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Review on Alexa as a Hospital Receptionist

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Abstract: *A hospital receptionist is the first point of contact between a hospital or medical facility and patients. These receptionists play an vital role in a medical facility because they perform customer service and administrative-related duties like scheduling appointments, answering patients' questions, answering phone calls and placing calls to confirm patients' appointments. A questionnaire was designed for the expectant patients, to design the Alexa. The inputs were captured to verify the feasibility, relevance, and technology acceptance for the use case. Chatbot designs are slowly changing from voice-to-voice communication like an alexa which was tested on Echo dot, a smart speaker device supported by Amazon Voice Service (AVS). Designing a chatbot on top of a custom Alexa skill allows developers to use multiple Amazon Web Services. The design has used AWS for hosting voice server and Azure for hosting Back-end which is created in c#. After that we connect Echo device with our created system. The concept of connecting smart devices, makes the chatbot solution accessible at any time and from anywhere.*

Keywords: Chatbot; Hospital Receptionist; Alexa; Amazon Web Services; Azure.

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