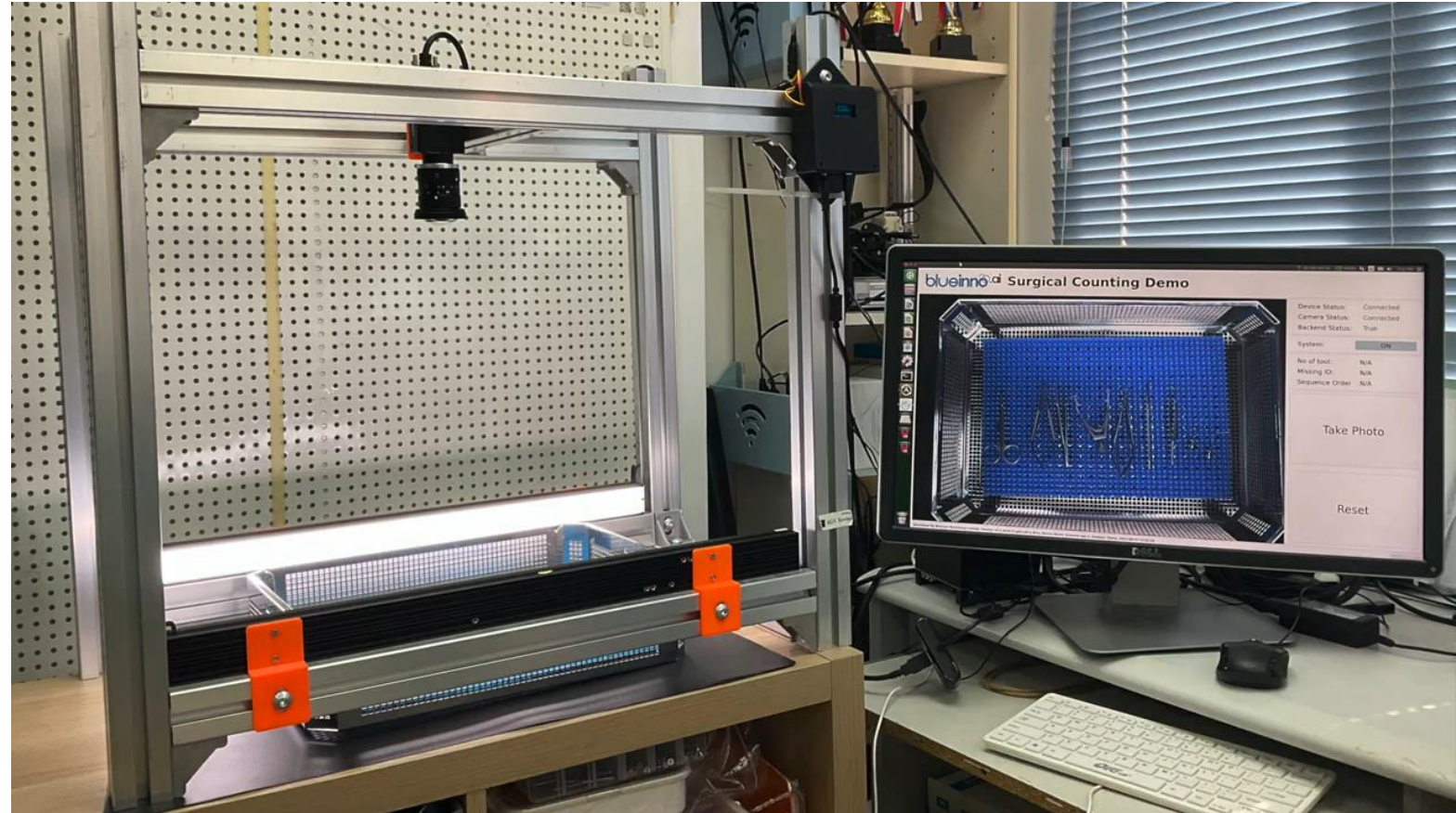
- Achieve fast integrations with all your pre-existing channels
- Train custom models with AI guidance
- More data-driven approach
- Rapidly identify the most demanding process and requests
- Enhance operational efficiency and performance



Surgical Counting Object Recognition System

Using Object Recognition with **Computer Vision AI technology** to **detect medical instruments** saves manpower from nurses and hospital workers from counting and recognizing the tools.

