**KNCV TB PLUS** | **CHATBOT.** | **dimagi**

**91%**
of participants indicate accurate TB general information.

**4.6/5** ease of use and navigation.

**7.9/10**
overall rating.
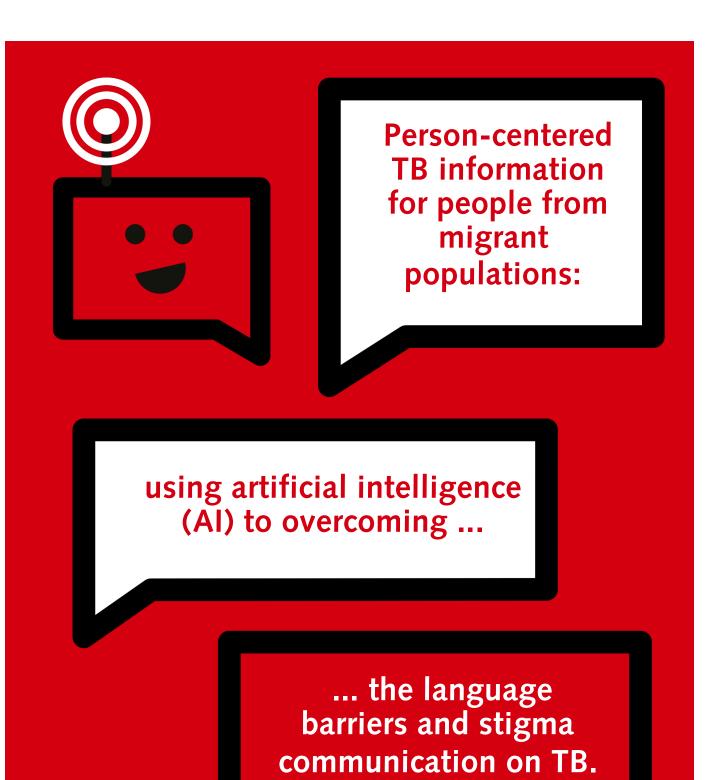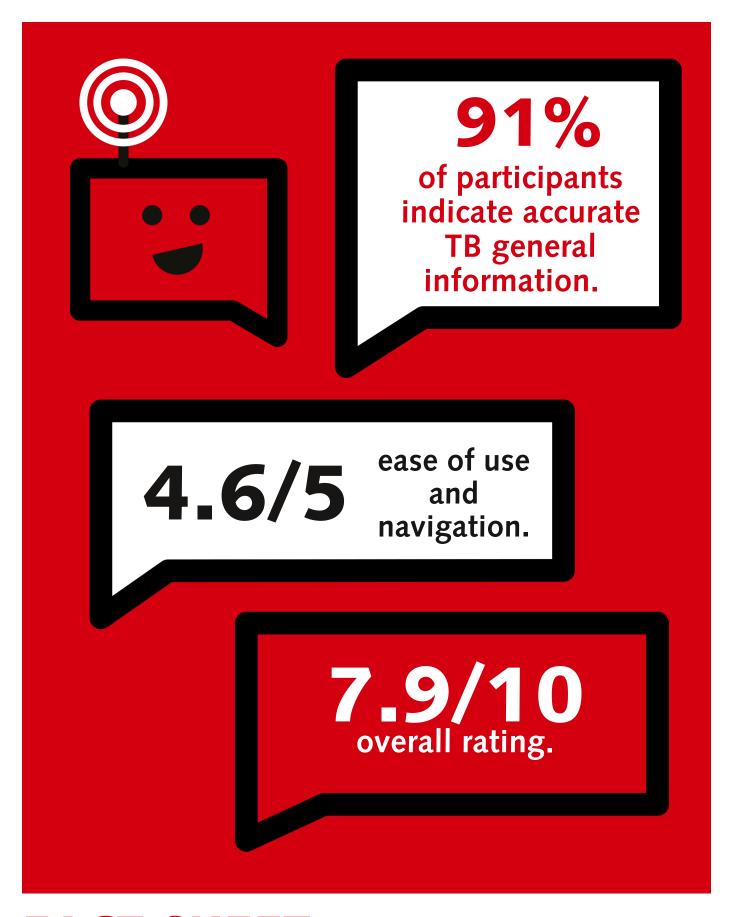
**FACT SHEET**

- Overall the language skills of the chatbot are good in Dutch and English in terms of spelling, grammar and accurate communication. For less spoken languages the chatbot language skills were perceived insufficient.

- There is a clear correlation between language used and the overall accuracy of the answers, the chatbot was rated lower on average on all questions by those using languages beyond Dutch and English.

- Adding source information on specific topics clearly improved the chatbot's ability to provide accurate information. Providing more specific source materials on a variety of topics is likely to improve the chatbot's ability to provide detailed answers.

- Incorrect answers were provided on occasion. The margin of error should be decreased to a bare minimum if the chatbot were to be used in a programmatic setting.

- The ease of use was rated very high, both the web browser and WhatsApp. WhatsApp is perceived as most convenient for a quick question, or to pick up from a previous conversation. The length of the answers should be a point of attention for improvement. Shorter answers can improve the overall flow of a conversation.

- As good as no technical challenges encountered, it is noteworthy that we piloted on a small scale. So closely monitoring the technical performance of the chatbot when used by a larger group of people over time is needed.

- We consider the pilot successful as overall the chatbot was rated a 7.9 out of 10. There are several adjustments needed before the chatbot should be used in a programmatic setting.

# CONCLUSIONS