

Contact your account representative for more information on Fishbowl's Digital Assistant services or visit www.fishbowlsolutions.com.

Drive the Flow of Accurate Coronavirus Information with the Oracle Digital Assistant

Fishbowl Solutions and Oracle Offering FREE Digital Assistant for Coronavirus Information

Distribute Accurate Coronavirus Information through a Digital Assistant - FREE and Available Now

- Handle an increasing volume of coronavirus questions
- Leverage Oracle's industry-leading digital assistant
- Deflect common questions away from customer service agents, freeing them up to handle more urgent issues
- **FREE and available now** directly from Fishbowl Solutions

Make it Easy to Obtain Information from your Website

- Deploy to any page or pages on your website
- Provide first-line responses to coronavirus questions, such as cases, symptoms, and preventative best practices

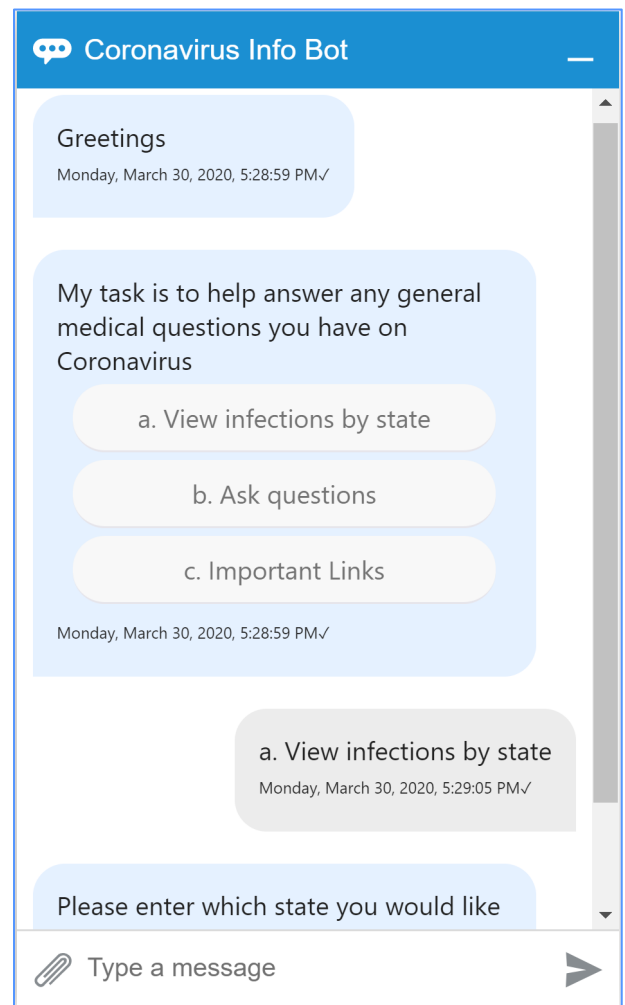
Coronavirus Digital Assistant Capabilities

The FREE digital assistant for coronavirus information includes these capabilities:

- View coronavirus infections by state
- Answers to questions regarding risk and protection
- Links to information provided by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO)

CORONAVIRUS

WHAT'S YOUR QUESTION?



The screenshot shows a chat interface for the 'Coronavirus Info Bot'. The chat history includes a greeting message from the bot dated Monday, March 30, 2020, at 5:28:59 PM. The bot's response states its purpose is to help answer general medical questions and provides three menu options: 'a. View infections by state', 'b. Ask questions', and 'c. Important Links'. A second message from the bot, dated Monday, March 30, 2020, at 5:28:59 PM, shows option 'a' selected. A third message from the bot, dated Monday, March 30, 2020, at 5:29:05 PM, shows option 'a' selected again. The chat input field at the bottom contains the text 'Please enter which state you would like' and a 'Type a message' placeholder.

Additional Capabilities/Options (paid upgrades):

Fishbowl Solutions can customize the coronavirus digital assistant to include other capabilities, including:

- Support for mobile (SMS) channels
- Additional intents. For example, specific answers to where people can go for coronavirus testing
- Custom User Interface (UI) to match organizational branding
- Integration into your organization's mobile application

Next Steps

1. Demo the digital assistant from Fishbowl's website – www.fishbowlsolutions.com.
2. Contact Fishbowl Solutions at info@fishbowlsolutions.com to discuss your implementation options:
 - Option 1: 60-day trial
 - Option 2: 90-day proof of concept (POC)

Notes and Disclaimers:

- *Fishbowl is providing up to two (2) hours of FREE consulting time for organizations that need deployment assistance.*
- *Oracle is providing a provisioned instance of the Oracle Digital Assistant.*
- *Coronavirus case information is sourced from the CDC and WHO.*

Contact Info:

For more information on Fishbowl Solutions or to schedule a solution briefing, call +1.952.465.3400, visit www.fishbowlsolutions.com or send an email to cmsales@fishbowlsolutions.com.

Coronavirus Info Bot

Please enter which state you would like information for.
Tuesday, March 31, 2020, 9:21:40 AM ✓

Minnesota
Tuesday, March 31, 2020, 9:21:48 AM ✓

In Minnesota there have been a total of 576 cases and 10 deaths. Today there have been 0 new cases and 0 deaths. There are 432 active cases in this state.
Tuesday, March 31, 2020, 9:21:50 AM ✓

Here's what I can do

- a. View infections by state
- b. Ask questions
- c. Important Links

Tuesday, March 31, 2020, 9:21:50 AM ✓

Type a message

Coronavirus Info Bot

c. Important Links
Tuesday, March 31, 2020, 9:21:50 AM ✓

c. Important Links
Tuesday, March 31, 2020, 9:24:28 AM ✓

[The CDC's summary is here](#)
[The WHO's coronavirus homepage is here](#)
Tuesday, March 31, 2020, 9:24:28 AM ✓

Here's what I can do

- a. View infections by state
- b. Ask questions
- c. Important Links

Tuesday, March 31, 2020, 9:24:28 AM ✓

Type a message



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