- **Accuracy: 98%+**
- Successfully deployed at Central Sterile Supply Department in **United Christian Hospital** in 2022 onwards
- AI Model Used: **Faster RCNN for Object Recognition**



Communication Mining

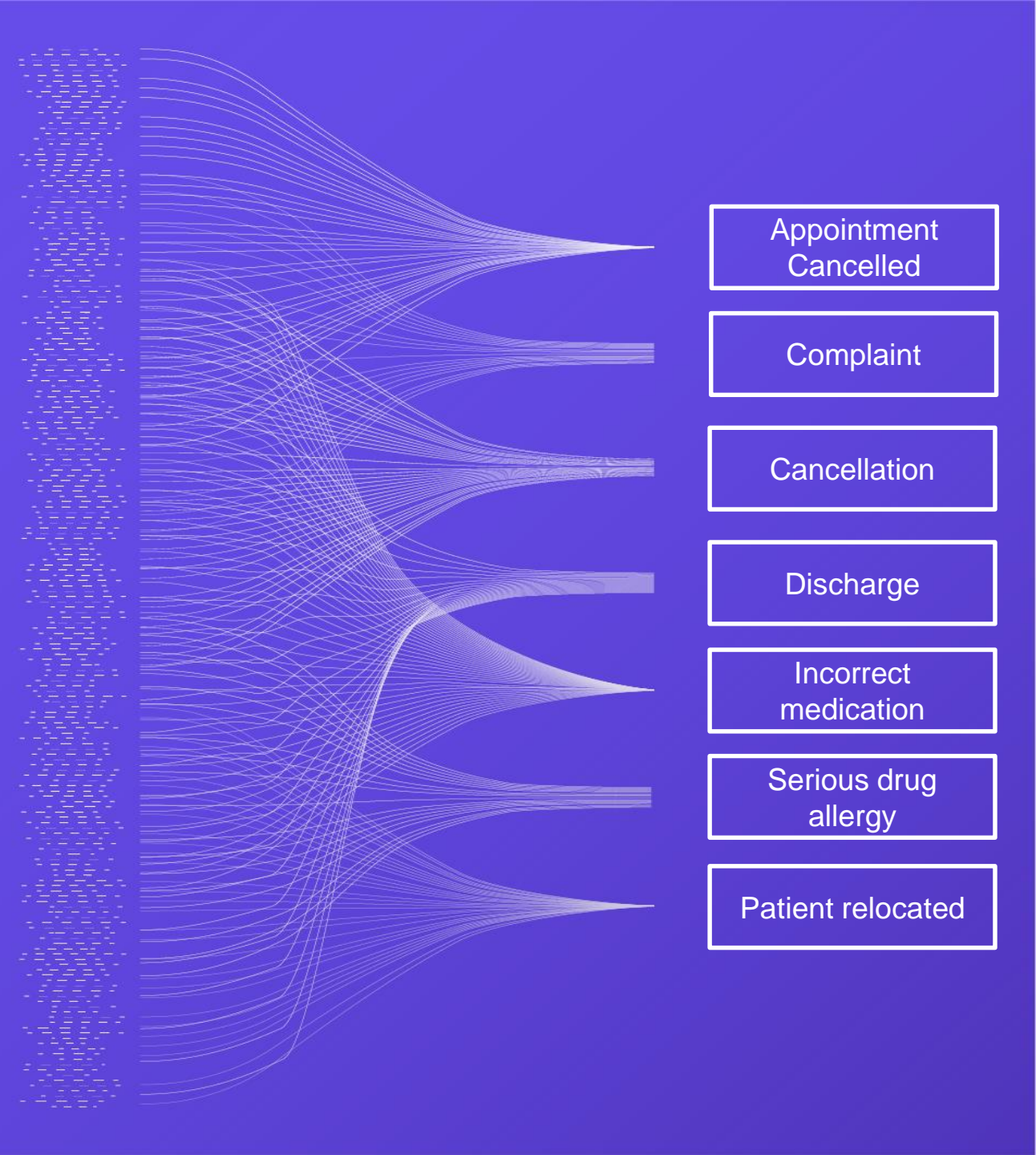
Understand and action every message at speed and scale

Communications Mining extends the AI capabilities of the Business Automation Platform.

Businesses use Communications Mining to mine, monitor and automate their service conversations.

Through a no-code NLP platform, communication mining democratizes AI for every employee, unlocking the power of conversational data, enabling robots to take action.

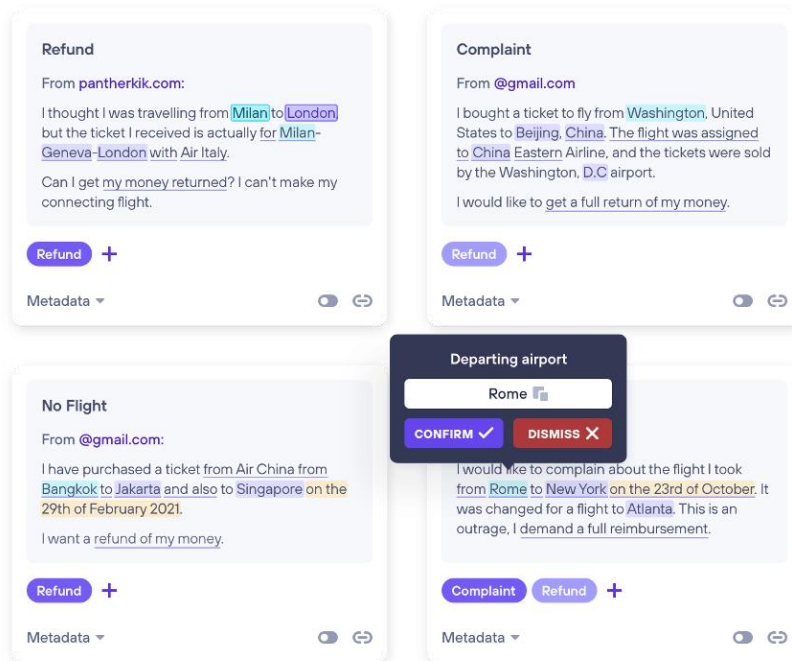
Communications Mining increases scalability, enhances the customer experience, and improves governance and control.



Communication Mining

Rapidly identify the most demanding processes and requests

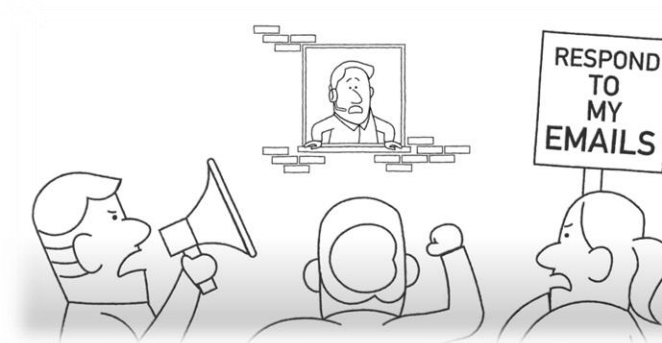
Our deep learning models automatically discover message clusters that reveal repetitive processes, requests and issues. Communications Mining continuously retrains to find new and interesting insights.



Extract and interpret data from unstructured communications (emails, chats, and more)

Drive valuable automation and self-service opportunities from business communications

Extract context, intent, and sentiment to understand customers better than ever





THANK **YOU.**

We would love to be part of your digital transformation.

“Change is hard at first, messy in the middle and gorgeous at the end.”

- Robin Sharma

